

West Wales Care Partnership Integrated Care Programme 2017-18 Quarter 1 Report: West Wales

Overview

The West Wales Integrated Care Programme for 2017-18 comprises a number of components, themes and priorities, which reflect shared principles underpinning our approach to integrated care: **IAA and Prevention in the Community; Staying Safe and Well in the Community and Reducing Admissions, De-escalation and Accelerating Discharge**, which apply across frail older people, people with learning disability and children with complex needs..

The Regional Partnership Board has agreed a regional top-slice the ICF to support delivery of its strategic priorities and this has enabled the appointment of programme managers who have a small delivery fund to support work in each of the priority areas which include integrated commissioning, prevention (including IAA) and service integration and pooled funds. Using the national top-slice made available by Welsh Government, we have also appointed a programme manager for the Welsh Community Care Information System (WCCIS), responsible for developing a regional implementation plan which will see Carmarthenshire and Pembrokeshire County Councils and Hywel Dda University Health Board joining Ceredigion County Council as users of the system by 2019-20. Carers initiatives will be funded through the Welsh Government's Transitional Fund during 2017-18; however preparations for transferring priority carers' projects into the ICF from 2018-19 are underway.

A proposal for implementing the Integrated Autism Service (IAS) in West Wales has been approved and recruitment to the integrated service will begin shortly. The national IAS top-slice is funding part-time programme management capacity to ensure timely delivery of the new service.

Projects included in the programme have been developed in partnership between health, social care and the third sector and agreed by local integrated services boards before being endorsed by the Regional Partnership Board.

A robust governance structure is in place to support the programme with improvements introduced this year to ensure that the Regional Partnership Board (1) ensures effective and appropriate utilisation of funding, (2) receives regular updates on delivery and (3) is informed of risks associated with the programme, including projected overspends and underspends, and takes mitigating action. To facilitate this,

project Brief and Reporting Templates have been produced for all projects setting out key objectives, expected outcomes, financial profiles and key milestones.

A Written Agreement has been signed by statutory partners and sets out expectations and accountabilities of the various stakeholders in delivering and monitoring the programme. The Regional Collaboration Unit within Carmarthenshire County Council and Hywel Dda University Health Board share responsibility for financial and programme management and quarterly reporting on progress to the Regional Partnership Board and Welsh Government.

Reflecting on the experience of previous years, we have established a regional forum of ICF programme leads which is focusing on a number of key areas in relation to the ongoing development of the ICF programme. Over the coming months, this forum will be focusing on a number of objectives, including achieving greater consistency of approach and models across the region, encouraging wider adoption of proven approaches development of an outcomes framework, dissemination of learning from local projects, and developing effective project evaluation and exit strategies. We are also working to ensure alignment between the ICF and primary care cluster programmes.

This approach, along with more strategic engagement with workforce development colleagues will support the development of a more cohesive approach to designing projects and delivering and evidencing focused outcomes through future programmes.

The assurance provided by confirmation of the capital grant for three years is welcome across the region and will support the development of a more strategic and considered approach to capital project planning.

Delivery in Quarter 1: Highlights

Delivery of measurable outcomes during quarter 1 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 1, it is expected that more robust outcomes will be delivered for the remainder of projects from Quarter 2 onward. A mid-term 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. 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.

The Frailty Support service currently offered in Carmarthenshire is demonstrating 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 Co-ordinators 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. During 17/18, there will be increasing focus on sharing learning between ICF projects to influence an incremental shift towards a more preventions focussed approach. Following on from some initial pilot projects agreed for 17/18, a regional approach to co-producing services will be explored in bi-monthly project meetings.

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, behavioural intervention services for children, support for families experiencing dementia and social enterprise development. In all 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.

The programme manager for commissioning, IAA and preventions is already engaged with a range of 3rd sector partners and support programmes, to develop a model that will support further development of citizen directed community based services with the potential be rolled out across the region, which will support the aims of the main programme to shift the focus towards preventative services in future programmes.

As a result of the activity co-ordinated 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.

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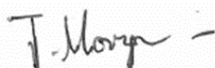
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Chief Executive
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August 2017

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Stephen Forster
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August 2017

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