

GRŴP CYFEIRIO RHANDDEILIAID STAKEHOLDER REFERENCE GROUP

DYDDIAD Y CYFARFOD: DATE OF MEETING:	16 July 2021
TEITL YR ADRODDIAD: TITLE OF REPORT:	Transformation Programme Update/Transformation Funding (ICF)
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Jill Paterson, Director of Primary Care, Community and Long Term Care
SWYDDOG ADRODD: REPORTING OFFICER:	Martyn Palfreman, Head of Regional Collaboration

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Trafodaeth/For Discussion

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

This report is brought to the SRG for information and discussion.

Cefndir / Background

The SRG has been advised previously of the award from the Welsh Government's Transformation Fund of £12 million over 2019-20 and 2020-21 to support delivery of the 'Healthier West Wales' programme. This comprises three interdependent programmes which aim to transform care and support in West Wales, with an emphasis on early intervention, proactive care and integrated service models through which the core aims of the national plan for health and social care, 'A Healthier Wales', will be delivered in our region. The three programmes are:

- Programme 1: CONNECT (Technology-Enabled Care)
- Programme 3: Fast-tracked consistent integration
- Programme 7: Creating Connections for All¹

In late 2020, a further £6 million of funding was confirmed to support the programmes for a transitional year from April 2021 to March 2022.

The following section of the report provides an update on each of the three programmes and sets out key priorities for delivery over the coming year.

The Integrated Care Fund (ICF) is provided by Welsh Government to support the integration of care and support with an emphasis on prevention and early intervention. Revenue allocations are made to Regional Partnership Boards for the following population groups:

¹ These three programmes formed part of a wider submission to Welsh Government of eight interlinked programmes. Funding was awarded for these programmes only

- Older people
- Children on the edge of care
- Children with complex needs
- People with learning disabilities
- Carers
- People with dementia
- Autistic people (specifically in support of the Integrated Autism Service)

An update on the current situation is provided in the next section of the report.

Asesiad / Assessment

The previous report to the SRG in April 2021 listed key achievements of the **three Healthier West Wales programmes** as at the end of the 2020-21 financial year and included key priorities for the current financial year.

A brief summary of activity and outcomes at the end of 2021-22 Quarter 1 is provided below.

Programme 1: CONNECT

Following a phased rollout of the programme, CONNECT is now being delivered across all three Counties in the Hywel Dda region. To the end of May 2021 (figures reporting a month in arrears), 2263 clients across the three counties were engaged in CONNECT, the majority of which (1388) fall within the prevent cohort.

CONNECT continues to deliver a core programme of proactive calls; wellbeing assessments and plans; bespoke TEC equipment and support with digital inclusion.

In Quarter 1 of 2021-22, the CONNECT programme has evolved to incorporate a standard regional, 24/7 welfare response service. This service provides a rapid response to non-injurious falls and other wellbeing related calls triggered through TEC devices issued through the CONNECT programme. Over the past year, the 24/7 welfare response had been delivered through bespoke local pathways; however, this approach proved not to be cost-effective. Consequently, a hybrid model of staffing has been established within the existing CONNECT team employed through DELTA Wellbeing. This hybrid staffing structure delivers both the original core CONNECT elements of proactive calls, bespoke TEC installations, wellbeing assessments and plans as well as the additional 24/7 welfare response element. This provides a more equitable service across the region and has facilitated further discussion around integration of the proactive, preventative offer within core County teams. In the first two months of the hybrid service being in operation, 449 CONNECT participants were supported by the hybrid 24/7 response service with just 27 being escalated to emergency services.

A series of complementary bespoke local pathways to the core CONNECT programme were approved by Healthier West Wales Board in Quarter 1. These are designed to provide targeted additional support to people using the CONNECT service. The Expert Patient Programme continues to receive funding through the pathways to deliver regional programme of support and each County has received funding to deliver bespoke pathways which address needs and gaps in locally available support. These pathways include various interventions to support digital connections and proactive, preventative falls programmes.

Programme 3: Fast-tracked, consistent integration

Fast tracked consistent integration continues across the region as set out in the delivery plan for Programme 3. Whilst each of the county programmes are well integrated into their specific county structures, the broad intent and direction remains consistent across the region. Work continues to align these structures with the Discharge to Recover and Assess methodology in all areas.

The Integrated Health and Social Care Worker posts have started their appointments in Ceredigion this quarter after a challenging period of collaborative planning across Health and Social Care. The output and outcomes of this project will be fed back into both local and regional groups for analysis.

