

West Wales Regional Partnership Board Annual Report 2021-22



Foreword

It is my great pleasure as Chair of the Regional Partnership Board (RPB) to introduce the Seventh Annual Report of the West Wales Care Partnership (WWCP).

This year many services and staff have continued to be impacted by the Covid-19 pandemic. The challenges for staff across health and social care have been significant continuing to manage the increasing demands upon services at a time of great uncertainty for local communities.

I am incredibly proud of the staff across all areas of health and social care in West Wales who have continued to go above and beyond. Thank you all on behalf of the Regional Partnership Board.

Whilst supporting the operational delivery of services we have spent some time as a partnership this year focussing on our future priorities. This year we have published our second Population Needs Assessment alongside our first Market Stability Report. These important documents will provide us with a detailed analysis of the demands we face across our population groups, taking into account the impact of the pandemic and the capability of services to meet them. Central to our approach in developing these assessments has been engagement with our citizens and professionals. I am pleased that we have achieved a high level of engagement during the virtual workshops and other activities we've hosted during the year along with the 3 Public Service Boards in West Wales. This will ensure that the voice of people who use health and social care services will be heard throughout all of our plans.

This year Welsh Government's ICF (Integrated Care Fund) and Transformation Programmes drew to a close. They have enabled us to deliver so much innovation in West Wales which we would not have been able to do without this investment. Many of these achievements are summarised and celebrated here and in our previous annual reports

The Regional Integration Fund (RIF) will now allow us to build upon what has worked well. This is an opportunity to really focus on outcomes across our population. The transition to this new fund will no doubt be a challenge but due to our strong relationships, the conviction, and the vision as a partnership, we will succeed.

A number of RPB members stood down during the year. I would like to offer my sincere thanks to Mrs Joanne Silverthorne who was our Carers Representative and Cllr. Gareth John who represented the Health Board. I would also like to acknowledge the loss of Ros Jervis our Director of Public Health who passed away on 3rd of June this year. Ros has been a fantastic leader, colleague, member of the RPB and co-chair of our children and young people's board. Ros has led the conversation to ensure we develop a long-term view for a sustainable future with our focus on prevention and co-production. She will be sadly missed although her influence remains in place within our work.

I hope you enjoy reading our Annual Report and you can find much more information on the work of the Partnership on our website at <https://www.wwcp.org.uk/> or by contacting members of the Regional Partnership Board Team, contact details for which are provided at the end of the report.



Judith Hardisty

Chair, West Wales Regional Partnership Board

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West Wales Care Partnership and the Regional Partnership Board

The Regional Partnership Board brings together partners from local government, the NHS, third and independent sectors with service users and carers. Our aim is to transform health and care services in West Wales. Our region covers the area of Hywel Dda University Health Board and includes the local authority areas of Carmarthenshire, Ceredigion and Pembrokeshire

This unique group of partners work together to direct collaborative working across West Wales and oversee progress in the integration and transformation of care and support. The RPB govern the direction of the partnership and in so doing, fulfils statutory duties introduced in Part 9 of the Social Services and Wellbeing (Wales) Act 2014. These include:

- Promoting the integration of key services such as those for older people, people with a learning disability, carers and children with complex needs
- Establishing partnership arrangements for specific services and pooled funding arrangements where appropriate
- Ensuring arrangements are in place to meet core statutory duties such as the provision of Information, Advice and Assistance and advocacy services
- Improving outcomes for people needing care and support and their carers

The RPB meets generally on a bi-monthly basis. This year meetings took place on:

- 29th of April 2021
- 29th of July 2021
- 22nd of October 2021
- 7th of December 2021 (Extraordinary session)
- 20th of January 2022
- 23rd of March 2022

Current membership of the RPB is outlined in appendix one

Agendas and minutes of RPB meetings are available to the public via the following link: <https://www.wwcp.org.uk/west-wales-regional-partnership-board-agendas-and-minutes/>

Transformation Fund & Integrated Care Fund

Integrated Care Fund

Revenue

2021-22 was the final year for deployment of the Integrated Care Fund (ICF) to deliver integrated models of care and support for older people, people with learning disabilities, carers, children at risk of becoming looked after, children with complex needs and children with high-end emotional and behavioural needs. The Regional Integration Fund will succeed ICF from 2022-2023.

The £12,150,152 West Wales ICF allocation continued to be invested in a range of programmes designed to:

- Embed a regional approach to service delivery, recognising that in some cases delivery arrangements for shared models differ across counties
- Build resilience within local communities, preventing people from being admitted to hospital and enabling quick and safe discharge for those that have had to be admitted
- Provide enhanced Information, Advice and Assistance services ensuring people are signposted or referred to the right kind of care and support
- Avoid admission to hospital of people arriving at Emergency Departments and accelerate discharge where possible, by providing medical support at home and/or referring to community-based therapeutic and rehabilitation services
- Raise awareness of and support unpaid carers to continue in their caring role. Case studies are often used to raise awareness such, such as the one published on the Carers Wales website [here](#)
- Deliver preventative community-based interventions including falls avoidance and exercise programmes aimed at improving physical and emotional wellbeing
- Enhance care and support for people living with Dementia and those needing longer-term care and support
- Improve opportunities and support available in their own communities for people with Learning Disabilities
- Interventions and training, based on trauma informed practice, which support children at risk of entering care to remain with their families
- Exceed the 20% Welsh Government target of social value investment in care and support services delivered by the third sector.

