

## PWYLLGOR CRONFA ELUSENNOL CHARITABLE FUNDS COMMITTEE

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	30 November 2020
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Aberaeron Integrated Care Centre - Project Update
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Andrew Carruthers, Director of Operations
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Jina Hawkes, General Manager, Community Primary Care, Ceredigion

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Sicrwydd/For Assurance

### ADRODDIAD SCAA SBAR REPORT

#### Sefyllfa / Situation

This report is presented to the Charitable Funds Committee (CFC) to provide an update on the Aberaeron Integrated Care Centre (AICC) project following its completion in October 2019, made possible by a significant financial contribution from the Bessie Ann Jenkins (Aberaeron) Legacy Fund totalling £405,531.00.

This report provides a cover to an accompanying slide set which is intended to provide assurance to the CFC that the legacy fund has been expended and the subsequent benefits brought to the scheme to the population of Aberaeron and surrounding areas.

#### Cefndir / Background

The CFC supported an application for the release of funding to support and enhance the provision of much awaited and needed new modern integrated care facilities in Aberaeron on 20<sup>th</sup> December 2017, a decision that was subsequently approved under Chair's Action in February 2018.

The CFC confirmed that:

- The purpose of the fund was 'for any charitable purpose or purposes relating to the National Health Service wholly or mainly for the service provided by Aberaeron Hospital'.
- The balance of the Bessie Ann Jenkins charitable fund for the former Aberaeron Hospital was held as a restricted balance for supporting healthcare services in the Aberaeron locality.

The Business Justification Case for provision of the new Integrated Care Centre was submitted to Welsh Government in 2018 and approval was subsequently granted for the release of £2.4 million to support the scheme development.

The model of community services developed for Ceredigion reinforced the need for services to remain based in Aberaeron. A number of previous solutions within the Aberaeron locality had been explored, however all were deemed to be non-viable and discounted.

The Minaeron building previously owned by Ceredigion County Council, offered a solution to the continued provision of Health and Social Care services to the town and local area in a sustainable way, whilst securing a public building for ongoing public use. The site offered significant improvements, both in terms of physical access and service provision.

The following services were included within the project scope:

- Clinical Services and support staff from Aberaeron Hospital.
- District Nursing Teams.
- Local partner organisations: Social Services and Tanyfron GP Surgery.
- Office staff previously based at leased accommodation in Felinfach.
- Staff previously based in the Minaeron property: Hywel Dda University Health Board's Ceredigion County Management Team.
- Public Health staff from Tregaron Hospital.
- Additional staff from Bronglais General Hospital.
- Welsh Ambulance Services NHS Trust (WAST): accommodated under a separate WAST funding bid for external unit.

In addition to the above, the following more detailed information demonstrates to the CFC the extent of service provision currently provided and planned for the new facility:

### **Outpatient Clinics/Services**

- Abdominal Aortic Aneurism Screening Clinics (National Screening Programme).
- Age Concern – Nail Cutting Service – Ceredigion based.
- Alcohol and Drug Misuse Clinics – from Llys Stefan, Lampeter.
- Ante-Natal Clinics – midwife-led.
- Audiology Service for Ceredigion (Adults/Children).
- Community Paediatric Clinics – Consultant from Bronglais General Hospital.
- Community Psychiatric Nurses – Ceredigion based.
- Continence Clinics – Specialist Nurse from Bronglais General Hospital.
- Counselling – CRUSE – Ceredigion based.
- Diabetes Clinics – Consultant and Specialist Nurse from Bronglais General Hospital.
- Diabetic Retinopathy Screening (National Screening Programme).
- Dialectic Behavioural Therapy (DBT) Clinics – from Gorwelion Day Hospital, Aberystwyth.
- Dietetic Clinics – Dietitian from Bronglais General Hospital.
- Enuresis Clinics – Specialist Nurse from Bronglais General Hospital.
- Family Planning Clinics – Consultant and Specialist Nurse from Bronglais General Hospital.
- Gynaecology Clinics – Consultant from Bronglais General Hospital.
- Heart Failure Clinics – Specialist Nurse from Bronglais General Hospital.
- Lymphoedema Service.
- Movement Disorder Clinics – Consultant and Specialist Nurse from Bronglais General Hospital.
- New Born Screening Clinics – Consultant from Bronglais General Hospital.
- Occupational Therapy.
- Ophthalmology Clinics – Consultant and Specialist Nurse from Bronglais General Hospital.
- Orthoptic Clinics – Orthoptist and clinics from Bronglais General Hospital.
- Physiotherapy.
- Podiatry.
- Speech and Language Therapy.

