



Partneriaeth Gofal Gorllewin Cymru
West Wales Care Partnership

Delivering Change Together

**The West Wales Regional Partnership
Board**

Annual Report 2017-18



Accessible version

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Why a report?

We must write a report every year.

This is the report.



It says what we have done.

It is sent to Welsh Ministers.

But it is also about telling everyone what the Regional Partnership Board is about.

The West Wales Regional Partnership Board

covers the area of Pembrokeshire, Carmarthenshire, and Ceredigion.



It has members from councils and the Health Board.

It also has members who use services and who care for people.

“By being on the board, I am helping to get the voice of users heard”

James Tyler, service user representative

“Being part of the board is very satisfying knowing that people higher up than me are actually listening to the end users of the services they are designed for”

Alan Thomas, service user representative

The Regional Partnership Board is about making sure the health and social care needs of people in the area are met.



It has made an **Area Plan** which you can ask for in Easy Read.

The Area Plan sets out the main things that need to happen.

It has some main priorities.

A priority is something that is important.

The priorities are:

- Health and social care working together
- Information, Advice and Assistance
- Supporting people early so things don't get bad
- Using a new information system for health
- Transformation of Mental Health and Learning Disability Services
- Carers
- Welsh language
- Training and keeping good staff



In this report, the Regional Partnership Board will say what they have done on these priorities.

The Social Services and Wellbeing Act

A lot of what the Board does is based on the Social Services and Wellbeing Act.

This is a Welsh Law about care and support. It is all about:



- Supporting people to achieve their own wellbeing
- Putting people at the centre of their care and support and giving them a voice in terms of the support they receive
- Involving people in the design and delivery of services
- Developing services that help prevent, delay, or reduce the need for ongoing care and support
- Promoting not for profit delivery models such as social enterprises and cooperatives
- Collaboration across agencies in the provision of care and support



The Act wants people to be able to say:

'My care is planned by me with people working together to understand me, my family and carer (s), giving me control, and bringing together services to achieve the outcomes important to me'

What we have done



Working Together

- Published our first Area Plan
- Looked at ways to make things more similar across the area.
- Worked on care home contracts being regional
- Looked at more commissioning (buying services) regionally
- Worked with lots of people to support the Third Sector & do more with them
- Looked at what the third sector does for prevention
- Engaged with providers over the possible role and operation of a regional provider forum
- Paid for training for Managers about measuring how well services are doing
- Looked at other services that could work across the West Wales area

What we have done



Advice and Assistance

- Helped with getting information on:
 - **Dewis** – which is a Welsh Government directory and
 - **Infoengine** – which is the Third Sector version
- Linked the two



Prevention

- Asked for a big report looking at services that prevent people needing support



Information System

- Ran a pilot in Ceredigion
- Planned what needs to be done next

What we have done



Transformation of Mental Health and Learning Disability Services

- Worked with the Health Board on their Transforming Mental Health Services programme
- A regional Mental Health Implementation Group is in place to oversee delivery
- Held a workshop with commissioners, managers, providers, and user representatives to start transforming learning disability services.

Carers



- Set up a regional Carers' Delivery Group which reports directly to the RPB
- Developed a Carers' Delivery Plan for 2018-19

What we have done

Staff



- Set up a workforce group with people from councils and the health board
- Set up regional training for care and support staff
- Started work on a regional workforce plan to make getting and training staff better

Welsh



- Welsh Language forums are in place across the region
- These help people who want to receive care and support through the medium of Welsh



Llywodraeth Cymru
Welsh Government

ICF

This is a big Fund from Welsh Government.

The Fund is to help older people to stay independent.

And to make things better for people with learning disabilities, people with autism, carers, and children with complex needs.

In 2017-18 the ICF provided the West Wales region with nearly 7 million pounds.

The Regional Partnership Board manages the fund and has supported lots of projects. For example:

- £318,000 to set up an Integrated Autism Service to improve diagnosis and provide support for children and adults with autism and their carers.
- ICF funds set up a Behavioural Intervention Service giving more support to children and young people with learning disabilities who also show challenging behaviour and their families, carers, and teachers.

Here are three of the real stories about what ICF helps with.

