

WWCP NEWS



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Regional Collaboration Unit

By Martyn Palfreman

Welcome to the second edition of West Wales News – the newsletter of the West Wales Care Partnership.

The West Wales Care Partnership (WWCP) is one of seven strategic partnerships set up across Wales which oversee delivery of the Sustainable Social Services agenda and the transformation of care and support as required under Social Services and Wellbeing (Wales) Act 2014.

The West Wales Regional Partnership Board (WWCP) is supported by a Regional Collaboration Unit, hosted by Carmarthenshire County Council. The Unit provides strategic support to the Regional Partnership Board (LINK) and coordinates development and delivery of the regional programme. It is hosted by Carmarthenshire County Council and is based at 3 Spilman Street, Carmarthen, although staff work across the region and with all strategic partners.

Regional Collaboration Unit staff and their contact details are provided below:

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Pooled Funds

The Social Services and Wellbeing (Wales) Act requires regional partnership boards to promote the integration of key services within their areas and to establish pooled funds in relation to care home functions, family support functions (IFSS) and functions carried out jointly in response to the population assessment.

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WCCIS

The Social Services and Wellbeing (Wales) Act places a strong emphasis on cooperation and partnership working between agencies, and with citizens, to ensure that the very best help is available to those that need care and support within our communities.

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Meet the Team

An introduction to the RCU Team members. Rebecca Jones, Workforce Programme Manager, is featured in this edition.

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Update on REGIONAL PRIORITIES...

Workforce Development

Rebecca Jones was appointed as Regional Workforce Programme Manager in July. Her role includes:

- Overseeing development of a regional workforce strategy.
- Providing an interface with Social Care Wales in relation to workforce development, improvement and research and development.
- Working with local Training Managers in the shaping and delivery of the Social Care Workforce Development Programme (SCWDP) and the regional Facilitation Grant provided by Social Care Wales to support transformation activity.
- Building the capacity of the third and independent sectors to deliver the changes to care and support required by the Act.
- Streamlining governance arrangements to ensure that all partners can make a contribution to the development and delivery of the strategy.

Rebecca features in our 'Meet the team' section on page 3.

Integrated commissioning/ Information, Advice and Assistance (IAA) and Prevention

Angela Phillips was appointed as Regional Programme Manager overseeing both strategic priorities in August. She is taking forward a range of workstreams, including:

- Evaluating prevention arrangements, including community-based support, IAA and Technology-Enabled Care (TEC) with a view to establishing regional frameworks and standards.
- Supporting the roll-out of Dewis and Infoengine as primary information portals across West Wales, linking with the NHS 11 service
- Ensuring arrangements contribute to wider strategies such as the Transforming Clinical Services programme being taken forward by Hywel Dda University Health Board (HDUHB)
- Further integrating commissioning practice across the region and supporting ongoing professional development for staff.
- Working with the third sector to consolidate its role in providing community-based support.
- Improving engagement with service providers across sectors to deliver co-produced services and ensure that the social value principles run through the delivery of care and support

Angela can be contacted on AngPhillips@carmarthenshire.gov.uk Tel. 01267 228335

Service Integration and Pooled Funding

Effective integration of care and support services is vital to ensuring people receive joined-up and responsive services. The focus in relation to this priority has been on:

- Development of an overarching integration agreement for the partnership, which will set out a shared commitment to collaborative working and underpin integrated arrangements in individual service areas
- Establishing a virtual pooled fund for care homes across the region, supported by a single regional contract and integrated commissioning arrangements. These arrangements will be in place by April 2018 and will form the basis for further integration over the coming 12 to 18 months, in respect of older people's services and other key areas such as learning disability
- Commencing a review of Integrated Community Equipment Services in each of the 3 county areas, with a view to enhancing the service and achieving greater consistency in what is on offer

Next steps will include identifying and acting upon opportunities for establishing further pooled fund arrangements, at county level (in relation to intermediate care in Carmarthenshire), regionally (in respect of Integrated Family Support Services) and locally to support integrated community care as a key element of new arrangements that will be brought in through the Transforming Clinical Services programme.

