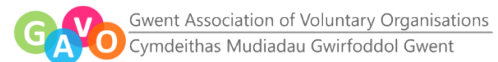




Regional Partnership Board Annual Report 2018/19

An integrated system of health, care and wellbeing for Gwent



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Foreword



It is hard to believe that this is now the third Annual Report produced by the Gwent Regional Partnership Board, and that we are in the third year since the Social Services & Wellbeing Act became law. It has certainly made a difference to the way that we work, with both ‘regional’ and ‘partnership’ becoming an integral part of how we work in health and social care nowadays.

However, Welsh Government continue to raise the bar, and the challenge is now to make full use of the two year Transformation Grant funding from Welsh Government to deliver systemic change – at pace and scale.

Further detail of the transformation funding work streams in Gwent are outlined in this report, but the fact is that we have had £13.4 million to affect a lasting change to the health and social care landscape in our region.

There has been a logical progression to take forward our agreed principles of care close to home (outlined in previous year reports) to have four major areas of work.

Firstly there is the development of Integrated Wellbeing Networks, connecting up all those prevention and early intervention projects and groups – from the health and care sector, but also much wider to housing, education, communities and leisure – so that collectively those working in these fields are addressing wellbeing in the broadest sense – what really matters to people.

Secondly, there is looking at the right skill mix and the right support when people come to our primary care services – GP practices, health centres and the like – recognising that this is the ‘open access’ point where people bring their health and wellbeing concerns. We need to have the right people in the right place with the right skills to meet the presenting needs – recognising that what comes across the surgery door is not all about medical issues. To that end, we are learning from the Compassionate Communities approach in South West England, and looking to scale this for our population needs.

Thirdly, we know that many people come to the hospital front door who don’t need to be there – partly because they don’t know about other service support, or because it is ‘what we have always done’. So the Home First work stream looks to work at that hospital front door to prevent unnecessary admissions and help with any discharge problems.

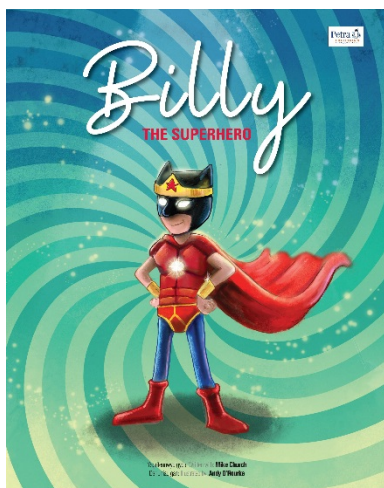
Fourthly, we know that our services around Child and Adolescent Mental Health (CAMHS) have some real bottlenecks and capacity issues, often meaning that

people have to wait for a service that may not be most suitable by the time they can access it. Hence our 'Iceberg' model looks to strengthen and improve early intervention work, with a single point of access approach to co-ordinate the most appropriate support in the best way.

Finally, we know that people are our most important and valuable resource, and we need to support them in using their initiative and skills, give them support they need to work differently (and more collaboratively), so we have a major transformation project around staff and organisational development.

We have made progress in my time as chair of the RPB – but there is still much to be done, and we know that Ministers and the public will be looking at what we do and want to see the difference that regional partnership working can make. It is a major challenge, but one that we are ready to embrace, and I have to thank all my colleagues on the Gwent RPB for their constructive and wholehearted involvement in this work.

Phil Robson, Chair of Regional Partnership Board



Become a part of our well-being work force!

Come along to our **live vacancy event**
Guaranteed job vacancies in health and social care

10:00am to 1:00pm, Tuesday 29th of January 2019
Blaenau Gwent Learning Zone,
Coleg Gwent Ebbw Vale, Lime Avenue NP23 6GL

Logos for: Newport Council, Blaenau Gwent Council, Blaenau Gwent, Gwent Health, Gwent NHS, Gwent Health Primary Care, Blaenau Gwent Learning Zone, Blaenau Gwent Partnership Board.

To find vacancies near you visit local authority websites. You can also look up local care providers on the DEWIS Cymru website: www.dewis.wales

Bwrdd Partneriaeth Rhanbarthol Gwent Gwent Regional Partnership Board



1. *Highlights of the Year – Perspectives from Partners*

View from Local Authority Elected Member:

'The RPB agenda continues to be a very challenging one – and we have had some lively and positive discussions. All of us I think have 'found our feet' more, and the conversations are frank and honest, with everyone having a full part to play. As an RPB we do have a scrutiny role, on behalf of our respective partner organisations, but we all see the need to work together. We were pleased to discuss fully and then endorse a strong Gwent regional transformation grant bid, and we can see that work is now stepping up. As politicians we have to engage fully with Welsh Government so that they know what the key issues are in terms of work on the ground rather than at the theoretical level – as it is we who have accountability to our citizens.'

View from Provider Forum member:

'Gwent is one of the only RPBs to my knowledge that has a regional provider forum. Usually the provider forum (at least with regard to regulated services) are held locally, if at all, and are subdivided across care home providers, domiciliary care agencies etc. The Gwent approach requires more input and support, but I feel it has really helped to improve understanding and cooperation across providers and helped the RPB to take a more genuinely regional approach. The team also support the provider representatives by emailing information to all providers, as a result of which they are probably better informed about what is happening in Gwent RPB than their counterparts elsewhere.'

View from Director of Social Services:

'The Transformation Fund has meant more resource to RPB – alongside more funding through ICF. It means that the RPB has a busy and demanding agenda, with more interest from national and regional organisations wanting to 'link up' with us. We have had to look at different ways of working as the regional approach is here to stay'

View from Local Health Board Executive

'The RPB range and spectrum of work has continued to grow – and we are seeing more Welsh Government (and others) interest in what we are doing in Gwent. It does mean that we have to be open and honest with each other, and we will not agree on everything. However some good joint working is going ahead, and there is a high level commitment to the RPB. One challenge we now face is how we also connect with Public Service Boards and their work on wellbeing so that we get the best outcomes for citizens.'