Whilst the effects of the pandemic were still being felt throughout the year, progress made in previous years re-gained momentum and outcomes began to return to pre-pandemic rates across most of the initiatives.

During the year, Old Bell 3, consultants appointed by Welsh Government to undertake a national evaluation of the ICF, selected a sample of 14 West Wales ICF projects to evaluate. The report concluded that the ICF has supported Welsh Government's ambitions to transform the health and social care sector in Wales with regional

stakeholders considering that the aims and objectives of ICF have been achieved. The report was published on March 31st and can be found at the links below:

English - [Integrated Care Fund evaluation | GOV.WALES](#)

Cymraeg - [Gwerthusiad Cronfa Gofal Integredig | LLYW.CYMRU](#)

Capital

In addition to the ICF revenue allocation, in 2021-22 West Wales had access to £5,307,000 of ICF capital funding, which was deployed to:

- Increase and improve the portfolio of supported living accommodation, helping people with additional needs, learning disabilities and autistic people to transition from residential to independent living
- Develop parent and baby centres in each county providing support for young families with additional needs
- Develop schemes to deliver multi-agency, accommodation-based, trauma-informed support for children and young people with high end emotional and behavioural needs, bringing children and young people currently placed for care outside the region back to West Wales
- Develop more supported living facilities for young people to provide access to education, behavioural support and employment opportunities
- Increase intermediate care capacity in residential homes and community hospitals
- Increase the number of community reablement centres
- Improve residential dementia provision for those needing longer-term care
- Deliver a range of smaller projects including community equipment, independent living training pods and minor housing adaptations, allowing people to remain safely in their homes and communities.

Schemes completed during the year include:

- Supported accommodation for young people transitioning from children's services in Glanamman and supported living apartments in Llanelli, Carmarthenshire
- Supported living apartments in Aberystwyth town centre and the parent and baby centre in Ceredigion
- Acquisition of the safe accommodation facility and successful implementation of the outdoor and social connections scheme in Pembrokeshire.

Additional information regarding the Connecting People: Improving Wellbeing Fund and the Outdoor Connections Fund (Via ICF Capital) can be found in the references of this report.

Arrangements for the successor fund to ICF Capital, the Housing with Care Fund (HCF) are well underway, with incomplete schemes from previous ICF capital investment plans rolled forward and supported by the future HCF allocation where required.

Transformation Fund

This Fund was available since 2018 and is provided to support partnerships in delivering the aims of 'A Healthier Wales'. In 2021-22 West Wales received £6m for the continuation of our 'Healthier West Wales' programme. This programme comprised of three interdependent sub-programmes which together aimed to boost support for people at risk of needing care and support at an early stage and prevent them from having to receive ongoing social and/or medical care.

Components of each programme under the 'Healthier West Wales' programme are listed below.

Programme 1: CONNECT

- Individualised wellbeing assessments focusing on what really matters to the individuals. This then allowed for the creation of bespoke wellbeing plans identifying personal outcomes and 'trigger events' such as loneliness, falls and stress. Progress against these plans were discussed on proactive wellbeing calls. A total people accessed the service in 2021-22 with just under 31,000 wellbeing calls
- Proactive support pathways matching individuals' needs, including: (1) provision of tablets (89 in issued 2021-22) and CONNECT 2U App linking people to virtual communities and reducing isolation; (2) enhanced support for carers; (3) falls management; (4) education programme for self-management; and (5) other flexible community support

Programme 3: Fast-Tracked, Consistent Integration

- 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
- Providing service to 10,199 people throughout 2021-22 with over 10,325 referrals into other services
- 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

Programme 7: Creating Connections for All

- Connect to Kindness Campaign promoting active citizenship and compassionate communities, focusing on key groups such as young people with mental health problems and driving change within the workforce
- Accelerated skills programme for community workers to enhance community engagement and encourage involvement in care and support
- Incentivising volunteering through flexible delivery models, developmental support for community groups and community resource plan pilots
- Local Action Hubs based on a 'virtual village hall' model, supporting the development of blended community support
- Grants programme to support inter-generational projects, increasing skills and reducing isolation
- 'Community Connector Plus' Officers promoting the programme and supporting implementation
- The connect platform received a total of 27,490 visits throughout 2021-22

The RPB commissioned a report to evaluate the Healthier West Wales programme from early 2021 to the end of its funding term in March 2022. The report identified a set of things that worked well along with lessons learnt. The following were identified:

What Worked Well?

- The opportunities for regional collaboration on a scale not seen previously – bringing together a collective of skills and experience to drive change
- Increased engagement and shared learning with Third Sector partners
- Being able to support individuals and communities at a difficult time
- Learning and developing the use of technology which will form the basis for future delivery
- A shared desire for more collaboration and more integrated ways of working
- Increasing staff capacity and training them to work in integrated ways from the start
- The opportunity to 'test' new and different models of care / community engagement
- Strong-governance and a well-established steering group for Programme 7
- Opportunities for staff to work in multidisciplinary teams and positive patient outcomes under Programme 3 initiatives

Lessons learnt?

