

Integrated Care Fund Project Proposal Form - Revenue



Llywodraeth Cymru
Welsh Government

Project Overview

Region: West Wales (Carms)	ICF Project name: Workstream 2 – Proactive Care (IAA)	
Project start date: April 1 st 2019	WG ref:	Project completion date: March 31 st 2021
Is this project linked to an ICF capital project? N		
Is this project linked to the Dementia Action Plan funding? Y		

What is the primary focus (1) and secondary (2) focus of the project are you proposing? * please mark 1 and 2 as appropriate

Children's/young carers projects	Adults/Carers projects	Regional Capacity building/Infrastructure
Information/Advice/Awareness raising	Information/Advice/Awareness raising	Regional Partnership Board Development
Access to Services/single point of access/transport	Access to Services/single point of access	Regional Workforce development/training
Assessment and diagnosis	Assessment and diagnosis	Regional Programme management and evaluation
Social Prescribing	Social Prescribing	Regional/Integrated planning and commissioning
Early Help and Prevention	Early Help and Prevention	Regional Support for Social Value Sector Engagement
Emotional Health and Wellbeing	Emotional Health and Wellbeing/Loneliness and isolation	Regional support for Citizen/carers engagement
Edge of Care support	Stay at home/return home 3	Other – (please specify below)
Family Group Conferencing approach	Integrated Community Teams	
Family re-unification	Step up/down from hospital 2	
Therapeutic intervention	Intermediate Care/ pathway 1	
New accommodation/residential solutions	New accommodation/Residential solutions	
Other (please Specify below)	Other (please Specify below)	

ICF Project Description (brief description using theory of change model):

- 1 - What is the problem you are trying to solve?** Strengthen and develop the information, advice & assistance service within Delta Wellbeing to be a more proactive service & support people maintain their wellbeing & independence
- 2 - What long term outcome/change are you hoping to achieve?** Individuals are appropriately triaged and directed to the most suitable service to meet their needs. Where possible, to put in community/third services to prevent the need for statutory.
- 3 - Who is your key audience?** Frail Older People aged 75+
- 4 - How will you reach them?** Receive referrals from the Single Point of Access (TEC Monitoring Platform), GPs, hospital wards, Community Nursing, Third Sector, Domiciliary care providers, family and self-referrals.
- 5 – What resources are available to support?** Funding from ICF if approved, Core Funding from Social Care & Transformation Fund.
- 6 - What activities will bring about the change?** Hosting of Stay Well Plans on TEC platform to allow intelligent decision making, dedicated resources will enable the workforce to be upskilled around IAA & triaging referrals.

How does your project address your population needs assessment and area plan?

Jo to insert.....

What level of 'prevention/Intervention' (continuum) best describes your project? *please tick as appropriate (all apply but this is the primary focus)

Self Help, Information and Advice	Early Help and support	Intensive Support	Specialist Intervention
x	x		

Project Costs (not including ICF Dementia funded posts)

YEAR ONE	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Cost
Direct delivery costs -					
Staffing	48,832	48,832	48,832	48,832	195,330
Overheads (heat, light, rent etc)					
Resources/activity costs					
Equipment/IT					
YEAR TWO	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Cost
Direct delivery costs -					
Staffing	48,832	48,832	48,832	48,832	195,330
Overheads (heat, light, rent etc)					
Resources/activity costs					
Equipment/IT					

Project Delivery

Delivery partners

Local Authority	x
Health Board	x
Third Sector/Social Value sector	x
Private/Independent sector	
Housing Association/RSL	
Other (pls specify below)	

Project budget holder

Local Authority	
Health Board	
Third Sector/Social Value sector	x
Private/Independent sector	
Housing Association/RSL	
Other (pls specify below)	

Project geographical footprint

Regional	
Sub-regional	
Multiple regions	
Local Authority	x
Local community	

Project Beneficiaries (pls check boxes as appropriate):

Primary beneficiaries

Older people	x
People with learning disabilities	
Children with complex needs	
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	x
Young Carers	
People with dementia	x

Secondary beneficiaries

Older people	
People with learning disabilities	x
Children with complex needs	
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	
Young Carers	
People with dementia	

Other beneficiaries

Older people	
People with learning disabilities	
Children with complex needs	
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	
Young Carers	
People with dementia	

Project Design Principles (pls check boxes as appropriate):

Which of the 'A Healthier Wales' Quadruple aim/s does this project primarily address?