View from Citizen Member:

'Having been attending RPB meetings for a couple of year now I can see that there is a really big agenda and a lot that the RPB has to cover. Discussions are open and honest – and it is positive that as citizens, we can make comment and seek clarification. It is certainly challenging – but also very interesting, and the conversations are certainly lively, with everyone able to contribute.'

2. Key Achievements against strategic priorities



Dementia Friendly Communities

- 9676 NEW DEMENTIA FRIENDS DURING 2018/19 (OVER 25,000 SINCE STARTING WORK)
- 31 NEW DEMENTIA CHAMPIONS TO DELIVER TRAINING
- OVER 10 NEW SCHOOLS AWARDED DEMENTIA KITEMARK



Adverse Childhood Experiences

- 202 SCHOOLS RECEIVED ACE AWARENESS TRAINING (83% OF ALL SCHOOLS/SETTINGS)
- OVER 900 POLICE OFFICERS AND 250 STAFF FROM PARTNER AGENCIES RECIVED TRAINING



Mental Health Employment

- 401 PEOPLE SUPPORTED THROUGH ICF PROJECT WITH 56 PEOPLE ENTERING EMPLOYMENT (14%)
- 6 INDIVIDUALS SUPPORTING 2 SOCIAL ENTERPRISES
- 20 PEER MENTORS IN VOCATIONAL PATHWAY



Learning Disabilities

- 135 SKILLS 4 WORK SESSIONS WITH 80% IN TRAINING AND 19 PEOPLE GAINED EMPLOYMENT
- 189 PEOPLE DEVELOPING ACTIVE SOCIAL LIVES VIA MY MATES
- 49 PEOPLE GAINED VOLUNTEERING EXPERIENCES



Young Carers

- 20 SCHOOLS WORKING TOWARDS YOUNG CARERS IN SCHOOLS ACCREDITATION AND 161 STAFF RECEIVED TRAINING
- OVER 60% INCREASE IN NUMBER OF YOUNG CARERS IDENTIFIED IN SCHOOLS



Mental Health

- OVER 80% OF ACCEPTED REFERRALS TO PRIMARY CARE MENTAL HEALTH TEAM SERVICE (PCMHS) SEEN FOR INITIAL ASSESSMENT WITHIN 28 DAYS
- OVER 80% OF PATIENTS ASSESSED BY THE SERVICE REQUIRING SUPPORT, RECEIVE FIRST SESSION WITHIN 28 DAYS.



A number of strategic priorities for the Gwent RPB were set out in the annual report of 2018/19, and so this section sets out how these have been progressed in 2019/20.

| Partnership | Task | Outcome Position |
|---|--|---|
| Children & Families Partnership | Implement a Gwent wide scheme to create ACE aware organisations, and work in partnership with Gwent Police and Public Health Wales | Programme established, with Gwent Police support provided and ACE awareness raining rolling out across organisations – including schools |
| Adults Strategic Partnership | Develop new integrated care pathways for older adults with complex needs | Work has been taken forward including a review of the Gwent Frailty programme, and the development of the Home First transformation proposals, that were initiated in November 2018. This service spans Gwent local authority areas and supports admission prevention and speedier discharge. |
| Children & Families Partnership and LD & MH Strategic Partnership | Review and redesign services for children with complex needs including Child and Adolescent Mental Health Services (CAMHS) | Review went forward and led to the development of an integrated early intervention approach that formed one of the core components of the Gwent transformation fund proposals – termed the Iceberg model. |

Autistic Spectrum Disorder

- 100% OF PEOPLE ON DIAGNOSTIC PATHWAY FELT LISTENED TO AND CONCERNS WERE UNDERSTOOD
- 93% RATED DIAGNOSTIC GROUP AS GOOD OR EXCELLENT POST DIAGNOSIS

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| Adults Strategic Partnership | Develop and deliver a regional strategic dementia action plan to meet the needs of people living with dementia | A multi-agency ICF proposal was developed and approved to undertake a mapping review of all dementia services and this has informed targeted IC dementia funding proposal, including a consortium approach to flexible respite with 4 third sector partners. |
| Carers Partnership | Enable Carers to become a priority focus for the wider primary care team including GP's, pharmacists and social prescribers | A carers GP project has been initiated, working with third sector partners, to ensure carer information board and carer champions across every GP surgery in Gwent. This has taken heed of learning from both dementia champion work and the Young cares in schools programme rolling out with Carers Trust. |
| Health, Social Care & Housing Partnership | Work collaboratively with housing to plan and design new models of accommodation | A comprehensive study of the housing aspirations of older people has been taken forward through a public health consultant from ABUHB/PHW. This reported to HSC&GH partnership in April 2019, and involved work with partners in Gwent and the wider UK. Recommendations are now being considered by all partners for future planning. |
| Workforce Development Board | Develop a wellbeing and integrated care workforce for Gwent by piloting a Gwent Academy model | The Academy approach has changed to a career college consortium approach, working with local FE providers to ensure that courses are aligned to new care registration requirements; that career pathways are mapped out and developed; that learning placements are expanded and consistent; that recruitment events are set up and that information provided is accurate and up to date. This is a major project that has been linked to the SCW 'We care' attraction and recruitment campaign. |
| Adults Strategic Partnership Regional Joint Commissioning Group | Consider a new funding framework to shift resources from secondary to primary and community care, and maximise pooled budgets | A section 33 agreement for care home placements for older adults has been finalised and signed off by statutory partners. Work on a common care home contract and |