- In order to reach transformational goals, long term funding is key
- Flexibility is needed to ensure local context, capacity and baselines are considered in a regional setting

- All stakeholders, including citizens and service users, should be engaged in the on-going learning and development of programmes

Welsh Government announced in February 2022 the new Health and Social Care Regional Integration fund would replace the Transformation fund and ICF as of March 2022. This new fund is designed to build on progress made under both the ICF and Transformation Fund and continue the strategic aim of integrating health and social care services.

Winter Funding

In November 2021 Welsh Government confirmed their Health and Social Care Winter Plan for 2021-22 in which they confirmed funding of £1.253 million to support the social model of care component of the Primary Care Model for West Wales. The health and social care winter plan sought to address the exceptional challenges faced over that winter period through eight priority areas for preventative activities to enhance patient safety and wellbeing and manage the demand for urgent and emergency care. These priority areas along with West Wales' activities are summarised below from West Wales' Joint Health and Social Care Winter Plan 2021-22.

1. Protecting us from COVID

To continue to help protect West Wales from Covid-19, a regional COVID communications plan was created with regular joint communications with a particular focus on Test, Trace Protect and the rollout of the vaccination programme. We continued to put emphasis on robust infection prevention and control in the form of PPE provision covering health board services, local authority teams and private/third sector organisations.

2. Keeping people well

Utilised the community service infrastructure in West Wales to provide our population with access to services 'closer to home' that would contribute to admission avoidance and, where admission is considered necessary, effective discharge processes to reduce length of stay.

With regards to keeping people well mentally we promoted the IAWN mental health self-support service and the Welsh Government Help Us Help you campaigns across the three counties. We also consolidated our wellbeing assets in the region to create an awareness campaign to highlight that primary care is open for business and to sign post where appropriate.

Additional funding from Welsh Government was used to support a variety of elements within this priority area:

- Alcohol Related Hospital Admission
- Developing access to meal deliveries in rural communities
- Mental Health Early Intervention In-reach - Early Intervention/ Prevention
- Through Age – Maintaining Contact
- Through Age Sensory Facilities

3. Maintaining safe health services

Through acute hospital discharge management, same day emergency care, building confidence and assurance around alternatives to emergency departments are just a few of the initiatives taken that enabled us to maintain and develop safe health services both over the winter period and into the future.

4. Maintaining our social care services

Local authorities continued to work collaboratively with the domiciliary care providers across the region to identify opportunities to increase capacity as well as a recruitment campaign to support in-house services.

Through hard copy and online resources, we created targeted communication to families to inform them about social care assessments; support them to consider and make decisions about alternatives to care at home such as temporary residential placements; and information about that they can do to support social care teams as an interim measure.

Additional funding from Welsh Government was used to support a variety of elements including:

- Additional Funding Requirements for Integrated Community Equipment (ICES)
- Enhanced support for those awaiting packages of care
- Community Independence Service and Bridging service
- 24/7 Enhanced welfare emergency support to support individuals and their carers
- Emergency standby team
- Alcohol Related Brain Damage - community support
- Accelerated Hospital Discharge
- Through Age – Enhanced equipment and technology for care homes and fostering to support with contingency planning.

5. Supporting our health and social care workforce

To support our health and social care workforce we promoted the use of internal organisational messages and signposting to staff wellbeing services to ensure they are as well as possible and supporting workforce retention.

Other measures included celebrating the successes of staff, supporting local health and social care recruitment campaigns, promoting joint bridging recruitment, staff recognition internally and in during the lead up to Christmas.

Additional funding from Welsh Government is being used to support a variety of elements within this priority area:

- Health & Social Advice, training & support to internal & external providers (Domiciliary care etc)

6. Supporting unpaid carers

Supported unpaid carers through distribution of literature to promote carers rights, recognition of carers-on-carers rights day 2021 and financial support carers to support their families whilst they are waiting for domiciliary care.

Additional funding from Welsh Government was used to support a variety of elements within this priority area:

- Extension of Carers Fund
- Comfort Box for Carers and their families
- Informal Carer Grant to support people needing domiciliary car

7. Keeping everyone informed

Working collaboratively between the three county and Health Board communication teams we facilitated a clear, integrated approach to communication with the public over the winter period, directly contributing to "keeping everyone informed".

This collaborative approach meant that all partners were conveying accurate and responsive health updates on COVID-19 including weekly shares of flu vaccines; COVID-19 information from Public Health Wales; weekly press releases to remind people of the basics surrounding COVID-19.

8. Working together across Wales

West Wales has a great history of working closely together, both within the region and with partners around Wales. With the transformative work being undertaken across Wales, we're working closer together to ensure we benefit from better communication and integration.

Regular meetings were held with the independent care providers to provide advice and support and all partners worked closely to ensure that mutual support and opportunity for joint planning and delivery of services in the region.

Making a Difference Across our Population

Under Part 9 of the Social Services and Wellbeing (Wales) Act 2014, RPBs are required to prioritise the integration of services for older people with complex needs and long-term conditions (including dementia), people with learning disabilities, children with complex needs and carers. When undertaking population assessments, Boards are also expected to consider the needs of people with sensory impairment, people with mental health problems and autistic people.

In West Wales we have maintained a consistent focus on each of these groups within our regional programme. Our approach is to respond to emerging needs, including

those resulting from Covid-19, whilst delivering against the high level aims within our Area Plan.

Starting Well

Children & Young People

During 21-22 we established a new regional children and young people's board comprising representatives from across Health, Social Care, Education, and the Third Sector.