- Tissue Viability Service – Specialist Nurse from Bronglais General Hospital.
- Up to date digital communication facilities and meeting rooms.

In addition, the following staff are based at the new facility:

Acute Response Team for Ceredigion (24/7 service).

Receptionist (x1).

Outpatient Nurses (x 2).

### **General Medical Services, Tanyfron Surgery**

Tanyfron GP surgery provided general medical services from premises located in Aberaeron town centre, however the surgery premises were no longer fit for purpose. Access issues, lack of space, outdated facilities and general non-compliance with the Disability Discrimination Act (DDA) and health and safety standards were some of the constraints identified to providing modern health care services to the practice population.

### **Felinfach Property - Joint Equipment Store**

The staff from the Aberaeron first floor accommodation were relocated to the Felinfach facility in September 2016, following concerns with the condition of the accommodation and ability to maintain services within this area. The following staff were relocated to the new facility:

Community Diabetic Nurse x 1 and District Nurses x 5 (shared office).

Health Visitors x 3 and Midwives x 5 (who share 3 desks).

Heart Failure Specialist Nurses x 3 (who share 1 desk).

Medicines Management Team x 7.

Podiatrists x 2.

School Nurses and Community Paediatric Diabetic Nurse x 3.

Service Planning Manager x 1.

Social Workers (Ceredigion County Council).

### **Welsh Ambulance Services NHS Trust**

Following completion of the project and under separate WAST funding, the WAST base and garage have relocated to the AICC site.

### **Porth Gofal**

A multi professional decision making unit has been based in AICC since the opening of the site. The team is made up of social workers, nurses, occupational therapists and physiotherapists. Talks are currently underway to include WAST into the team; an opportunity available due to WAST being based in AICC.

### **Asesiad / Assessment**

The presentation attached illustrates to the CFC the following:

Slide 1 - Project overview.

Slide 2 - Why we had to change.

Slide 3 - What services were included in the project?

Slide 4 - How did we spend the legacy fund?

Slide 5 - What did we say we would deliver.

Slide 6 -The benefits we set out to achieve.

Slide 7 - What we have achieved so far.

Slide 8 - What our staff have said.

Slide 9 – What's next?

Photographic comparisons of old and new facilities have been included for information to the CFC and to support the narrative.

### **The Impact of COVID-19**

As expected, COVID-19 has significantly changed the way in which AICC is currently being utilised. The introduction of both social distancing and HDdUHB focusing upon essential services has re-focused priorities. The majority of clinics (both primary care and outpatients) have been replaced with virtual clinics, with the space being re-prioritised with essential clinics.

In March 2020, the Audiology Clinic relocated from Aberystwyth to AICC to ensure that its services remained operational. Some clinical areas have been used for emergency clinic space, enabling services to best meet the needs of patients.

The building has been able to flex to meet changing needs. Patients where possible, have been asked to wait in cars to enable social distancing, something which would have been impossible in the previous buildings.

During the pandemic, WAST has also moved into the building, enabling improved communications between the ambulance service and the community nursing service.

As of March 2020, Ceredigion County Council temporarily closed its building in Aberaeron. AICC is now a base for more than 50 members of the Social Care service enabling that service to continue working alongside health care professionals to effectively meet patient/client needs.

### **Next steps**

The AICC will be reviewed and a Project Evaluation Group established for the purpose of progressing towards and undertaking a full Post Project Evaluation (PPE) of design and benefits realisation. The PPE will be arranged and facilitated by Welsh Government, however due to the impact of COVID-19 on the ability of HDdUHB to realise all project benefits, it has been deferred to early 2021.

### **Argymhelliad / Recommendation**

The Charitable Funds Committee is asked to note the content of this report, and in particular, the information included in the attached presentation, which will provide assurance that the legacy funding received has been and will continue to be used appropriately for the benefit of residents of Aberaeron and the surrounding area.