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|---|---|---|
| | | <p>specification is being rolled out across all partners as old contracts draw to a close. A common fees methodology process is also being developed working on a co-production basis with providers.</p> <p>The need to address primary and community care support is the focus of one of the Gwent transformation proposals linked to Compassionate communities work, with training in Care Navigation taken forward across GP practice and front line services across the region over the last year.</p> |
| All Partnerships | Implement WCCIS and pilot new technologies to support community diagnosis, treatment and care | All partners are now signed up to WCCIS and rollout has proceeded according to plan. Steps are well advanced for the only local authority partner not signed up to WCCIS to join in a managed way. |
| Health, Social Care & Housing Partnership | Develop an effective and integrated estates strategy for an integrated system of health, care and wellbeing | The ABUHB high level estates strategy has been shared with local authority and RSL partners through the HSC&H strategic partnership, and initial planning on consortium/locality basis is underway to maximise best use of ICF capital availability. Mapping of all older persons accommodation in the region has been done on GIS and shared across all RSL partners |

Planning is important but it is outcomes for citizens that are the true benchmark of whether integrated working is effective.

From the **Integrated Autism Service**:

From a parent supporting their daughter in diagnostic appointments: *"Every aspect of this service is done well. My two daughters were diagnosed in their late twenties. I am on the waiting list to be assessed myself. I only wish this service was available when my daughters were young, as I brought them up with no help or support. I sincerely hope this service continues to help other families and individuals"*

From **Frailty Service**:

'89 year old male (PD) – living at home with his wife, Referred by Physio on WAST FRS vehicle as an urgent same day response. Gentleman had fallen and his wife couldn't pick him up. WAST response lifted PD into chair. Gentleman stuck in chair as completely immobile and wife and Private Agency carers couldn't move him. WAST was considering Hospital admission.

He was seen within two hours of referral by Frailty Occupational Therapist. He was assessed with a stand aid that O/T had taken with her.

Following practice with the O/T & wife same day, PD managed to start transferring safely with assistance of wife and also was able to transfer using stand aid with Private Agency carers.

Follow up visits provided by Frailty Physiotherapist. – Stair lift assessed and to be fitted.

Referred to Attic Project from Care & Repair who are undertaking general house decluttering, sorting damp issue in house to assist with chest infections, sorting uneven floors to prevent falls.

PD is on course to reach his goals and hospital admission has been prevented'

3. The Regional Partnership Board – How We Work

This section of the Annual Report sets out the high level priorities of the Regional Partnership and Area Plan and governance arrangements in place.

The Board purpose as set out in the Terms of Reference are:

'The Greater Gwent Health, Social Care and Well-being Partnership Board is a key partnership body; established to lead and guide the implementation of the Social Services and Well Being (Wales) Act 2014 in the Greater Gwent area (covering the areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen), sitting within the footprint of the Aneurin Bevan University Health Board area'

These priorities and objectives are included within the Area Plan.

The long term priorities of the RPB are:

- To improve health and wellbeing outcomes and reduce inequalities in the region
- To improve care, treatment and support, ensuring people have more say and greater control
- To provide information and advice, to help people sustain good health & well-being
- To provide co-ordinated, person centred care, treatment and support
- To make more effective use of resources, skills and expertise
- To align or integrate functions and resources, where integration adds value to citizens

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In order to deliver RPB priorities and the objectives of the Area Plan, there is a framework of thematic integrated partnerships, which also have oversight of the relevant programmes of work and projects under ICF

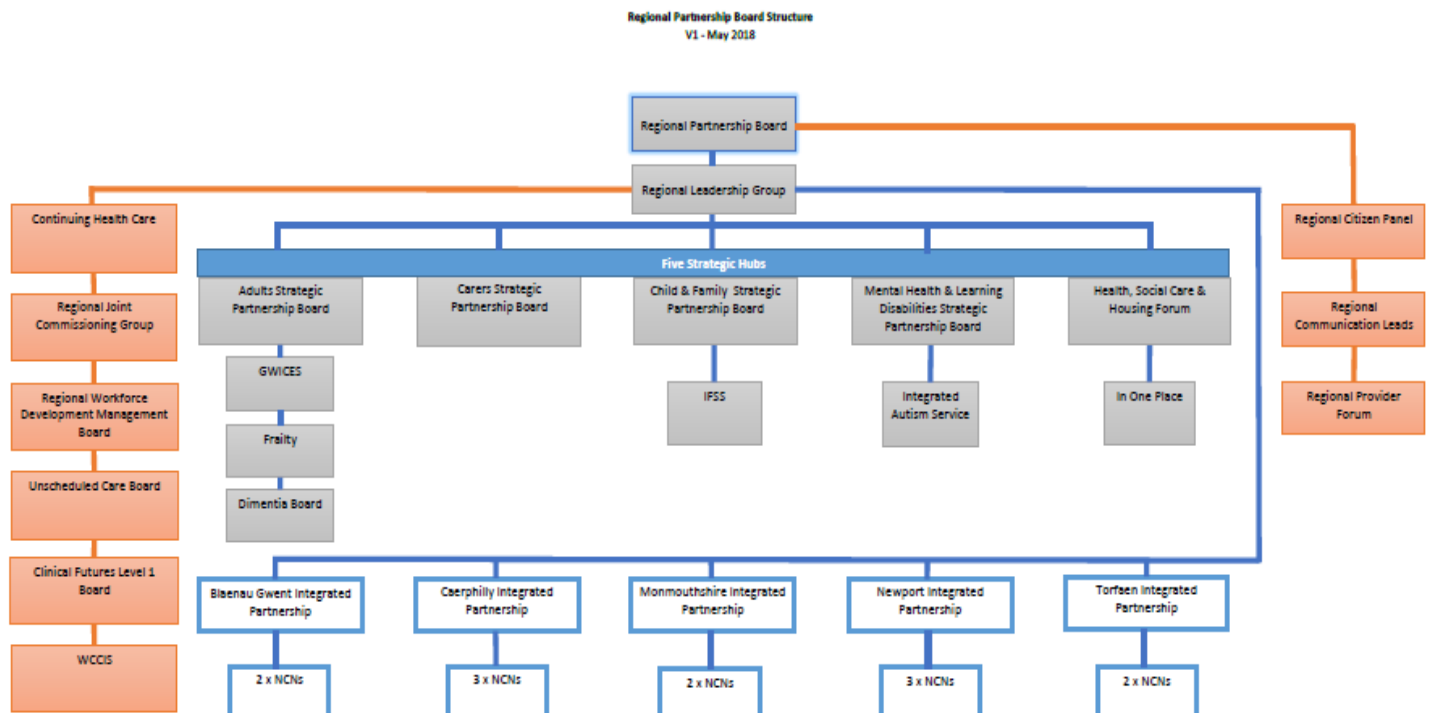
The thematic partnerships each have a strategic work programme, which is translated at a local level via the 'Integrated Partnership Boards' and Neighbourhood Care Networks.