More information is available from Dr Kevin Pett, KPett@carmarthenshire.gov.uk Tel. 01267 228777

The Welsh Community Care Information System (WCCIS)



WCCIS is a full community care case management system designed to work across community health and social care and which supports an integrated approach to referrals, assessment, support planning, and the management of discharge, appointments and bed occupancy. As such it is a key enabler of the responsive, person-centred approach to support envisaged in the Act and can make a significant contribution to increased efficiency across the health and social care system, for example by eliminating duplication of records, improved support for multi-disciplinary working and quicker discharge from hospital. Along with other areas in Wales, NHS and local authority partners in West Wales have committed to implementing the system to help achieve these aims.

The system is already live in Ceredigion and Carmarthenshire and Pembrokeshire County Councils and HDUHB aim to adopt the system by 2019-20. A regional business case has been approved and an implementation plan agreed which includes intensive collaboration with the NHS Wales Informatics Wales Service (NWIS) and the supplier of the system to ensure it meets local requirements prior to adoption, as well as dedicated activity to further integrate core processes such as assessment and referral prior to the system going live. HDUHB will be next to launch the system, following a successful staff engagement event in November 2017 which identified a range of benefits and with local pilots being developed initially within Ceredigion to support new, integrated service models.

“The WCCIS will be a key enabler for the requirements of the Social Services and Wellbeing (Wales) Act, allowing agencies to share information appropriately thus reducing the need for people to tell their story several times over, streamline assessment and care management and report effectively on care and support that is provided and outcomes that are achieved. This is why implementation of the system across West Wales has been prioritized by the Regional Partnership Board.”

Sue Darnbrook, Chair West Wales Regional Partnership Board

More information Martyn Palfreman, MPalfreman@carmarthenshire.gov.uk Tel. 01267 228978

Transforming Learning Disability and Mental health Services

A regional Learning Disability Programme Group is in place and will be working over the next few months to develop a detailed plan which will drive fundamental changes to the way in which services are commissioned and delivered, underpinned by the 'progression model', which helps people with a learning disability live the life they chose, through a range of flexible care and support which will help them remain independent for as long as possible and stay connected with their local communities. A regional Market Position Statement, detailing current services and identifying areas for change, has been produced in partnership with providers and will be published in April.

The Transforming Mental Health Services programme has engaged with service users and carers and new models of care are currently being developed for further consultation and implementation as part of the wider Transforming Clinical Services programme led by HDUHB.

For further information on Learning Disability contact Clare Hale Clare.hale@wales.nhs.uk or for information on Mental Health contact Thomas Alexander Thomas.alexander@wales.nhs.uk

Meet the Team

This month we introduce Rebecca Jones, Regional Workforce Programme Manager

Rebecca worked in the technology industry as a people manager before moving across to public sector 13 years ago. Following a stint doing interim work for Health, she joined Carmarthenshire Council's Social Care HR team, then subsequently schools HR, where she supported managers to find solutions for people challenges and organizational change. Following this a secondment arose within organizational Development where Rebecca led several key initiatives, most recently the Work Ready Programme, a project for Authority based work experience, apprenticeships and graduate opportunities and the Carmarthenshire Coaching Network.

Rebecca is passionate about coaching and remains an active member of the network.

This broad base of operational and strategic experience has led Rebecca to her current role as Regional Workforce Programme Manager. This is a new, seconded role within the Regional Collaboration Team in Communities. Rebecca's responsibility is to provide strategic support to the West Wales Care Partnership in developing a regional workforce strategy and achieving alignment and effective delivery of workforce development across the region. Driven by legislative changes, there is a need to transform the Social Care workforce and Rebecca's role will be a key part of driving this agenda forward.



Integrated Care Fund (ICF) 2017/18

The purpose of the Integrated Care Fund is to encourage integrated working between health, local authorities, housing, voluntary and independent sectors. The Fund includes revenue and capital funding. It is meant to support older people, particularly the frail elderly, to maintain their independence and remain in their own home, avoiding unnecessary admissions to hospital or residential care and delays when someone is due to be discharged from care. The fund also supports people with learning disabilities, children with complex needs due to disability or illness and carers – including young carers.