### **Amcanion: (rhaid cwblhau)**

#### **Objectives: (must be completed)**

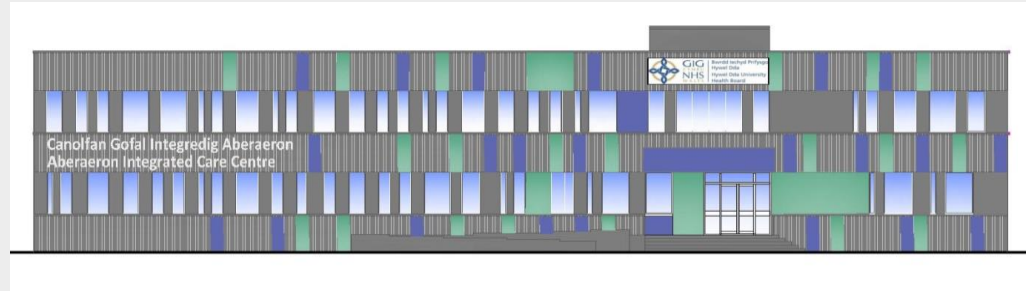
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	5.2 To provide assurance to the Board in its role as corporate trustees of the charitable funds held and administered by the Health Board
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Mitigated risks regarding the old clinical accommodation and infrastructure at Aberaeron Hospital.
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	All Health & Care Standards Apply

Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	9. All HDdUHB Well-being Objectives apply

<b>Gwybodaeth Ychwanegol: Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Business Case for Change Strategic and Planning Objectives
Rhestr Termau: Glossary of Terms:	Included in main body of the report
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Cronfa Elusennol: Parties / Committees consulted prior to Charitable Funds Committee:	County Team, Ceredigion

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Funding and expenditure included in report and presentation.
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	Improvements in quality and care are demonstrated with further assessment required as part of PPE process 2021.
<b>Gweithlu: Workforce:</b>	Workforce benefits referred to in report and presentation.
<b>Risg: Risk:</b>	Risks mitigated as part of the scheme. Risks relating to COVID-19 and impact on benefits realisation noted in report.
<b>Cyfreithiol: Legal:</b>	N/A

<b>Enw Da: Reputational:</b>	The project has had a positive impact. Patient survey to be undertaken as part of PPE process.
<b>Gyfrinachedd: Privacy:</b>	Privacy issues mitigated as a result of project
<b>Cydraddoldeb: Equality:</b>	EqlA completed as part of business case/design. Further issues to be explored as part of patient survey.