There are also some groups that usefully have a reporting link to Leadership Group and RPB as informing the 'whole picture' of health and social care, but which have a specific Health Board accountability – and these would include:

- The Continuing Health Care (or long term care) Board,
- The Clinical Futures level 1 Programme Board,
- The Unscheduled Care Board,

There are also some other functional groups, set out in the SSWB Act as required at regional level. This include:

- The regional citizens panel (including carers), with two representatives to RPB
- The value based provider forum, to connect to the RPB directly – having two elected representatives to sit on the Board
- A regional joint commissioning group



The Gwent Area Plan sets out the vision for an integrated system of health, care and wellbeing across Gwent. Collaborative leadership from Health, Local Government, and Third sector colleagues has driven the development of the plan. It is ambitious, and it sets a clear route map for the delivery of an integrated model of health care and wellbeing across Gwent. The Regional Partnership Board (RPB) will provide leadership and oversight on the delivery of the plan, supported by appropriate governance and performance management systems.

The Plan is structured around the statutory core themes identified in Area Plan guidance and priority population groups, where a step change in the pace of transformation is required, these are **older adults, children and young people, carers**; and people with **mental health and learning disabilities**. Underpinning these strategic groups are work streams on **housing, workforce, finance and assistive technology**. The plan will be delivered through the structure set out above comprising **regional activity** (strategic partnerships) **local activity** (5 x integrated boards) and **locality models** (NCN's).

Challenges for the RPB going forward

Integrated working, and the bringing together of different organisations to work with common purpose, is challenging and this is something that the RPB continues to have to work through.

An increased level of funding from Welsh Government comes to RPB's to determine best use, and often this funding is short term in nature – for one or two years. This is against a backdrop of continued pressure on local authority budgets and cuts having to be made to front line services.

'Getting used to the rules' that WG attach to funding streams has means that there can be work done on proposals (in particular for ICF) that doesn't meet requirements, or which duplicates other work – and as an RPB, there is a need to be better and smarter in communicating both needs and opportunities, as well as what is already being done.

The RPB is – by statutory requirement – a large body, and this can make discussion difficult and decision making unwieldy – there is a need to develop agreed mechanisms to respond positively and quickly to WG, regional and local requests.

Connection between the RPB and other collaboration and integration bodies – such as Public Service Boards, Area Planning Board (covering substance misuse) , Area Safeguarding Board and others – is still very much a work in progress,. Communication from WG is not always consistent and mirrors the diversity of partners in the RPB, so this has led to misunderstandings and tested relationships at times.

The increasing rate of requests from WG for information and input to national events, workshops and meetings also places demand on RPB resources – and this is a process that will need careful management going forward.

So, there are still significant challenges to be faced, with the knowledge that demands will continue to increase.

4. Partnerships, Priorities and Progress Against Regional Area Plan

This section of the annual report sets out key work taken forward through each of the partnerships under the RPB and key outcomes in the year in relation to delivering the Regional Area Plan.

Adults Strategic Partnership

Area Plan Outcomes

- To improve emotional well-being for older people by reducing loneliness and social isolation with earlier intervention and community resilience
- To improve outcomes for people living with dementia and their carers
- Appropriate housing and accommodation for older people

Progress

- Work has been taken forward including a review of the Gwent Frailty programme, and the development of the Home First transformation proposals, that were initiated in November 2018. This service spans the 5 Gwent local authority areas and supports admission prevention and speedier discharge
- A section 33 agreement for care home placements for older adults has been finalised and signed off by all statutory partners, and work on a common care home contract and specification is being rolled out across all commissioning partners as

old contracts draw to a close. A common fees methodology process is also being developed working on a co-production basis with providers.

- The need to address primary and community care support is the focus of one of the Gwent transformation proposals linked to Compassionate Communities work, with training in Care Navigation taken forward across GP practice and front line services across the region over the last year
- Domiciliary Care: developed programme approach to improving the way that domiciliary care is commissioned, as well as developing strategic and practical approaches to tackling long standing recruitment and retention issues in the sector. This has included a partnership approach with service providers including Coleg Gwent, a significant ICF allocation to stimulate innovation and new approaches to commissioning, as well as a range of approaches to recruitment and retention including improving communications, recruitment practice, a schools programme, access to placements, curriculum content and exploring ways to overcome barriers to entry such as the cost of driving and transport.

Challenges

- The increasing need to support people living with dementia and their carers especially with community support and earlier intervention
- Domiciliary care market place requires innovative solutions to long term recruitment
- Continued pressure to reduce length of hospital stays for older people and return safely back home with sustainable support

Children & Families Strategic Partnership

Area Plan Outcomes

- To improve outcomes for children and young people with complex needs through earlier intervention, community based support and placements closer to home
- To ensure good mental health and emotional well-being for children young people through effective partnership working (priority under Mental Health core theme).