Improved health and wellbeing	x
Better quality and more accessible health and social care service	x
Higher value health and social care	
A motivated and sustainable health and social care workforce	

Which of the 'ten national design principles' from A Healthier Wales will the project address?

Prevention & Early Intervention	x
Safety	
Independence	x
Voice	
Personalised	x
Seamless	x
Higher Value	
Evidence Driven	
Scalable	x
Transformative	x

With voice and co-production as key principles, tell us who you have engaged with in the design of your projects

Service users (adults)	x
Service users (Children/young people)	
Carers	
Young carers	
Workforce	x
Social Value/third sector	x
Community members	
Other:	

Project outcomes and impacts

What Population level indicators/measures is your project seeking to address? * please select from national outcome/performance management framework

Citizens access the right information, when it's needed, in the way they want it and use this to manage and improve their well-being

Citizens speak for themselves and contribute to the decisions that affect their life, or have someone who can do it for them

1. Staying Well & Independent in the Community

- Proactive outbound calls around stay well planning/ Wellbeing Calls
- Supporting people to live independently in a suitable home setting – risk stratification of our most complex population
- Improving individual and community connections & avoidance of hospital admission

Tell us how you will measure/understand the impacts of your project?

How Much? (outputs)

- The number of adults who received advice and assistance from the IAA Service during the year
- The number and percentage of telephone calls answered within 6 rings (target 90%);
- Number of trained IAA staff including staff training matrix (of courses attended/training profile)

How Well? (quality)

- The number and percentage of adults who have received support from the IAA Service and have not contacted the Service again during the year
- The time taken to screen urgent and critical referrals (target 95% identified within 2 hours)
- Analysis of complaints and compliments
- Summary of satisfaction surveys/questionnaires
- Number and percentage of referrals that have been processed within 24 hours of initial enquiry (standard: 90% of assessments completed within 24 hours)

Difference made? (impact)

- People accessing the Service will receive an informed and timely response to their enquiry
- People will be signposted to the most appropriate service in response to their enquiry and the information provided
- People will receive a proportionate response and will be satisfied with the nature of the advice, information and assistance provided
- People will be satisfied with the quality of response provided

Tell us how you intend to evaluate the following aspects of your project (*please refer to ICF guidance*)

<p>Impact Evaluation (How will you measure/understand the outcomes that have been achieved by your project?)</p>	<ul style="list-style-type: none"> • Percentage of referrals with an outcome of IAA (not hit the CRT desktop for an assessment of care and support) • Percentage of referrals with an outcome of Prevention
<p>Process Evaluation (How will you evaluate the system & process changes delivered by your project e.g. integration, co-production, social value?)</p>	<ul style="list-style-type: none"> • Service user and carers' satisfaction surveys/questionnaires. • Feedback from MDT/ GP/ and Third Sector who will refer to the service
<p>Economic Evaluation (How will you evaluate the cost benefits/cost avoidance delivered by your project?)</p>	<ul style="list-style-type: none"> • Reduction in the number of enquiries which result in a commissioned care service.
<p>Qualitative Evaluation (How will you capture the experiences of service users/staff/communities?)</p>	<p>Developing:</p> <ul style="list-style-type: none"> • Patient and carer experience / satisfaction • GP/WAST Feedback • Case studies

Exit Strategy

Tell us about your exit strategy for the project (post 2021):

This project is closely linked to the West Wales Transformation programme, which taken as a whole will enable the business case to be proven to sustain this "front door" model.

Project contact details

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