CUSP project, Carmarthenshire

CUSP provides support by the third sector to support people aged 18 + to help them live well and independently. It is led by the British Red Cross and is aimed at people who are on the cusp of needing care and support from statutory services, when often a small set-back could tip someone 'over the edge'. People supported by CUSP receive an assessment from the British Red Cross, who will then find local services that can help.

A 78-year-old woman living alone in semi-rural Carmarthenshire was referred to CUSP following the breakdown of her relationship with her son, which meant that she had no one to do her shopping. British Red Cross did an emergency shop for her, then got a care agency to do her shopping weekly.

Active and Connected Communities, Pembrokeshire

This project in Pembrokeshire gets volunteers to develop community social groups and activities to tackle loneliness.

S is a 33-year-old male with a learning disability living alone. Although able to remain independent with the support of a social worker, S felt very lonely and didn't like to go out on his own. The project found out S loved the outdoors. So, he was linked up with Tir Coed, a local charity that works with woodlands. So now volunteers with the project twice a week.

S said: 'Being told about Tir Coed and the other group was really good. It made me feel listened to and hopeful that there was something I could do to get out. I like going to Tir Coed and it gives me something to look forward to'.

And in **Ceredigion**, there is a project working with people's houses.

An elderly lady had taken in a lodger with mental health problems who had a carer. However, the carer stopped coming because of the condition of the property, the floor to the kitchen had dry rot and was dangerous. The project sorted a new floor and covering, replacement window in the kitchen and two storage heaters in the living room.

An elderly lady who was taken into care, whose property was filthy and unhealthy. The property was cleaned, and heating sorted, so the lady could come home.

An elderly man in hospital was ready for go home, and a care package was set up. But the house was not safe. The work was done, and the man could come home. This saved money and a hospital bed.

The Area Plan

The Plan sets out things that need to be done.

It has three main themes:



- Helping people to stay well and independent within the community
- Helping people who need some support to stop them needing hospital or care or helping them leave as soon as they can.
- Making sure people who need it get good long-term care and support

Here are some of the plans



Helping people to stay well and independent within the community

- making information easy to understand
- understanding how important regular exercise is

- healthy eating
- linking people with well-being hubs
- informal support within communities
- development of supported living services

Helping people who need some support to stop them needing hospital or care or helping them leave as soon as they can.



- care in your own home
- housing adaptations
- rapid response services
- supporting families and parents to reduce bad childhood experiences
- building on the work of the Integrated Family Support Service to work with and support the most vulnerable children and families in Wales

Making sure people who need it get good long-term care and support

- supporting independence
- building on people's strengths
- working to reduce unnecessary levels of care



The Plan links in with other Plans and joins together the work of councils and the Health Board.

We will also make sure people are involved.



Not just people who use services, but everyone who wants our area to support people better.

Family Support Services

Integrated Family Support Services (IFSS) give support to families that have big problems, helping them stay together by encouraging them to take positive steps to improve their lives.



The Regional Partnership Board has a duty to support these services. They

- Provide help for social workers representing vulnerable families
- Provide support to families
- Help families to stay together
- Develop the skills of the workforce

Here are some examples

Carmarthenshire IFSS got a referral for a 20-year-old mother and two young children. Mother has a history of substance misuse and most of her friendship circle misuse drugs. When 19, she had been on life support following

drug misuse. Her partner was in prison. After she had her youngest baby, she and the child were placed in parent/baby foster placement for eight weeks. Lots of work took place during the placement and continued at home, and she is doing well.

Ceredigion IFSS had a case where a young boy, aged 7, was taken from his mother's care by police. At first, he lived with his grandparents, and then was returned to his mother and has remained in her care. The Team gave lots of support to everyone and they are doing well.

Pembrokeshire IFSS got a referral for a mother who had been arrested for neglect, having been found unconscious because of substance misuse. Her children were placed on the Child Protection Register. The mother had been in an abusive relationship and the team took time to help the mother to

understand the situation. Because of this support, she made several changes, including ending an abusive relationship, moving home, and building her resilience, to enable her to look after her children once again independently. The children have now been taken off the Child Protection Register.



What's next?

As we move into 2018-19, the Board is confident things are going well, and moving forwards.

The Board will keep focussing on prevention.

They will test new ideas

They will keep getting people involved.

When things work, they will try to make them happen across the area.

They will keep getting people and counties to work together.

They are excited about the coming year.

For further information:

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