Progress

- Reviewed and redesigning services for children with complex needs including Child and Adolescent Mental Health Services (CAMHS), which led to the development of an integrated early intervention approach that formed one of the core components of the Gwent transformation fund proposals – termed the Iceberg model
- Adverse Childhood Experience (ACE) Programme established with Gwent Police with ACE awareness training rolling out across organisations including 202 schools (83% of schools and settings) with the expectation that nearly all schools and settings will have received training by July 2020; as well as the development a two day Train the Trainer programme ‘Creating an ACE Friendly School’.
- Enhancing support and services for Looked After Children and children at the edge of care through development of ‘MYST’ services across the region – My Support

Team. Integrated referrals process for Children and Young People Primary Care Mental Health Support Service (PCMHSS) enabling the child or young person to access the agency best placed to provide support. This process is in place in Newport and Monmouthshire, with roll out to the other three boroughs throughout 2019.

- Mental health workers have been employed to support schools in ensuring good mental health and wellbeing for all pupils.
- Specialist Child and Adolescent Mental Health Service (S-CAMHS) has been the focus to decrease waiting times and increase the numbers of children and young people accessing support. The service reports that average waiting times for S-CAMHS is 2 weeks from referral to assessment and 24 hours for urgent/emergency referrals

Challenges

- Ensuring the children and young people agenda is highlighted in a crowded health and social care agenda
- Consistent provision of support across the region and parity of service

MH & LD strategic partnership including Regional Integrated Autism Service - key priority areas

Area Plan Outcomes

- To improve emotional well-being and mental health for adults and children through early intervention and community support
- Increased understanding and awareness of mental health amongst the public to reduce stigma and help people to seek support earlier
- To support people with learning disabilities to live independently with access to early intervention services in the community; and greater public awareness and understanding of people with learning disabilities needs
- To provide more timely diagnosis of Autistic Spectrum Disorder and access to support services and information and advice

Progress

- In conjunction with colleagues in Gwent Police there are now mental health professionals based within Gwent Police's control room which allows front line officers to talk to a mental health professional when they are supporting an individual they believe is experiencing a mental health crisis.
- A 6 month pilot has been undertaken where a mental health clinician has been based within the GP 'Out of Hours' centre at peak times. The clinician has offered advice and signposting over the phone which has improved patient experience and system efficiency. Due to the success of the pilot this provision has now been extended.
- Using Integrated Care Funding third sector and statutory agencies have been working together to deliver supported employment and vocational opportunities for both people with a Learning Disability and people with mental health needs. This includes the development of over 20 Peers Mentors with a mental health need working across the region.

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- Via working in partnership individuals with a Learning Disability who were previously supported within ABUHB residential provision have been able to move to their own home that is providing increased independence, greater opportunities for community participation and enhanced well-being.
- Integrated Autism Service: A regional Integrated Autism Service (IAS) has now been established providing diagnostic assessment and interventions for individuals with Autistic Spectrum Disorder across Gwent.
- The 'My Mates' initiative has been implemented across the Gwent region and now has 189 members. My Mates is supporting individuals to have an active social life and develop networks of support which sit outside of services.
- A conveyance service has been established to ensure that individuals experiencing a mental health crisis have access to safe and timely transport across the region.
- A review and analysis of Mental Health and Housing provision has been undertaken and a number of recommendations that been made that will provide greater opportunities for agencies to work together to deliver improved mental health and housing outcomes for the people of Gwent.

Challenges

- Alignment of partners' strategic priorities and resources to deliver most effective support with whole system cultural and practice change
- Finding a collaborative way to support those with complex needs
- Making the links between strategic housing services, RSLs, Supporting People and statutory and third sector mental health and learning disability providers
- Demand/capacity for autism support – number of referrals accepted outstrips capacity of service to diagnose
- Short term intervention not always sufficient and temporary nature of funding and service structure affects sustainable services

Carers strategic partnership

Area Plan Outcomes

- Support carers to care through flexible respite, access to accurate information, peer to peer support and effective care planning
- Improve well-being of young carers and young adult carers through an increased public understanding (this is a priority highlighted in Together For Mental Health)

Progress

- Young Carers in Schools Programme (YCiSA) - 13 schools involved and reporting increased identification of young carers
- Rollout of small grants scheme – 114 recipients during 2017/18 and extended to include Young Carers during 2018/19
- Across ABUHB, level 1 'Carer awareness' training to 467 staff and 393 staff completed training, evidenced through their reviews. An e-learning package has been developed with SSIA
- Torfaen Young Carers over 300 activities and Adults Carer worker taken ahead

Challenges

- Respite is critical for carers and needs to be available in a timely and flexible way (formal, informal) especially in crisis situations
- The process for recording formal carers assessments needs to be managed to enable key access to services, recognising that informal support methods are often used to achieve prevention.
- People often do not recognise themselves as carers, so use of the word 'carer' across all ages allied to the perception of carers roles makes it difficult for carers to be identified which impacts on delivering the carers agenda

5. Formal partnerships – Part 9 Requirements, and new initiatives

This section of the report considers the formal partnership arrangements required under Part 9 of the Social Services and wellbeing Act and any key milestones within the year.