The key strategic priorities for the board include:

1. Children & Young People's Emotional Health
2. Supporting Children to remain with their Families
3. Meeting the needs of Children with Complex Needs

The children and young people's board has responsibility to oversee development and monitoring of Regional Projects and responding to actions detailed in the Children's Commissioner for Wales 'No Wrong Door' report challenging partners to work better together delivering seamless responsive support to children and young people with emotional and health needs.

21-22 has also seen the creation of a number of subgroups to address key priorities of the children and young people's board.

No Wrong Door & NYTH/NEST Working Group

- Bringing partners together to create an achievable response and action plan to recommendations in the No Wrong Door report
- Assess our regional compliance against the principles in the NYTH/NEST Framework
- Explore opportunities for children and young people's voices to be heard to inform strategic planning
- Develop training and awareness on the principles of NYTH/NEST

Safe Accommodation

Welsh Government's 'Programme for Government' seeks to:

- Eliminate private profit from care of children looked after
- Fund regional residential services for children with complex needs ensuring their needs are met as close to home as possible and in West Wales wherever practicable.

To address these challenges in West Wales the RPB established the Safe Accommodation project which, in 2020 secured £2,225,000 ICF Capital funding and £708,000 Revenue funding for a multi-agency regional approach to provide safe accommodation for children with complex, high end emotional and behavioural

needs to prevent escalation to/facilitate de-escalation from secure of inpatient care. The provision was also to provide short break respite, periods of observation and assessment. During 21-22 the region has successfully secured three properties across Ceredigion, Carmarthenshire, and Pembrokeshire.

The Regional Safe Accommodation Project Working Group, are updating the future service delivery and model of care that will provide both trauma informed and therapeutic support for children. Reflecting on impact of the pandemic, services have noticed children are presenting with more complex behaviour and significant mental health needs. Joint work continues to take place between Health, Social Care and Education across the Region.

Living Well

Autism

This year we have re-established a Regional Strategic Group for Autism.

The overall purpose of the group is:

- To improve outcomes for autistic people, their families and carers
- To ensure autistic people are engaged in the evaluation, development and delivery of services in West Wales
- To ensure that services are meeting their obligations under the Social Services and Wellbeing (Wales) Act 2014 and the NHS (Wales) Act 2006 and the Code of Practice for the delivery of Autism Services (2021)

This year we have commissioned Autism Wellbeing: [Home | Autism Wellbeing](#) to undertake a project to initially audit compliance against the COP. See references for further detail.

In addition, Autism Wellbeing will support us in developing a plan in future years to implement any actions required following the audit and the Population Needs Assessment.

The group has continued to oversee the delivery of the West Wales Integrated Autism Service (WWIAS) which was established in 2019. This is a joint service delivered by Hywel Dda University Health Board in partnership with the local authorities of West Wales.

The service was developed across Wales following consultation with autistic people, carers and professionals which highlighted the lack of support available for autistic people who did not meet the criteria for mental health and learning disability services.

WWIAS offer adult autism diagnostic assessment for adults who do not have a significant learning disability or mental health problem. They also offer a range of support for autistic people, their families, including carers and advice for professionals.

In 2021-2022:

- A total of 647 referrals were made between April 2021 and March 2022. 493 (76.2%) were requesting diagnostic assessment and 154 (23.8%) were for support
- Of these, 39.7% of the diagnostic referrals were self-referrals, with 59.7% from professionals and 0.6% via parent/carers.
- There were 9 referrals made to the service for Parents/Carers (parent and parent/carer support). 56% self-referred and 44% were from professionals
- 126 adults received a positive diagnosis following assessment
- Interactions with Parents/Carers: 165
- Interactions with Autistic Adults: 3,350
- Interactions with Professionals: 961
- New contacts with Professionals: 400

Learning Disabilities

Our Regional Improving Lives Partnership (RILP) continue to oversee the delivery of a range of initiatives which support the aims within our Area Plan and those set out within the ground-breaking West Wales Learning Disability Charter. This Charter was developed by the 'Dream Team', a group of people with learning disabilities from across West Wales and is unique to our region. It aims to increase visibility of issues faced by people with learning disabilities, promote their rights, improve access to services, business and leisure facilities and empower people to co-produce future solutions. Our key activity this year has been summarised by the Dream Team themselves in the YouTube video: <https://youtu.be/zDfJbTz5LKg>

Mental Health

The impacts of the COVID-19 pandemic will have long lasting impacts on mental health and wellbeing both regionally and nationally. The pandemic has led to increased isolation and a disruption of normal life and had a dramatic impact on people's access to services. With access to primary care services severely curtailed or becoming virtual, many people have been unable or too worried to access the support they would expect. People that were doing well before COVID often have been unable to access support needed because of it

Therefore, prioritising these provisions as never been more critical. Working collaboratively across the region and sectors will be a key driver in ensuring that services are accessible in a timely manner by those who need them and preventing problems from escalating as far as possible. During 2021-22 virtual engagement sessions were carried out with both service providers and service users from West Wales Action for Mental Health (WWAMH) and Mind to highlight areas for improvement to focus on now as we emerge from the pandemic, these included:

- Follow up services need to be improved to educate and support people with lifelong conditions after they have been released from a service; this could help people to self-manage their condition better and avoid them returning in the future
- There needs to be a greater recognition and awareness of dual diagnosis and neurodiversity, with increasing numbers of people diagnosed on the autism spectrum