The well-established Intermediate Care Team in Pembrokeshire are now starting to prove the difference they make however some unavoidable issues around staffing are having to be managed. There is a Health-board Organisational Change programme ongoing within Pembrokeshire which will have an impact on this programme and is being monitored. The profile of the service continues to rise around the region, with Pembrokeshire presenting to the Council Scrutiny Committee in this quarter.

Work across the region around Advanced Practitioner models is gaining headway and Carmarthenshire intend to have two people starting training in in the next quarter, Ceredigion have put forward a jointly funded proposal across one of the clusters and the Transformation Fund to support the development of this model.

Maintaining appropriate staffing levels continues to be of concern across each of the counties, however, this is as expected due to the nature of the funding. Some of that mitigation is to look toward exit strategies to continue to fund these teams from other sources (core funding, for example).

Collation of qualitative data, case studies and National Audit requirements is underway across the region, with the National Intermediate Audit being undertaken as a regional project this year. The intention being to ensure a more cohesive and coordinated regional approach is taken.

At the time of writing, only April and May 2021 statistics are available, but at present these stand as follows:

Metric	Total
Number of people receiving a service	1691
Referral source and % breakdown	
SC - 3rd Sector organisation	17
SC - Advocate	0
SC - Ambulance Service	36
SC - Care Regulator	0
SC - Early Intervention / Prevention Service (Step-up) /CDM	3
SC - Education	0
SC - Friend or neighbour	3
SC - Health GP/GPOOH/DN/	761
SC - Housing	11

SC - Independent Hospital	0
SC - Internal (Social Worker, other team)	65
SC - Local Authority	148
SC - Other	71
SC - Police	3
SC - Probation	0
SC - Provider	16
SC - Relative	56
SC – Self	501
Care co-ordinator profile	
Social Care	201
Therapies	305
Nurse	983
3rd sector	80
Reablement / Enablement	74
Medical	0
Inappropriate referral	95
Average referral to co-ordinated agreed response time (in hours)	1.408

Metric	Total
Number of discharges facilitated	312
% of discharges facilitated	18%
Number of admissions avoided	886
% admissions avoided	52%
% referrals responded to in less than 2 hours	89%

Programme 7: Creating connections for all

Highlights from Quarter 1 of 2021-22 include:

- Over 1500 number of visits to the Connect Platform a month.
- Marketing proposal developed to boost engagement and registration on the Connect Platform.
- Scoped feasibility of Connect Platform integration with Info Engine and Volunteering Matter with a further meeting with Dewis.
- Development of Kindness videos, for example:
<https://vimeo.com/562770210/96009827ca>
- Kindness in the Workplace scheme developed which includes a badge scheme and e-learning for organisations and local groups.
- Community Volunteer Development Officers across the 3 counties have done a great deal of work, engaging with local groups/communities developing virtual village halls, participatory budgeting and co-production pilots.
- As part of the Virtual Village Halls project, we are working with Take Physic Pomp CIC as a partner in the Digital Connections project to use VR cameras in a variety of ways in our communities to engage in activities
- Through our accelerated skills project, we are piloting a programme to lead to the bespoke development of Wales's specific accredited learning for social prescribers across Wales. We currently have 27 course participants.

- Scoping the feasibility and opportunity to utilise Social Return of Investment for community projects/programmes. A SROI workshop will be delivered on 5th July.

In regard to the ICF, delivery of programmes across the range of population groups, as set out in the **2021-22 Revenue Investment Plan and Capital Investment Plan**, continues. The revenue plan includes a comprehensive programme of support for **People Living With Dementia**, in respect of which a Regional Strategy is being developed and the current pattern of investment reappraised to ensure maximum benefit to those people and their families.

The previous report to SRG advised of an additional national pot within the ICF, totalling £2 million, to support schemes providing **safe accommodation for children with complex, high end emotional and behavioural needs**, aimed at preventing escalation and/ or facilitating de-escalation from secure or inpatient care. A bid by the West Wales Regional Partnership Board was successful and the region is one of three across Wales to receive revenue funding in this vital area. The allocation, which totals £708,220, will support the establishment of a multi-disciplinary (health, social services and education) regional service working with existing professionals to provide:

- Trauma-informed interventions focused on reducing the frequency, intensity and duration of challenging behaviour in children and young people with complex needs and emotional and practical support for carers and families.
- An outreach model of child and family support.
- Outreach support to schools to facilitate implementation of person centred, trauma informed educational plans for service users. In addition, the provision will provide the option of short break respite, periods of observation and assessment.

Capital ICF funding totalling £2.45m has also been approved in principle for the purchase of a regional trauma informed children's observation and assessment unit and three medium term 2 to 3 bed homes within each County, supporting delivery of the service.