Pooled budgets for care homes: The region has picked up the challenge of developing a Pooled Fund (Section 33) Agreement and has made significant progress. To date all partners 'signed up' to a comprehensive work plan for 2018/19 which builds directly upon the progress made against the requirements of Part 9 of the SSWBA. This includes:

- An agreed Section 33 Agreement to manage the pooled fund for care homes for older people on behalf of the Gwent Regional Partnership
- Agreed regional financial and commissioned services position statements which will translate into a Regional Market Position Statement and Gwent Commissioning Strategy
- An agreed regional Common Contract for the provision of care home services for older people in Gwent
- An agreed work programme which will ensure that the region will fully comply with Part 9 of the SSWBA

Extend Dementia Awareness:

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A Dementia Roadmap Website has been developed, funded by local GP's through the Neighbourhood Care Networks. This is coordinated by the Gwent Association of Voluntary Organisations. The website provides a one stop shop for information and advice to support people living with dementia and their carers. An example can be found at:

<https://wales.dementiaroadmap.info/torfaen/#.W2QOO8uWzIU>

In partnership with Gwent Police a regional missing persons protocol has been developed 'Herbert Protocol' which sets out safeguards to reduce the risk of people living with dementia going missing; and simple steps that can be taken if a person goes missing

w.gwent.police.uk/news/article/article/gwent-partners-will-use-herbert-protocol-to-help-locatepeople-with-dementia-who-go-missing-1/

The Welsh Ambulance Services NHS Trust was recently named Dementia Friendly Organisation of the Year at the prestigious Alzheimer's Society Dementia Friendly Awards in London. They were deemed to have an outstanding level of investment into improving the lives of people living with dementia, and they engaged with a number of people living with dementia in Gwent to develop dementia informed practices and that contributed to this accolade.

The Alzheimer's Society confirmed they are impressed with the way that DFC has been developed in Gwent and the scale of the take up of the initiative. They have reported on the genuine collaboration between all sectors to ensure needs are met and that all are pulling in the same direction as a result of the high-level accountability through the multi-agency Boards. They reported that they feel they are listened to and treated as an equal partner on the Dementia Board and that there is a high level of openness and transparency in decision making.

Future Opportunities for scaling services

Two of the design principles identified in 'A Healthier Wales: Our Plan for Health and Social Care' are for services to be scalable and transformative. There is potential for the governance structure, principles and ways of working adopted by Gwent in delivering Dementia Friendly Communities to be scaled up and rolled out more widely to effectively deliver a similar model in other areas. This initiative can make a real difference and improve well-being outcomes for people with dementia and their carers and if supported well provides a sustainable approach to become a social movement.

A regional approach to Careers in Care

One of the priorities for the Gwent Region is ensuring that there is a suitably qualified work force, especially front-line social care staff working in the domiciliary or residential care settings, so that they fully engage in the community agenda, understanding the important role they have in building community resilience and contributing to a preventative approach. Gwent RPB has established a Regional Career College Consortium for Health and Social Care Programme with 6 strands: Governance, Developing Provider Relationships and Qualifications, Marketing, Engagement and Communication, Finance, Employability Officer and Related Work Programmes.

In addition to the usual partners on the RPB, Coleg Gwent, Career Wales and

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private social care providers are working in partnership to help deliver this programme. Coleg Gwent are taking an active role in this partnership and are keen to work with the Gwent RPB to develop training and development programmes to meet any skill deficits in social and health care as well as the community development deficits and develop guidance on the learning and best practice in setting up a social care and health course to specifically target the skillset deficit. A programme approach is being implemented and some key actions already being addressed include:

- Working with the private care sector to develop an offer for students which supports a time specific, paid work placement once qualified.
- Develop relationships with local primary schools to raise the profile and understanding of Health and Social Care to educate and inspire younger children to think about health and social care.
- Develop relationships with local secondary schools to promote health and social care as a valuable career choice. This links to the wider intergenerational strategy being developed by the Friend I Mi initiative.
- Develop a database of students at enrolment and subsequent destination data to better understand why students decide not to enter the Health and Social Care sector once qualified.
- Improve the image of working in health and social care in the region, support regional recruitment initiatives, and stream line application processes so they are more user friendly.

In December 2018 the Regional Consortium launched a Health and Social Care book for younger children 'Billy the Superhero'. This book is an innovative way of introducing the topic of health and social care to young children, to encourage them to reach their potential and spark interest into health and social care as rewarding careers. Copies of the book are available from Petra Publishing:

caerphillypn@btconnect.com

Gwent Frailty Programme: The Frailty Programme looked to create an integrated model of care that is community based. It aimed to recognise interrelated factors such as:

- Medical condition
- Related health issues
- Well being
- Practical living factors such as housing, income, safety, transport
- Personal/social factors i.e. isolation, family, living conditions. confidence
- Family and formal care services.

In 2017/18 it was agreed that the Frailty came directly under the RPB structure, through the Adults Strategic Partnership, with regular report on activity, in line with other integrated work streams.

ICF – Integrated Care Fund

This has grown nationally to £89 million for 2019-20, and of this Gwent has a regional allocation of £16.038 million revenue for next year. There are now three ICF funding streams:

- ICF Revenue: funding for additional and/or alternative models of delivery

- ICF Dementia: a specific funding stream supporting implementation of the Dementia Action Plan
- ICF Capital: funding for accommodation led solutions for the priority areas identified above

Regional Commissioning

The Regional Commissioning Group has completed the first phase of its work and has now agreed a second phase work programme. The terms of reference and membership has also been refreshed. The overarching aim of the RCG is: *'to support and enable people to live where they want to live and to establishing what matters to them as the starting point'*. Key Requirements

- Work with the care market(s) to elicit change
- Work with commissioners to change commissioning practice
- Work with staff to change culture and practice
- Work to have a clear communication strategy and message shared by all commissioners

The RCG has a cross-cutting function across the regional strategic partnerships and is available to undertake work on their behalf and on behalf of the Regional Leadership Group and Partnership Board. The RCG also provides oversight of regional commissioning programmes across the region and an information and good practice sharing forum across the regional partnerships. The RCG is also available to provide specialist technical advice to partners on commissioning related activity.

Progress to date

- Section 33 Pooled Fund Arrangement signed by all parties
- Market Position Statement completed
- Common regional contract agreed and in process of implementation
- Common Specification for care home accommodation functions agreed
- Common fee methodology out for consultation
- Common contract performance management tool in development based on specification

Going forward, the RCG Work Programme 2019/20 will cover:

- Part 9 SSWB Act Accommodation Services for Older People
- Regional Programme for Domiciliary Care Services
- Regional Mental Health and Learning Disability Services
- Regional Adult Advocacy Services
- Regional Children's Services

Carers and small grant scheme

The small grant scheme is an initiative developed by the Gwent Carers Partnership to support life alongside caring. The scheme was introduced to reflect a gap in provision of financial support that was available and to help support carers alongside their caring role enabling carers to request financial assistance under four categories of funding up to a maximum of £500.