# ABERAERON INTEGRATED CARE CENTRE

Charitable Funds Committee

30<sup>th</sup> November 2020

Jina Hawkes

General Manager, Community Primary Care, Ceredigion

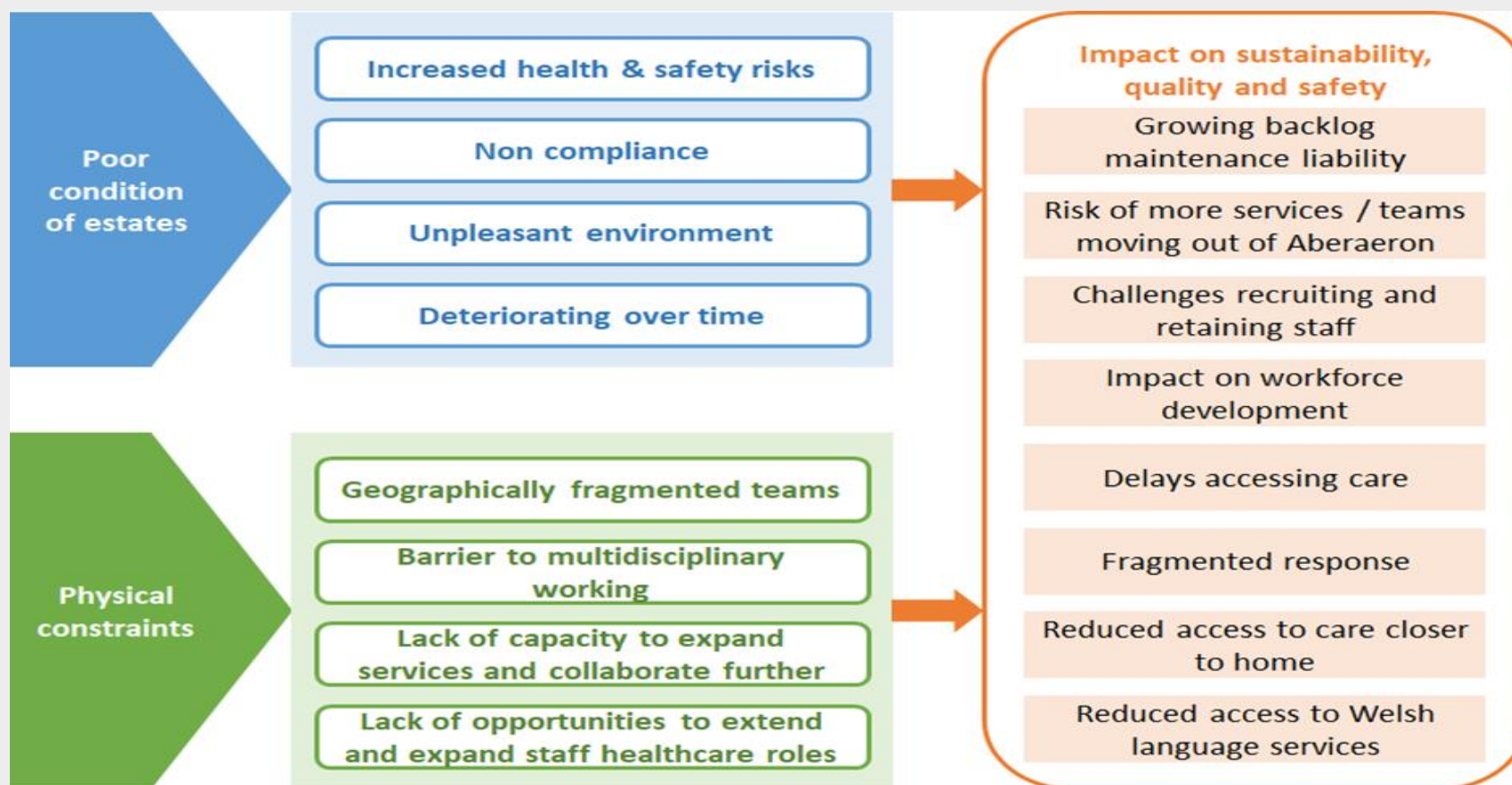


- Putting people at the heart of everything we do
- Working together to be the best we can be

- Striving to deliver and develop excellent services
- The best health and wellbeing for our individuals, families and our communities

- Safe, sustainable and kind care
- Sustainable use of resources

# Project Background and Overview







- Putting people at the heart of everything we do
- Working together to be the best we can be

- Striving to deliver and develop excellent services
- The best health and wellbeing for our individuals, families and our communities

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- Sustainable use of resources

## How was the project funded?

All Wales Capital Funding approved by Welsh Government £2.4 million (2018)

Bessie Ann Jenkins (Aberaeron) Legacy Fund approved by the Charitable Funds Committee £405,531.00 (2018)

## When did it open to patients?

The Aberaeron Integrated Care Centre opened for patients on Monday 21<sup>st</sup> October 2019

## Who and what moved into the new facility?

### In Aberaeron

#### Tanyfron Surgery

Rural general practice in Aberaeron caring for 7,400 patients in practice-owned building.

#### Aberaeron Hospital

Remaining ground floor accommodates outpatient clinics / services and provides base for community teams.

#### Felin Fach

Leased premises provides base for community teams and county admin.

### Outside Aberaeron

#### Porth Gofal

Partnership with third sector to provide referral pathway based in Canol Rhidol in Aberystwyth.

#### Bronglais and other

Displaced teams who cannot currently be accommodated in Aberaeron due to space constraints.

#### Neighbouring areas

Opportunities to review and reconfigure other staff accommodation.



# PUTTING PEOPLE AT THE HEART OF EVERYTHING WE DO

## What elements of the project did the Bessie Ann Jenkins Legacy Fund finance?

Provision of service additionality in Aberaeron was the key principle for investment of the legacy fund

Equipment description	Gross Cost	Comment
Clinical Equipment	38.5	New patient examination couches, ophthalmoscopes, bariatric equipment for additional clinical spaces
Patient furniture	39	Dementia friendly clocks, patient chairs etc.
Video conferencing	42	To support multi-disciplinary group meetings and patient expert and outreach clinics linking to off site clinicians
Waiting area televisions	1.4	Patient information and health promotion
Art work	6.2	Improvements to the patient environment in keeping with local surroundings.
Furniture multi purpose rooms	11.5	For patient consultations, multi disciplinary meetings, Third sector and community use.
<b>Total</b>	<b>138.6</b>	