- Although progress has been made since 2017 in providing a 24/7 service, further work is still needed to achieve this. A twilight sanctuary has been set up in each of the three counties to provide support for people out of hours, but these do not offer around the clock support and are not always accessible for people in rural areas
- These services need to be reviewed to ensure that a 24-hour service is delivering support in response to need, in the most appropriate, smart and cost-effective way. For example, prioritising the service as a safe haven out of hours, with therapeutic support available there during the day
- Overnight accommodation associated with the sanctuaries is currently underutilised, which could suggest the threshold for admission is set too high
- Although some improvements have been made with regards to crisis management and intervention, there needs to be further consideration of effective alternatives to hospital attendance in response to crisis, to avoid A & E being the default option for situations where people are considered "too difficult to deal with"
- Access and referrals to Community Mental Health Teams (CMHTs) need to be improved
- Assessment processes need to be improved to avoid people being released prematurely without the appropriate post-discharge support, only to be readmitted

Violence against Women, Domestic Abuse & Sexual Violence (VAWDASV)

During 2021-22 the VAWDASV Strategic Board continued to oversee the implementation of the Safe Lives, Healthier Families VAWDASV strategy which was published in 2018 as required by Welsh Government, under the VAWDASV act 2015.

The last year has seen the culmination and completion of several projects linked to the regional priorities. Throughout the life of the strategy, and through the COVID-19 pandemic, the region has seen a huge increase in demand on specialist service provision, intervention, and support alongside increased complexity.

Key areas of activity in 2021-22 included:

- Secured funding and the development of long-term sustainable regional funding model
- Creation of three new remote evidence sites across the region to help increase the options available to victims and witnesses in domestic abuse and sexual violence cases
- Supporting the New Relationships and Sex Education (RSE) curriculum via a regional VAWDASV resource directory to support primary/secondary schools across the region in the development of high quality, age appropriate VAWDASV resources
- Improvements to the regional identification, response to and reporting of child to parent abuse via the development of a regional pathway and policy

- The development of a clear VAWDASV communication strategy informed by survivors and stakeholders. Work continues to establish a Regional Survivor Advisory Panel to oversee all the planning for engagement activities, which will include a pilot survivor peer support group.
- An ongoing review of existing commissioning arrangements to inform the development of a joint, integrated “one public service” commissioning strategy. The Regional Adviser and Partnership Coordinator are supporting Local Authorities in recommissioning activities with a continued consideration for potential cross boundary commissioning exercises

This regional strategy has now come to a natural end, and we are now working with partners across the region to develop a new strategy to be completed and published in the coming 12 months. See references for further detail.

Ageing Well

Dementia

The incidence of dementia in Wales is expected to rise dramatically over the coming decades. Across West Wales, numbers of diagnosed cases are likely to nearly double in the next 20 years, from 2,812 to 4,200. This is due in part to the region's ageing population, as we continue to see an increase in the over-65 population and a decrease in the child and working aged adult populations, putting additional pressure on supportive services for older people. Previously the leading cause of death, in 2020 dementia represented 11.5% of all deaths, surpassed only by COVID-19. A likely gap in diagnoses of around 50% means that the true extent of people living with dementia and future prevalence is significantly higher, and a lack of diagnosis can prevent or limit access to much-needed services and support from diagnosis through to end of life.

The Regional Partnership Board's Dementia Steering Group has been overseeing the continued work across the region to deliver on the ambitions of the Dementia Action Plan for Wales and the All-Wales Dementia Care Pathway of Standards.

The region's allocation of Welsh Government funding to support delivery of the Dementia Action Plan and the standards in 2021-22 was £1.2 million. An additional £384,000 recurrent funding was announced in May 2021 specifically to support projects which would improve access to timely diagnosis and dementia advisers in light of the impact of the COVID-19 pandemic. In West Wales, the management and delivery of the dementia funding and projects is overseen by the Dementia Steering Group. Key activity over the 2021-22 period in relation the Dementia Action Plan includes:

- **Programme and strategy coordination:** Development of a regional strategy and pathway of care to meet the current and future needs of the population (discussed further below)

- **Integrated dementia learning and development training programme:** Regional dementia learning and development framework was developed through engagement with professionals and people living with dementia across the region
- **Increasing regional dementia diagnosis rates:** We have begun to see waiting times for both waiting times for both assessment and diagnosis reducing, and an increasing number of patients experiencing waiting times within targets
- **Admiral nurses:** Continue to provide the person-centred and relationship-centred dementia care service via admiral nurses working collaboratively across health and social care pathways
- **Community Dementia Wellbeing Team:** This year the team has worked with care homes, mental health, and community services to develop the Stepped Care model, drawing on evidence-based practice from research across the UK

The development of a Regional Dementia Strategy is one of the most significant outcomes in 2021-22 which has the potential to make a significant difference to people affected by dementia, including carers, across the region. The strategy sets out a West Wales vision for dementia services, to *'Support each person to live well and independently with dementia for as long as possible'* and outlines a dementia wellbeing pathway which focuses on streamlining pathways and placing people living with dementia and their carers at the centre of service provision. In addition to its alignment to the Dementia Action Plan and Pathway of Standards, the Regional Dementia Strategy:

- supports the objectives of the Wellbeing of Future Generations (Wales) Act (2015).
- aligns to the wellbeing plans and objectives of the three county councils, with its focus on enabling independence and wellbeing; individual and community

resilience; and increasing choice, control, and flexibility for people accessing care and support services; and

- recognises the increasing need to ensure that people living with dementia can receive appropriate palliative and end of life care support.