In 2018/19 a total of 206 applications were received of which 22 were unsuccessful. In 2017/18, 146 applications were received compared to 216 this year, an increase of

70 applications. This increase in 2018/19 reflects the greater emphasis on awareness of the scheme and the associated additional funding attributed to meet this demand. This year the scheme was also extended to include applications from young/young adult carers. Greater awareness of the scheme has resulted in the increase in numbers applying for the scheme, but the partnership has noted that wider advertising and awareness is needed going forward.

Case Study

Carer A provides care for her 77-year-old mother who has stage 4 COPD, diabetes, arthritis, high blood pressure, macular degeneration and partial sight in the other eye. As a result of these conditions carer A's mother is housebound, suffers with poor appetite, fatigue, confusion & poor mobility. Carer A requested funding to access complimentary therapies available to her via a hospice support service.

Response: having the grant awarded has allowed me to have quality 'time out' and the therapy sessions have made an immense difference to my overall well-being"

Integrated Family Support Services (IFSS)

Integrated Family Support Services (IFSS) provides targeted support and help connect children and adult services, focusing on the family as a unit. IFSS work with families to help them to make positive changes, so that any concerns are lessened and children can stay safely at home.

In the ABUHB region, Newport City Council are the lead organisation and coordinate operations across the region, and revenue is funded from all 5 local authorities to deliver the service. The pooling of funds for IFST is a requirement under Part 9 of SSWB Act, and these arrangements were in place prior to the Act implementation date of 6th April 2016.

Over the past two years the 5 LAs have reviewed all approaches to interventions for Edge of Care services. This included a review of the efficacy of our previous IFST provision. There was concern and potential risk of having parallel services with duplication for families. All IFSTs have evolved the original model of support to more effectively meet the needs of families experiencing parental substance misuse, domestic violence and parental mental ill health. The 5 Gwent LAs have different structures with set ups which vary for family support, intensive interventions, family contact, preventions and edge of care services. The previous IFST provision had been overtaken with the developments of improved edge of care services using the best elements of the IFST model but moving away from some of the less useful aspects. The 5 LAs all offer intensive family support with a mixture of models and staffing including a range of workers; and with a range of partners rooted in research and evidence based practice. This includes health colleagues, consultant social workers, specialist domestic abuse workers as well as social workers and family support workers. The 5 LAs all take a role with the Children and Families Partnership Board and work together as appropriate; for example on recent ICF bids to further develop family support interventions. As outlined in Part 9 of the SSWB Act, the 5 LAs work together to share practice and collaborate with training and expertise.

6. Forward Board priorities – meeting the challenge of ‘Healthier Wales’

This section of the Annual Report gives a final summary of the progress that the RPB considers has been made in the last year. It also consider the priorities it will be focusing on in the following year and beyond.

Our Gwent Transformation Model

The RPB has grown in maturity and status over the last year, with a step change in the extent of shared decision making and the emergence of a clear programme of change to deliver ‘A Healthier Wales’. In particular the ICF and Transformation programmes have demonstrated an effective approach to collaborative decision making and delivery at pace of large scale change programmes.

To enable the RPB to oversee service transformation and the successful delivery of ‘A Healthier Wales’ development sessions are held on a regular basis to support members to build trust, enable critical challenge and scrutiny. To help us to continue this the Board have mandated a programme of organisational development to be facilitated by the Bevan Commission and Social Care Wales, with Phase 1 commencing July-November 2019. This work will co create with the RPB an options

paper to set out potential options for future service delivery models, which will be effective and sustainable in the specific Gwent context.

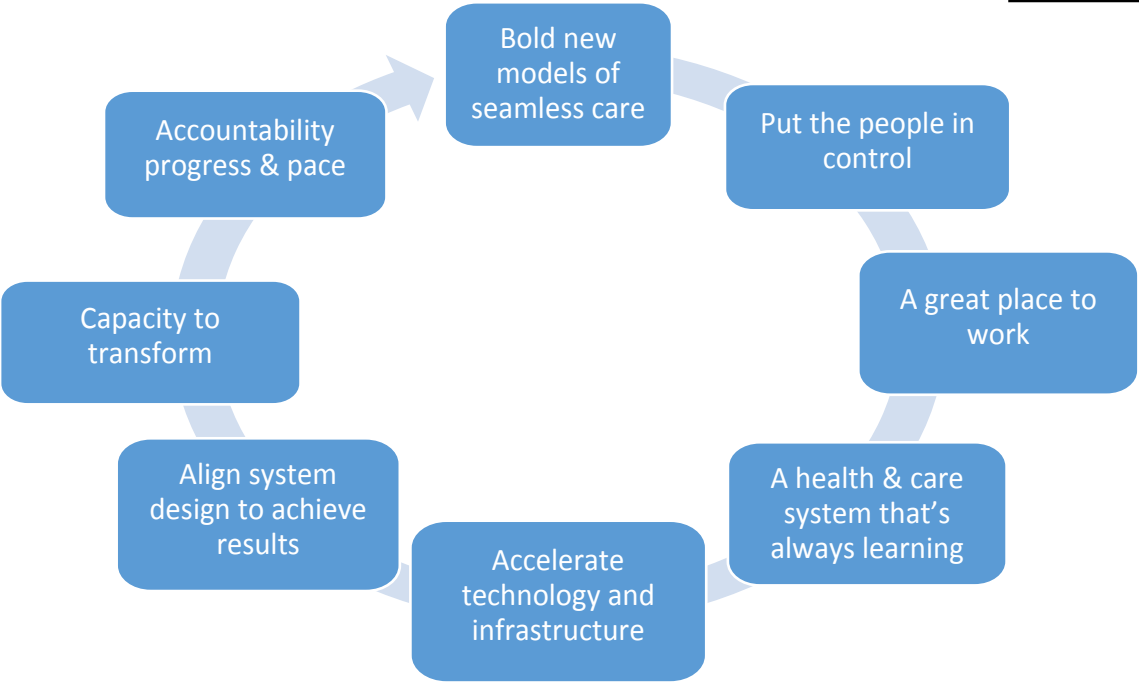
In Gwent, we are proud of our transformational programme, which was co-produced by RPB members and is designed to deliver more seamless models of care closer to home. The programme places a strong emphasis on creating integrated services and creating sustainability in our workforce. Early successes include the introduction of a Single Point of Access for families of children with complex needs, the development of a Gwent Compassionate Communities model, and a new integrated model of hospital discharge.