Dedicated patient space	Gross cost	Comment
Main Waiting area	38.8	Providing a dedicated compliant patient waiting space. Not currently available within Aberaeron Hospital. Refurbishment to include child friendly area and parking for wheelchairs.
Baby room	5.5	Provides a quiet private space for baby feeding. A dedicated room is not currently provided within existing service areas.
Interview room	10.4	Provides a dedicated room adjacent to the main patient waiting area which provides a quite space for private and confidential discussion with patients when required.
Physiotherapy room	47.7	Provides an additional therapy room for Aberaeron to support the development of a number of group therapy clinics including movement disorder, MSK clinics etc. Telehealth technology within these rooms will enable satellite clinics to be held linking in to off site clinicians.
Audiology rooms and specialist booth	124.5	Provides dedicated paediatric and adult audiology facilities in Aberaeron
Dedicated community bariatric facilities	40.5	Provides the only clinical bariatric space available within the locality. Treatment room and en suite facilities.
<b>Total</b>	<b>267.4</b>	

# WORKING TOGETHER TO BE THE BEST WE CAN BE

## What did we say we would deliver?

**SO1:** To deliver a modern integrated model of care by bringing together a range of primary, community and social care services under one roof.

**SO2:** To improve access to primary, community and social care services closer to people's homes.

**SO3:** To provide appropriate capacity for the delivery of 21<sup>st</sup> century healthcare.

**SO4:** To provide a high-quality environment that is compliant with regulatory standards.

# STRIVING TO DELIVER AND DEVELOP EXCELLENT SERVICES

## The benefits we set out to achieve

### Improved clinical decision making:

- Increased number of multidisciplinary discussions
- Patients able to access the most appropriate services
- Reduction in Did Not Attend referrals (DNA's)

### Estates sustainability:

- Designated parking spaces
- Reduction in health & safety risks
- DDA compliance
- Functionally suitable facilities
- Privacy & dignity
- Meeting infection, prevention & control standards

### Financial sustainability:

*Removal of estate backlog liability*  
*Deliver improved model of care*

### Increased capacity to enable collaboration and support care closer to home:

- Increased range of services
- Increased outpatient contacts
- Increased patient education sessions and participation within
- Increased 3<sup>rd</sup> Sector involvement
- Increased child referrals to Porth Gofal

### Workforce sustainability:

- Increased opportunity to develop shared roles

### Improved quality of care:

- Reducing emergency admissions
- Improved patient and user experience

# THE BEST HEALTH & WELLBEING FOR OUR INDIVIDUALS, FAMILIES AND OUR COMMUNITIES

## What have we achieved so far?

Modern, sustainable fit for purpose facilities

Accommodated partner organisations during COVID-19

Improved patient/staff environment

Up to date clinical equipment

Bariatric facilities & community changing places

Compliant, safe facilities

New Digital infrastructure supporting new ways of working

More outpatient clinic sessions

Modern well equipped ophthalmology & audiology facilities

Achieving infection, prevention & control standards

Multi agency spaces (GP, WAST, CCC, PHW, WWCP)

Increased referrals to Porth Gofal

# SAFE, SUSTAINABLE AND KIND CARE

## What staff have said

It makes you  
feel respected

It's more professional  
and makes us feel the  
same

It's much  
better, I love it

I can't say  
anything  
negative about it

It's nice to  
feel valued

To me it's a  
luxury

The place is  
warm and  
clean

The personal IT  
equipment is great

I think all of it  
is positive

It's lovely,  
ahead of it's  
time

It makes you feel  
respected

Feels so much  
better





# SUSTAINABLE USE OF RESOURCES

## What's next?

- **2021 Post Project Evaluation (PPE) design and benefits realisation; Facilitated by Welsh Government. This process has been delayed due to the COVID-19 pandemic as use of the facilities has not been as predicted. The PPE will include formal assessment of:**
  - *Evidence data and information to demonstrate service benefits*
  - *Collect patient activity data over last 12 months & assess against baselines in business case*
  - *Patient satisfaction survey*
  - *Project planning processes*
  - *Assessment of design process, building usage*
  - *Lessons learnt service benefits and design*
- **Continue to develop integrated working with partner organisations i.e. Local Authority, GP, WAST**
- **Continue to develop integrated working with partner organisations i.e. Local Authority, GP, WAST**
- **Review impact of COVID-19 on service provision going forward**
- **Restart meet and greet volunteer service, 3rd Sector groups, reintroducing outpatient clinics as required**
- **Arrange formal opening ceremony with Minister's Office, Welsh Government**
- **Plaque acknowledging legacy funding to be arranged for main entrance**



# THEN AND NOW

## External Views





# THEN AND NOW

## Waiting area



# THEN AND NOW

## Consulting room





# THEN AND NOW

Treatment room



# THEN AND NOW

Staff room/kitchen







# SELECTED VIEWS OF NEW