The strategy's action plan focuses on:

- Implementing best practice within primary care, social care, care homes, domiciliary care and specialist services.
- The development of the diagnostic pathway and post diagnostic support, support and co-ordination for people living with dementia and their carers and supporting carers to care for family members living with dementia.
- Providing support, training and help to navigate/co-ordinate services to families, build resilience and maintain balance across all aspects of their life.
- Improving end of life care so that PLWD die in a place of their choosing with dignity and improve co-ordination across different care providers to ensure they understand the end-of-life care plan

Hearing the voices of people affected by dementia and ensuring that service development reflects the needs and lived experiences of our communities is key and developing an approach for continuous engagement and co-production of the strategy's work will be a priority for 2022-23. The Regional Dementia Strategy can be found [here](#).

Older People

The transformation programmes supported through the Transformation Fund and ICF have been instrumental in providing integrated care and support services to older people. These programmes have all been underpinned by the Strategy for Older People in Wales 2013-2023 which envisions:

- That all people in Wales feel valued and supported whatever their age
- That all older people in Wales have the social, environmental and financial resources they need to deal with opportunities and challenges they face

As a region we remain committed to the strategy aims of 1) improving the wellbeing of older people around social, financial and environmental factors, 2) building resilience and 3) helping people have a sense of control and purpose in life, reducing dependence and improving overall health.

All partners in the region have continued to move towards a consistent model of care for older people based on the principles of wellbeing and prevention encapsulated in the Social Services and Wellbeing (Wales) Act 2014 along with other plans and strategies.

Sensory Impairment

As a region we have continued commitments in ensuring there is a wide variety of information, advice and support available to people with sensory loss and is available

in the most accessible formats. People with sensory impairments are more likely to feel lonely and isolated as they feel excluded from everyday activities. Therefore, in West Wales we continue to prioritise sufficient community support to address these issues of isolation and loneliness.

We also continue to work with regional and national partners to improve the identification and diagnosis of sensory impairments so that appropriate and timely support can be implemented.

During the 2021-22 we conducted a series of engagements in line with the development of our new Population Needs Assessments. The results from these engagements gave rise to important recommendations to improve the current sensory impairment services. Over the coming months we will focus our attention on the following:

- Addressing system limitations when it comes to recording impairments. Currently, the Welsh Patient Administration System (WPAS) only allows for one impairment to be selected. Systems should be updated to record multiple impairments
- Improving community support and diagnosis
- Raising the profile, awareness and understanding of sensory impairment across the whole care and support system
- Improving accessibility and communication for people with sensory impairment to support independence and increase confidence in using services e.g., improved signage, increased use of braille on doors and lifts, use of appropriate colour schemes etc.
- Developing patient support services, such as interpretation, translation and lip-reading, to ensure they are accessible, available and equitable across the region

Unpaid Carers

2021-22 saw the continued work in developing support for unpaid carers in the region. The West Wales Carers' Development Group (WWCDG) is a formal subgroup of the RPB, and they are responsible for coordinating the activities that align against the 5-year strategy, 'Improving Lives for Carers'. The strategy sets out four key aims:



Despite the ongoing implications of the Covid-19 pandemic the group has delivered comprehensive progress in important areas of work relating to the previously mentioned priorities. These included:

- Appointment of an Investors in Carers (IiC) lead officer to oversee the continued roll out of the scheme to raise awareness of the needs of carers across a variety of sectors including primary care, community care, schools, libraries, job centres, third sector, local authority teams and more. This scheme enables unpaid carers to register as a carer with their GP which then gives them access to carer information services which can provide additional support.
- Continued support to the commissioning of specific support to unpaid carers working collaboratively with the third sector. These include information, outreach and young carer services that have actively support 3332 adult carers and 1198 young carers in 2021-22
- Continued assignment of Carer Officers (3rd Sector Employees) in hospitals to support health professionals to identify unpaid carers, improve their involvement in the discharge process and provide information, advice, and support. Between January 2020 and March 2022, the carers discharge service supported 690 unpaid carers and delivered 160 valuing carer training sessions to 806 ward staff.
- 243 staff working in statutory and non-statutory services in the Hywel Dda area completed the carer aware e-learning module in 2021-22.
- Following the launch of the nationwide initiative the national young carer ID card has now been introduced in all three local authority areas to enable young carers to identify themselves to GP surgeries, hospital settings and schools.
- The beginning of developing a new website 'Carers Support West Wales' to ensure unpaid carers are digitally included and can be easily signposted to information, advice and support.
- After an initial pilot in 202/21 a new support group for health board staff who have a caring role continued into 2021/22. Over the year 25 virtual meetings were held with a total of 86 attendees which provided a great opportunity for

informal peer support as well as important topics presented by guest speakers e.g., carers policies, mindfulness sessions and advocacy service support

- A total of 12 county-based projects and 6 regional projects were funded through the Regional Carers Support Innovation Fund (from the ICF). Projects including, wellbeing training for unpaid carers, supporting carers to build resilience, mindfulness/wellbeing courses and many more.