A regional forum of ICF programme leads has been established which is focusing on a number of key areas in relation to the ongoing development of the ICF programme, including:

- Achieving greater consistency across the programme to support a regional approach to relevant programmes, e.g. in relation to front of hospital services
- Developing a consistent outcomes framework to support the programme
- Dissemination of learning from specific funded programmes such as the Frailty Programme
- Introducing peer challenge
- Ensuring alignment with WWCP priorities, local plans and cluster programmes
- Identifying exit strategies where appropriate

As in Q1, delivery of measurable outcomes during quarter 2 was more evident in projects established during 2016-17, as a result of successful recruitment into vacant posts and increasing capacity as processes were tested and refined. With anticipated issues around set-up and recruitment delaying progress on some projects during Quarter 2, it is expected that more robust outcomes will be delivered for the remainder of projects from Quarter 3 onward. A proposed peer-review of progress will identify any further issues that may need to be considered and resolved.

Work is underway to develop a regional outcomes framework, based on the national outcomes framework and linked to pathways for delivery. As a result of successful workshops to promote a more outcomes and

results based approach to reporting, a programme to cascade the learning across the region is under consideration, in partnership with workforce development colleagues.

Programmes such as Transfer of Care Advice and Liaison Services (TOCALs) in Carmarthenshire; Accessing Alternatives to Admission (AAA) in Ceredigion and Multi Agency Advice Team (MAST) in Pembrokeshire are demonstrating significant progress in referring to affective community provision at the front door of acute services, thereby reducing the numbers admitted. Along with others identified during the quarterly reporting process, these programmes demonstrate similar outcomes in all three counties in the region, offering the opportunity to refine the offer and develop a more regional approach to the pooling of budgets and project management during 17/18, with work continuing apace to develop a more regional approach and identify relevant exit strategies in response to evidence, where appropriate. Learning from programmes delivering added value to these initiatives is being reviewed in the wider context of this approach currently.

The Frailty Support service which was tested as proof of concept in Carmarthenshire, has demonstrated significant improvement in nutritional outcomes and as such, for the remainder of the 17/18 programme, a more regional approach that embeds learning rather than offering front-line delivery is being considered in partnership with workforce development, as with outcomes reporting.

Third sector engagement in the programme continues to deliver positive outcomes. Case studies from projects such as Community Connectors in Pembrokeshire, Community Resilience Coordinators in Carmarthenshire and 3rd Sector Integration Facilitators in Ceredigion demonstrate the extent to which they are impacting on acute services and are appreciated by those who have benefitted from their activities.

In addition to developing a more regional approach to existing projects, funding has been top-sliced to support a number of regional programmes for podiatry, behavioral intervention services for children, support for families experiencing dementia and social enterprise development. In most cases initial programmes are established therefore, it is anticipated that by building on

learning thus far, significant outcomes can be demonstrated during the remainder of 17/18 however, in some instances, delays in recruitment has resulted in project underspend.

As a result of the activity coordinated by the Regional Collaboration Unit, a more cohesive approach to transformation and integration is becoming increasingly evident across the region, as formal and informal relationships with partners and colleagues develop and mature. This approach is being informed by the West Wales Local Area Plan currently under development in conjunction with regional partners and stakeholders.

ICF CAPITAL

ICF Capital Bids Update

A multidisciplinary panel with officials from Housing Policy, Homes and Places and the Integrated Services within Welsh Government met to assess the Capital bids submitted by the West Wales region. WG have said yes to fourteen of the fifteen bids, and work is underway with those projects that have been accepted. The award of funding letter was provided on 27 November 2017 and the approved bids are listed below.