Through our Social Value Forum, and Leadership structure the third sector are equal partners in the planning and delivery of services, with strong representation at Board and Strategic Board. Specific work has been led to develop a robust social value forum in Gwent that members are proud of and actively engaged in; *'It is true to say that the Gwent Social Value has been inclusive, trying to foster a culture of openness and transparency'* (SVF Member)

Next Steps

- Continued delivery of the transformation programme at pace, with strong emphasis on sustainability of the new models.
- Commence work with Bevan Commission/ Social Care Wales on an Options Paper for the future delivery model for the RPB (Report to be received by November 2019)
- Implementation of Research Innovation Improvement and Communications Hub (RIIC) July-September
- Commission external evaluation of each of the transformation programmes (April 2019)
- Support the development of the Integrated Partnership Boards to strengthen place based planning, commissioning and delivery
- Agree at least 2 pilot sites to test the agreed place based methodology (December 2019)
- Consideration of alignment of improvement resources to ensure tested models can be funded and upscale through an approach to maximise ICF/Transformation funding (ongoing)

The overall aspirations from the Gwent RPB for transformation are set out in the diagram below.



Annexe 1

Register of RPB monthly meetings

| Meeting date | Meeting type | Key topics covered |
|-----------------------------|--------------|---|
| 3 rd May 2018 | Business | OT presentation, WCCIS, ICF update, Frailty. Pooled budgets for care homes, Area Plan, DToC work streams, Integrated Wellbeing Network update. Parliamentary review |
| 12 th July 2018 | Business | People First - self advocacy presentation; WCCIS; Parliamentary Review of Health & Social Care, ICF update, HSC&H partnership report, commissioning work streams, RPB annual report |
| 6 th Sept 2018 | Development | Transformation Proposals – the Gwent offer, ICF capital proposals – sign off |
| 19 th Sept 2018 | Business | ICF Update, Transformation Grant, Winter Plan, WCCIS, Frailty review, Updated RPB terms of reference |
| 8 th Nov 2018 | Business | LD & MH partnership update, Frailty, WAO feedback on ICF, Healthier Wales, ICF update, WCCIS implementation plan, Home to Home survey, Social Care Wales report, Winter plan – sign off, Loneliness & Social isolation consultation |
| 10 th Jan 2019 | Development | Review of journey so far, Principles for joint working, Transformation and Area Plan |
| 24 th Jan 2019 | Business | Integrated Autism Service presentation, Carers partnership update, Healthier Wales, ICF update, WCCIS, Pooled fund and Care home contract, Forward development sessions |
| 14 th March 2019 | Business | Clinical Futures presentation, ICF update, Healthier Wales, regional commissioning – pooled funds and advocacy, Frailty, WCCIS |

Annexe 2

Membership of the Regional Partnership Board

The required membership of the Regional Partnership Board is set out in statutory guidance as Part 9 of the Social Services and Wellbeing (Wales) Act. It is to include local authority elected members from each local authority in the Board area, the Directors of Social Services for each local authority in the Board area, Independent Members of the Local Health Board, Chief Executive and senior Directors of the Area Local Health Board, and Chairs of Community Voluntary Councils (CVC's) in the Board area.

The Board also has the flexibility to co-opt additional members should they wish. The current RPB membership as of March 2019, is set out below:

| | | |
|---------------------|---------------------------|-------------------------------|
| Phil Robson | Independent Member | ABUHB (RPB Chair) |
| Anne Lloyd | Independent Member | ABUHB |
| Kateja Dew | Independent Member | ABUHB |
| Richard Bevan | Board Secretary | ABUHB |
| Cllr Richard Clarke | Executive Member | Torfaen (RPB Vice-chair) |
| Cllr John Mason | Executive Member | Blaenau Gwent |
| Cllr Carl Cuss | Executive Member | Caerphilly |
| Cllr Penny Jones | Executive Member | Monmouthshire |
| Cllr Paul Cockeram | Executive Member | Newport |
| Judith Paget | Chief Executive | ABUHB |
| Nick Wood | Chief Operating Officer | ABUHB |
| Sarah Aitken | Director of Public Health | ABUHB |
| Damien McCann | Director, Social Services | Blaenau Gwent |
| Dave Street | Director, Social Services | Caerphilly |
| Claire Marchant | Director, Social Services | Monmouthshire (to May 2018) |
| Julie Boothroyd | Director, Social Services | Monmouthshire (from May 2018) |
| James Harris | Director, Social Services | Newport |
| Keith Rutherford | Director, Social Services | Torfaen |
| Andrew Belcher | Mirus | Provider Rep |
| Melanie Minty | Care Forum Wales | Provider Rep |
| Chris Hodson | | Citizen Rep |
| Lorraine Morgan | | Citizen Rep |
| Edward Watts | Chair, GAVO | Third Sector Rep |
| Steve Brooks | Chair, TVA | Third Sector Rep |