Research, Innovation and Improvement

Our Research Innovation Coordination Hub (RIC) went live in August 2020 with the establishment of a small, specialist team which has made considerable progress in taking this agenda forward for the region. Work has been on-going to integrate and better align the work of the Research Innovation Coordination Hub with the Regional Partnership Board structures to ensure that innovation across the region is well-informed and targeted in the right places.

Some of our achievements for 21-22 include:

1. Develop 'front door' for Research, Innovation & Improvement across social care in west Wales

This is a vital on-going piece of work to better coordinate Research, Innovation & Improvement across the region and provide our people with a one stop shop of services and resources. We worked with Practice solutions to co-produce an approach across the sector and a Partnership Manager will be recruited in 2022-23 to help take this agenda forward.

2. Produce a Covid Lessons Learnt document to capture lessons learnt during the second wave of Covid-19

A Discovery report was produced in 2021 that captured the experiences of Health Board staff of working during the pandemic. This offered rich learning to support our culture development and an action plan was endorsed by the health board to implement its recommendations. A second Discovery report focusing on staff retention will be designed in 2022-23.

3. Supported health board and Regional Partnership Board to develop common approach to adopt and spread

West Wales Research Innovation Coordination Hub has volunteered to lead on this piece of work on behalf of other hubs across Wales. A paper is currently being developed which will be presented to the Transformation Steering Group at Hywel Dda University Health Board and the West Wales Care Partnership. A framework has been developed and a pilot identified.

Pilot was supported by Health Board and is now coordinated via Value Based Health Care Board.

From a Regional Partnership Board perspective, once all Regional Integration Fund projects have been evaluated, look to see how we can broaden the approach across this programme.

4. Continue to take forward the recommendations of the regional mapping exercise

This included:

- Accelerating and promoting the 'world class' Research, Innovation & Improvement elements across the region
- Identifying Research, Innovation & Improvement that helps the region move towards implementing a social model of health
- Identifying Research, Innovation & Improvement that helps to social model of health
- Identifying Research, Innovation & Improvement that helps to progress with the Regional Partnership Board's prevention-based model; and
- Understanding the weaknesses in the system and provide solutions to challenges across the region.

5. Develop integrated innovation and improvement database

This database was developed in collaboration with innovation and improvement services across the region. This will not only help us identify activity but will also support us to identify potential for adopt and spread.

This work was beneficial to inform the development of the Ideas Hub – an online portal for anyone working in health and social care to submit ideas for innovation that deliver system change.

6. Continue to develop strategic partnerships and develop relationships with national bodies to support innovation activity in the region.

The relational role of the hub is critical to ensure that we stay abreast of new developments across health and social care. Our links with national support bodies such as Life Sciences Hub Wales, the Bevan Commission, Social Care Wales and Health Technology Wales enable us to support our teams to identify innovations for their service areas. In 2021-22,

- 10 Bevan exemplar projects supported
- 2 x Planned Care Innovation Programmes applications supported
- Application to Planned Care Innovation Programmes for virtual hospital model of care for rural Wales developed – collaboration between West, north and Powys Research Innovation, Improvement & Coordination hubs.

7. Evaluations and learning

Commissioned Recruitment and Retention Review of Domiciliary Care to gain staff feedback on how the sector can improve and drive recruitment into the sector.

Commissioned review into Integrated Working across the region to understand what is working well and where there is opportunity to improve. This work is now being fed into the Regional Workforce Board to take forward its recommendations.

A high performing, sustainable workforce

The experience of the Covid-19 pandemic has brought into sharp focus the challenges faced on a daily basis by our health and social care workforce and the critical importance of skilled, adaptable and resilient staff to the effective delivery of care and support to our population.

Our regional workforce board, jointly chaired by the Director of Social Services for Pembrokeshire County Council and the Director of Workforce and Organisational Development for Hywel Dda University Health Board, has continued to oversee our ambitious regional programme. Despite pressures due to Covid-19 we have continued to make progress in each of our four priority workstreams. Highlights are provided below:

Recruitment and attraction

Circulation of a detailed regional survey across each local authority area to identify ways to attract more people into the care sector, targeting those who work in the sector, those who have left and those who don't yet work in the sector. The 17 recommendations contained within were followed up by a more detailed research initiative. This work was undertaken in partnership by the Research, Innovation and Improvement Hub and the Research and Development team based in Hywel Dda University Health Board. This secondary work looked in more detail at the recovery of the domiciliary care workforce following the pandemic and followed up on the main themes identified in the survey results. The recommendations and actions from these two vital pieces of research are overseen by the Regional Workforce Programme Board

A programme of schools and colleges-based activities has also been delivered throughout the year, intending to raise awareness, and understanding of careers in Health and Social care, from ages 10 – 18. Activities have included dementia interpreter sessions, a specialised method of interpreting the non-verbal language of people living with dementia. Students have also undertaken "Introduction to Social Care", a foundation course for people who are interested in a career in social care.

Apprenticeships

Following on from an evidence-based recommendation outcome following last year's implementation of the bridging service, 9 joint apprentices have been recruited into a pilot apprenticeship programme that spans health and social care. Employed for 2 years and deployed into a range of joint health and social care apprenticeship opportunities, this will be the first time that Hywel Dda University Health Board and Pembrokeshire County Council are collaborating to create these development opportunities across the region.

