

Hywel Dda Stakeholder Reference Group 15

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Healthier West Wales transformation programme update

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Healthier West Wales programme



- Individualised wellbeing assessment and personal stay well plan
- Regular, proactive calls to check on individuals wellbeing and direct to appropriate support at an early stage.
- Tablets providing access to 'virtual communities'
- A low level 24/7 response service available to participants across the region to respond to non-medical emergencies

- Fast Access Community Teams in all parts of West Wales providing multi-disciplinary to people in their homes, delivered within 2 hours and over a maximum period of 8 days
- Complements the welfare response service within the Connect programme
- Supported by integrated project managers located across the region with a broader remit to accelerate integration across all parts of the system.

- 'West Wales is Kind' campaign to incentivise random acts of kindness
- Online person to person time-banking platform
- Development of 'local action hubs' promoting volunteering within specified local communities
- Reviewing and equipping community worker roles through accelerated skills programme
- Inter-generational buddying programmes

Programme 1: CONNECT



- Now fully operational across all 3 Counties
- 3548 active CONNECT clients across the region, with the majority (1578) falling into the target 'prevent' category
- Programme continues to deliver:
 - Proactive calls
 - Wellbeing assessments and plans
 - Bespoke Technology Enabling Care (TEC) equipment
 - Support with digital inclusion

Programme 1: CONNECT



- Delta Wellbeing providing 24/7 rapid response to non-injurious falls and other wellbeing related calls triggered through TEC devices
- 804 users supported in Q2 of operation of which 72 were escalated to emergency services
- Complementary bespoke local pathways provide targeted additional support to users, including self management of long term conditions, proactive falls prevention and supporting digital connections

Case study <https://www.wwcp.org.uk/healthier-west-wales-case-studies/>



The daughter of a Ceredigion CONNECT client has described the support provided through the 24/7 service as a “Godsend” for her mum, who had experienced several falls at home.

*Lowri’s 70-year-old mum was signposted to the CONNECT service in May 2021, by one of Delta Wellbeing’s Tech Officers who had visited her home to install additional Technology Enabled Care (TEC) equipment, as the result of numerous falls at home.

Whilst there, Lowri shared her concerns about her mum having experienced falls “more frequently” in recent times. The Tech Officer then advised about the CONNECT service and what support the family could receive, including access to a 24/7 Community Response Team to assist with any falls, regular wellbeing calls, digital support and TEC equipment tailored to her mum’s specific needs.

As part of the CONNECT TEC equipment support, Lowri’s mum has been provided with a falls detector which can be worn on her wrist. She wears the device every day bringing peace of mind to both herself and family that help is available, if she ever needed it, day and night.

Lowri said, “When mum has fallen previously, she has a tendency to bang her head and would not remember to press her pendant alarm. With her having a falls detector, this means it will automatically trigger she has fallen and assistance will be sent out straight away, giving us peace of mind.”

Lowri said one of the highlights of the CONNECT service has meant it has enabled her mum to continue to live independently at home.

“My mum has always been an independent woman,” explained Lowri. “If she was ever made to leave her home, she would not survive. So, having this service has meant she is able to stay at home to live independently. As a family, we can’t thank Delta CONNECT enough for the high level of service provided and the reassurance it brings to us all. We are forever grateful.”

*Names have been changed to protect the identity of service users

Programme 3: Fast tracked consistent integration



Local delivery arrangements within agreed regional model:

Ceredigion

- Integrated health and social care workers inducted and taking referrals through integrated triage and referral team within Porth Gofal – potential for regional model moving forward

Pembrokeshire

- Detailed review of intermediate care service to inform ongoing model – approach shortlisted for Local Government awards
- Enhanced Bridging Service (local) commenced in September

Programme 3: Fast tracked consistent integration



Carmarthenshire

- 2 new trainee Advanced Nurse Practitioners commenced in role as part of a 3 year programme within Acute Response Team/ crisis response

Regional

- Advanced Practitioner models planned across counties
- Participated in National Intermediate Care Benchmarking

Impact



(Figures for Ceredigion and Pembrokeshire only)

Metrics	Total
Number of discharges facilitated	348
% of discharges facilitated	22%
Number of admissions avoided	652
% admissions avoided	41%
% referrals responded to in less than 2 hours	87%

Programme 7: Creating connections for all



- Large increase in visits to Connect platforms (4811 in September 2021) and level of registered users – incentives include ‘Above and Beyond’ awards to obtain funds for local charities
- Kindness in the workplace launched and schools programme being developed with Public Health Wales
- Extensive engagement with communities promoting co-production and local involvement
- Connecting Realities pilot in Pembrokeshire (Bevan Exemplar project)
- Testing Social Return on Investment methodologies
- 3 events held across the region showing 12 community groups intergenerational projects

Continuous engagement framework



- Consultants appointed to take forward the work which includes review existing activity and best practice to develop a framework incorporating stakeholder maps, engagement standards and intelligence sharing mechanisms
- Initial stage well underway, with next phase to test and refine framework
- Aim for framework to be adopted by the Regional Partnership Board, Public Service Boards and partner agencies

Evaluation



- Opinion Research Services working with partnership in refining and extending programme metrics
- Work underway on qualitative data collection through detailed engagement with stakeholders and beneficiaries of the transformation programmes
- Report will be ready in mid autumn and will inform delivery over the remainder of current phase and future activity

Into the future



- 5 year funding programme announced by Minister for Health and Social Services starting in 2022-23
- Simplified arrangements supporting (1) transformation and (2) embedding of successful models
- Core principle of match-funding to ensure ownership and facilitate mainstreaming of effective practice
- Joint work underway to co-produce arrangements including funding mechanisms, monitoring and reporting and development of a national outcomes framework
- Regional review of existing programmes (Transformation Fund, Integrated Care Fund and other programmes) to develop evidenced forward programme

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