This initiative is a key priority for the region and will help partners address recommendations within the Children's Commissioner for Wales' recent report [No Wrong Door: Bringing services together to meet children's needs](#), which calls for children and young people with complex needs to experience holistic, seamless care and support that helps them achieve what is important to them, including emotional and mental wellbeing. The new approach will also complement wider, integrated support for these children and young people being developed in the region as the RPB implements the national [NEST Framework](#), aimed at ensuring a 'whole system' approach to developing mental health, wellbeing and support services for children, young people and families across Wales.

Evaluation and sustainability

As previously reported, external evaluators are supporting the ongoing assessment of the impact of the Healthier West Wales programmes. A key priority has been the expansion of system and programme metrics to help partners to assess the impact of the programmes and inform discussions around mainstreaming and/ or seeking ongoing Welsh Government funding should it become available to support extension of successful initiatives. In tandem with this, 14 ICF projects are being assessed as part of a national evaluation, whilst local evaluations will be undertaken of further, selected schemes will be undertaken by the Research, Innovation and Improvement Coordination Hub (RIICH). Updates will be provided to the SRG over coming months.

Continuous Engagement

External consultants are being appointed shortly to support the development of a Continuous Engagement Framework for the region which aims to support a co-productive model involving communities and key stakeholders in the development of health, social care and wellbeing services in West Wales. This work will involve:

- Scoping of existing opportunities, tools and mechanisms for engagement, including processes, models and skills.
- Drafting of a regional framework incorporating stakeholder mapping, engagement standards and mechanisms for sharing intelligence from engagement exercises.
- Testing of the framework on 'live' engagement exercises to inform a final version for adoption by the RPB and other partners.

Outcomes of this work will be provided to the SRG as it progresses.

Argymhelliad / Recommendation

That the SRG considers the report and discusses its contents.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference
Cyfeirnod Cylch Gorchwyl y
Pwyllgor

- 4.1 The purpose of the Stakeholder Reference Group is to provide:
- 4.1.1 Early engagement and involvement in the determination of the (UHB's) overall strategic direction;
 - 4.1.2 Advice to the UHB on specific service improvement proposals prior to formal consultation; as well as
 - 4.1.3 Feedback to the UHB on the impact of the UHB's operations on the communities it serves.

Cyfeirnod Cofrestr Risg
Risk Register Reference:

Not applicable

Safon(au) Gofal ac Iechyd:
Health and Care Standard(s):

Governance, Leadership and Accountability

Amcanion Strategol y BIP:
UHB Strategic Objectives:

4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners.

Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives 8. Transform our communities through collaboration with people, communities and partners
---	---

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Well-being of Future Generations (Wales) Act 2015 Social Services and Well-being (Wales) Act 2014
Rhestr Termiau: Glossary of Terms:	Included within the body of the report.
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y grŵp Cyfeirio Rhanddeiliaid: Parties / Committees consulted prior to Stakeholder Reference Group	The Regional Partnership Board is working collaboratively to deliver “A Healthier West Wales: Transformation proposal by the West Wales Regional Partnership Board”.

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	The Regional Partnership Board is working collaboratively to deliver “A Healthier West Wales: Transformation proposal by the West Wales Regional Partnership Board”.
Ansawdd / Gofal Claf: Quality / Patient Care:	“A Healthier West Wales: Transformation proposal by the West Wales Regional Partnership Board” embraces a “through-age” model which will support people in Starting and Developing Well; Living and Working Well; and Growing Older Well.
Gweithlu: Workforce:	Implementing the five ways of working required under the Well-being of Future Generations (Wales) Act 2015 should lead to increased collaboration and integration between services, professionals and communities. “A Healthier West Wales: Transformation proposal by the West Wales Regional Partnership Board” includes a key programme of work focused on “an asset-based workforce”.
Risg: Risk:	There is a risk that whilst addressing local need, there may be some inconsistency in approach between counties for our wider population. However, we have a duty to encourage consistency of approach where appropriate in order to minimise inequity.

Cyfreithiol: Legal:	It is a statutory duty for each PSB to produce a Well-being Plan and Area Plan and for the UHB as named statutory partners to work with the PSBs and RPB to support the development and delivery of the actions within the Plan.
Enw Da: Reputational:	There is a statutory requirement for HDdUHB to contribute to the work of the PSBs and RPB. There is a statutory duty for the UHB to work in partnership with its three partner local authorities to transform health and social care delivery. The RPB Governance arrangements for an essential framework to support operational action.
Gyfrinachedd: Privacy:	Not applicable
Cydraddoldeb: Equality:	The focus of equality runs throughout the work of the PSBs aligns to a number of the Well-being goals: A More Equal Wales, A Healthier Wales, A More Prosperous Wales, A Wales of Cohesive Communities. This is an update paper therefore no EqIA screening has been undertaken.