Within Adult's and Children's Services, local authorities have initiated a "Grow your Own" Social Worker initiative, spanning two local authorities in West Wales, with a

medium-term plan to upscale across the whole region. This project is targeted at the development of the social worker workforce in West Wales with improved retention at the core of its aims.

Learning and Development

The Regional Dementia Steering group have led on the creation of a sector-wide Dementia Learning and Development Framework which underpins the design and implementation of learning plans for individuals, teams, departments and organisations. This framework will be monitored, evaluated and tested by the Welsh Government Regional Learning and Development steering group.

A regional programme of Dementia Interpreter Train the Trainer course was also delivered to representatives from each local authority. Participants learned how to interpret non-verbal cues to support people living with dementia. These skills can be used in a variety of ways, both in operational services and within career promotion and growth areas. Key partners also attended Covid-safe 'dementia experience' sessions for key partners to improve knowledge and understanding of how to provide appropriate support

Registered Managers attended their annual regional forum in the form of a "Week of Wellbeing". The online webinar series included sessions on Compassionate Leadership, Mindfulness and Coaching for High Potential.

Workforce Planning

Hywel Dda University Health Board and the three West Wales local authorities have worked together to find solutions to the complex landscape of regional joint workforce planning. A variety of initiatives have been explored, including software packages which offer seamless solutions across organisations.

Continuous Engagement & Co-production

During 21/22 the West Wales Care Partnership commissioned Hugh Irwin Associations to support the development of a Continuous Engagement Framework to support regional activity.

The scope of the exercise was to look at existing regional engagement opportunities, mechanisms and tools to identify:

- Current assets available in the region for engaging with communities and individuals
- Core engagement/involvement plans and mechanisms within individual partner organisations
- How existing opportunities and mechanisms can be used to support effective continuous engagement
- How information is managed, shared, accessed and used by regional partners
- Existing skills and opportunities for increasing continuous engagement skills across the workforce.

Using their findings Hugh Irwin drafted a continuous engagement framework setting out core standards for engagement and provide a tool for:

- Developing and maximising opportunities for continuous engagement with our stakeholders/communities across the region
- Utilising and sharing related intelligence across the region to inform strategy and service development.

A new steering group to focus on implementing the framework has been established and comprises partners from Health, Social Care, Education, Third Sector.

References & Links

Code of Practice on the Delivery of Autism Services:

<https://gov.wales/sites/default/files/publications/2021-07/code-of-practice-on-the-delivery-of-autism-services.pdf>

Connecting People: Improving Wellbeing Fund (Via ICF Capital):



Care Homes - Grant
Report Final.pdf

Outdoor Connections Fund (Via ICF Capital):



Grant Report -
Outdoor Connections

West Wales Area Plan 2018-2023: <https://www.wwcp.org.uk/wp/wp-content/uploads/2019/01/West-Wales-Area-Plan-English-Final-Version-29-03-18.pdf>

West Wales Carers Development Group (WWCDG) 2021-22 Annual Report:



WWCDG Annual
Report 2021-2022 Fir

VAWDASV Mid & West Wales: <https://www.cysur.wales/vawdasv/>

Appendix 1

Membership of RPB (July 2021)

Name	Role
Jonathan Griffiths	Director of Social Services and Housing, Pembrokeshire County Council
Judith Hardisty (Chair)	Vice Chair, Hywel Dda University Health Board
Estelle Hithchon	Director of Partnerships and Engagement, Welsh Ambulance Service NHS Trust
Councillor Tessa Hodgson	Cabinet Member for Social Services, Pembrokeshire County Council
Sian Howys	Statutory Director of Social Services & Corporate Lead Officer: Porth Cynnal, Ceredigion County Council
Ros Jervis	Director of Public Health, Hywel Dda University Health Board (Sadly passed away on the 3 rd of June 2021)
Councillor Gareth John	Independent Member – Local Government, Hywel Dda University Health Board
Hilary Jones	Chief Executive, Bro Myrddin Housing Association
Hazel Lloyd Lubran (Vice Chair)	Chief Officer, Ceredigion Association of Voluntary Organisations
Jake Morgan	Director of Communities, Carmarthenshire County Council
Jonathan Morgan	Head of Homes and Safer Communities, Carmarthenshire County Council
Gareth Morgans	Director of Education and Children, Carmarthenshire County Council
Jill Paterson	Director of Primary Care, Community and Long-Term Care, Hywel Dda University Health Board
Malcolm Perret	Vice Chair, Care Forum Wales
Donna Pritchard	Deputy Director of Social Services & Corporate Lead Officer: Porth Gofal, Ceredigion County Council
Joanne Silverthorne	Carer Representative (Resigned 29 th of July 2021)
Alan Thomas	Service User Representative
Cathryn Thomas	Assistant Director, Social Care Wales
Gaynor Toff	Chief Housing Officer, Pembrokeshire County Council
Councillor Jane Tremlett	Executive Board Member for Social Care and Health, Carmarthenshire County Council
James Tyler	Service user representative
Councillor Alun Williams	Cabinet Member for Adult Services, Ceredigion County Council



For further information:

Visit the West Wales Care Partnership's website at www.wwcp.org.uk

Email us at wwwcp@carmarthenshire.go.uk

Or Phone us on 01267 228765

West Wales Care Partnership

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