1. Caring Communities innovation Grant
2. Supported Employment Social Enterprise
3. Early Intervention Service
4. Assessment and Respite Service
5. Maintaining independence through provision of accommodation based solutions
6. Accommodation Options Project
7. Community equipment – general provision and releasing time to care
8. Maintaining independence through provision of equipment to support people in their own homes
9. Releasing time to care
10. Assistive Technology & Just Checking Service
11. Carmarthenshire Integrated Community Equipment Service - Introduction of new ordering software
12. Assistive Technology, well-being and service
13. Independent living - step down facilities for LD
14. Integrated Care Community Beds (step up/step down)

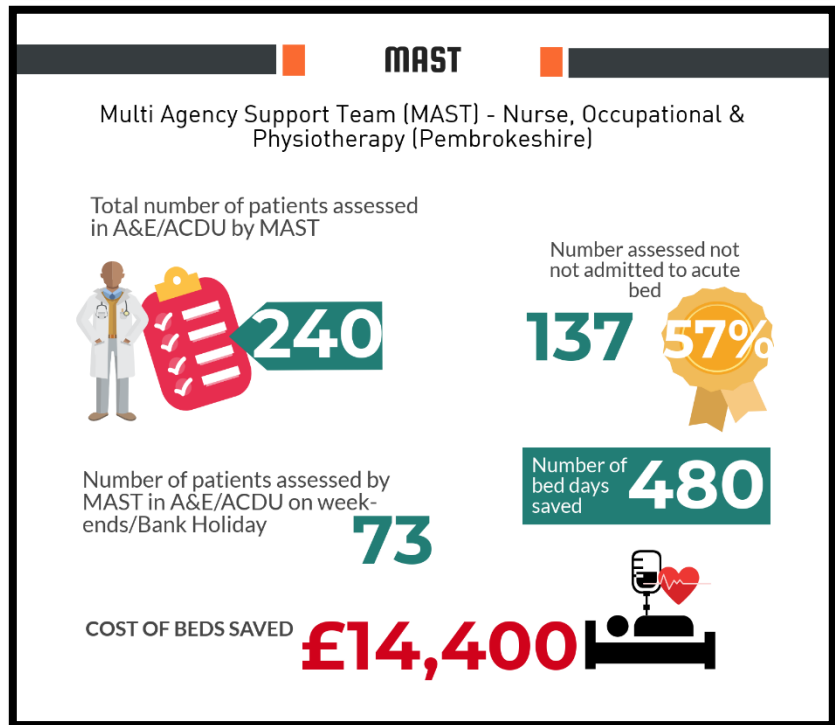
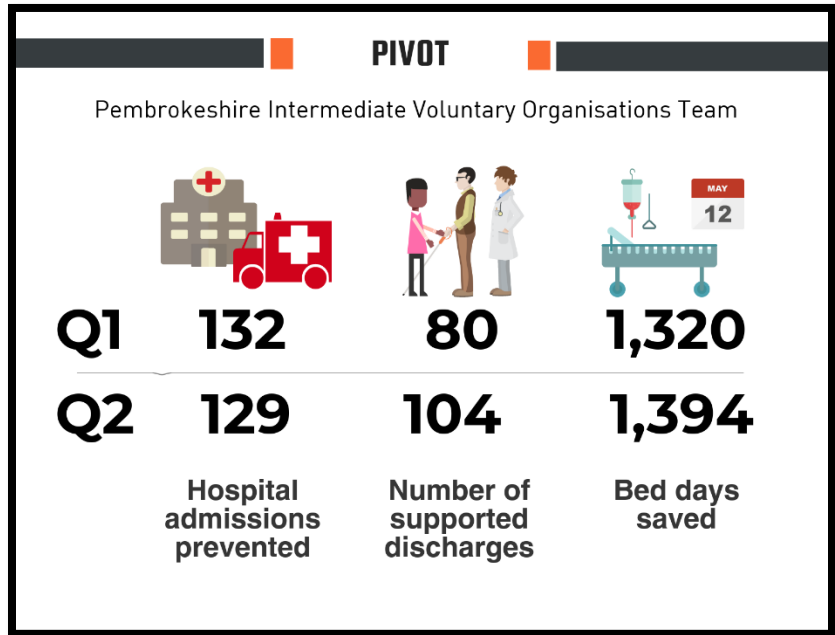
Integrated Care Fund (Cont.) Rapid Response Case Study

Mrs. W

Mrs. W is a 61 year old lady; she was diagnosed as having Multiple Sclerosis and Type 2 Diabetes. Mrs. W lives with her husband who is her main carer. Mrs. W fell and fractured her ankle, was of a very nervous disposition and also at that time had confirmation of a Urinary Tract Infection. During the period of time spent in hospital Mrs. W also then developed a DVT in her knee and groin, which resulted in further loss of mobility.

An independent agency was commissioned to support Mrs. W, however the agency was unable to commence in a timely manner, and a 7 day period delaying Mrs. W discharge from hospital looked inevitable. The rapid Response service stepped in and safely discharged Mrs. W from hospital to home avoiding any delay.

Mrs. W and her family said they were both relieved and pleased to be home, supported by the RR team. A comprehensive personal service delivery plan was completed by the RR team and used effectively and part of the planned handover to the long term independent agency at point of commencement. Feedback from Mrs. W and her family was that they felt listened to, valued and confident at the point of leaving hospital.



The PIVOT service prevents unnecessary admission to hospital and facilitates early discharge arrangements. The service is open to all, but mainly meets the needs of the elderly population – 75% of all referrals in 2016/17 were aged over 65 years. Once admitted to hospital, evidence shows that the average stay rate for an elderly patient is 10 days which is not only expensive, but often does not deliver the best long-term outcomes for the individual.

Pembrokeshire Intermediate Voluntary Organisations Team (PIVOT) Works in partnership with the voluntary sector to deliver health and social care services which improve the health and well-being of the people of Pembrokeshire

CUSP - Bevan Exemplar 2018

The new cohort of Bevan Exemplars have started on their Bevan journey. The Carmarthenshire United Support Project (CUSP), has been listed as a 'Bevan Innovation Exemplar' for 2018 along with a host of other projects. Go to <http://www.bevancommission.org/bevan-innovation-exemplars-2018> to see the full list.

"The Bevan Commission is an independent think tank made up of international experts who help challenge current NHS thinking and practice to ensure it is fit for the future. It also provides its advice to Welsh Government on all matters relating to health, the NHS and social care in Wales."

The Bevan Academy is a place where people, professionals and organizations come together to co-create in a non-competitive manner. The Academy started the Bevan Exemplar programme to showcase projects that encourage collaboration, support for innovation and learning in the health service.

The Carmarthenshire United Support Project (CUSP) was launched at the National Botanic Gardens of Wales on Wednesday 7 June 2017. The event was supported by the British Red Cross, Age Cymru, The Royal Voluntary Service, Carmarthenshire Crossroads Care, Eiriol Mental Health Advocacy & Carmarthenshire Care and Repair.

What does CUSP do?

CUSP takes a Co-operative and integrated based approach with contracted third sector providers and extends the co-operative based model in the community.

CUSP is led by the British Red Cross and integrates the 'Home from Hospital discharge scheme' which helps patients leave hospital when their medical and nursing needs have been met. They provide individuals with emotional and practical support for a period of up to six weeks – immediately after discharge – to ease the transition from hospital to home. The service is open to all adult patients in the unitary authorities of Neath, Port Talbot and Carmarthenshire. They also help patients (aged 18-65) referred from hospitals in the Swansea NHS Trust and they support people for up to 12 weeks after they are discharged. The project offers specific support for dementia / cognitive impairment. At the CUSP launch, Tony, a user of the service, gave his testimony of how his life had been transformed by the support he has been receiving from the service.

Rachel Gegeshidze from Spice, was involved in the launch event and delivered a presentation on co-production and conducted a mini workshop that discussed the value that the approaches can bring, which include an increased participation and genuine engagement, Citizen empowerment and ownership along with having a more resilient and cohesive community.

For further information on CUSP, contact JWilkinson.carmarthenshire.gov.uk



Co-production exercise



Rachel Gegeshidze from Spice



Tony – Service user with British Red Cross Staff



Tell us what you think:

If you have any comments or feedback on this newsletter, or would like specific items to be covered in future editions, please forward them to Michael McClymont mmcclymont@carmarthenshire.gov.uk

Coming in the next edition (April 2018):

Update on Carers

West Wales Area Plan

More information on the West Wales Care Partnership visit <http://www.wwcp.org.uk>