



Bwrdd Partneriaeth  
Rhanbarthol Gwent  
Gwent Regional  
Partnership Board

# Regional Partnership Board Annual Report

An integrated system of health, care and wellbeing for Gwent

**2020/21**

## Working in Partnership



Bwrdd Iechyd  
Aneurin Bevan  
Health Board



Cyngor Bwrdeistref Sirol  
**Blaenau Gwent**  
County Borough Council



**CAERPHELLY**  
COUNTY BOROUGH COUNCIL  
CYNGOR BWRDEISTREF SIROL  
**CAERFFILI**



CYNGOR  
**monmouthshire**  
COUNTY COUNCIL  
*sir fymvy*



**TORFAEN**  
COUNTY  
BOROUGH

**BWRDEISTREF**  
SIROL  
TORFAEN



**Newport**  
CITY COUNCIL  
CYNGOR DINAS  
Casnewydd



**Torfaen Voluntary Alliance**  
Cynghrair Gwirfoddol Torfaen

Actively supporting the contribution of  
individuals, through voluntary action.  
Charity Registration No: 1097079  
Company No: 4803713



Gwent Association of Voluntary Organisations  
Cymdeithas Mudiadau Gwirfoddol Gwent

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# Foreword

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“This year of 2020/21 has been a momentous year - and a challenging time for myself as a new Chair for the Gwent RPB. Obviously the Covid-19 pandemic has dominated all that we have done in health and social care over the past 12 months plus, but one positive has been that the working relationships that we have developed in the RPB have really helped as Covid-19 testing was established and a vaccination programme planned and rolled out.

I would like to pay tribute to my predecessor as RPB Chair, Cllr Carl Cuss from Caerphilly, who had to step down earlier than planned because of personal circumstances, as he provided energy and ideas that really helped the Gwent RPB to move ahead. I also want to pass on thanks to Phil Robson, who was previously RPB Chair, and who stayed on throughout the last year as Vice-Chair, so giving me - and the Board as a whole - the benefit of his considerable experience and insight.

We know that we will continue to face considerable challenges as health and social care seeks to learn the lessons of the Covid-19 pandemic and adapt to different ways of working. None of us could have expected how much work would be done on-line, and we have all had to get used to using our ‘mute’ buttons effectively! Chairing on-line meetings has been very much a learning experience.

We also had the opportunity to contribute as a Partnership Board to the Welsh Government White Paper consultation on Rebalancing Care and Support, and so we look forward to seeing how the wide range of comments passed forward are taken ahead by the new Welsh Government. I would wish to thank my RPB colleagues for the patience, tolerance and commitment that they have given throughout this most unusual of years - it has been very much appreciated.

My thanks as well go to those officers who have supported the RPB over the past year. They have helped us to adapt to the on-line ways of working and to keep us well informed as we have taken oversight of an increased range of regional funding streams. I know that we will see some changes as experienced colleagues move on to other things, but I am confident that we can and will continue to develop as a Partnership Board to serve the citizens of Gwent as best that we can.”

**Councillor Paul Cockeram**  
Chair of Regional Partnership Board

# 1. Perspective from Partners

## Citizen Panel Representative:

“Reflecting on my contribution to last year’s annual report, there are some similarities. We are still affected by Covid-19, lockdown, a lack of face to face meetings but there is now some light at the end of the tunnel. The Citizen’s Panel has continued to meet virtually and to learn from and share its experiences with a range of agencies. It has provided front line reporting about subjects such as hospital discharge and vaccinations and remains an informed voice for the RPB in particular. Personally, after 4 years in post, I thought it the right time to step down as Chair and pass the baton to the capable hands of Lorraine Morgan who will make sure the Citizen’s Panel carries on its good work in Gwent.”

***Chris Hodson - Citizen Panel Chair***

## GAVO:

“2020/2021 and the Covid-19 Pandemic has been a challenge like no other that we can remember but the Regional Partnership Board and all its supporting structures have been focused on ensuring that in order to manoeuvre out of this pandemic, we have needed to work together for the benefit of all our residents. All sectors have been instrumental in this process and all of their voices and struggles have been heard. Collaboration continues to be at the forefront of thinking moving forward and there is a desire to continue to review all ways of working to ensure continuous improvement.

As a representative of the Third Sector, the support provided by Organisations, groups and Volunteers has been incredible and the support given by the Regional structures have gone some way to ensuring this has been possible. The RPB Annual Report gives us a great opportunity to promote the great work of all partners and we look forward to continuing this contribution moving forward.”

***Stephen Tiley - Chief Executive Officer, GAVO***

## Chief Executive, Aneurin Bevan University Health Board:

“The year 2020/21 continued to present enormous challenges to the Health Board, partner organisations and our communities as a result of the COVID-19 pandemic. That led to a need to focus on our hospital and community capacity as well as advancing the Mass Vaccination Programme at scale and pace. Close work with partners has been fundamental, both in relation to the pandemic response, but more broadly across the range of priorities we have collectively agreed for our region. It is good to see the positive progress of the combined efforts reflected in this RPB annual report.”

***Judith Paget - Chief Executive, Aneurin Bevan University Health Board***

## 1. Perspective from Partners

### Director of Social Services:

“The last 12 months has been a huge challenge for all organisations with the outbreak of the COVID-19 pandemic and particularly the onset of the second wave. The relationships we have fostered over the years through the Regional Partnership Board have been tested to the full and I think we have emerged from the other side much stronger and confident in those relationships. We still don’t always agree with each other but we will challenge each other’s views and opinions to try and make sure we collectively make the best decisions for our communities across Gwent. If anything this pandemic has taught us is that health and social services cannot work alone to fight such major health or social services crisis, we require support from other areas of expertise such as our Public Health Wales, Environmental Health/Public Protection and Emergency Planning colleagues together with those willing volunteers within our communities to tackle such problems head on.”

***Damien McCann - Director of Social Services in Blaenau Gwent***

### South West and South East Wales, Care Forum Wales:

“As provider representative on the Gwent RPB, representing the regional forum of care providers across the third and private sectors, being on the RPB gives me an opportunity to sense check decisions from the perspective of what is workable for providers and care workers and whether they can deliver the outcomes we want for Gwent citizens. I am keen to see partnership working extending across the different parts of the sector and, in particular, to ensure that regulated care settings such as domiciliary care agencies and care homes are fully able to participate. Whilst I would like to see greater provider involvement at a strategic level, there has been some really positive engagement on some key issues. The pandemic has delayed some of this work from being taken forward, but it has also highlighted the value of social care and what can be achieved when we work together - we need to seize the opportunity to build on these strengths.”

***Melanie Minty - Policy Adviser for South West and South East Wales, Care Forum Wales.***

## 2. Executive Summary

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The Regional Partnership Board have continued to progress priorities highlighted in the regional Area Plan over the last year despite the huge challenges presented through the COVID-19 pandemic. As lockdown restrictions are lifted across the region and organisations and society move to a recovery phase; health and social care partners are still very much in a response phase given the vulnerabilities and needs of the people supported by RPB partners. This will be the case as we move forward with winter planning and the strain on front line workers will require close monitoring, given the pressures they have worked under over the last 18 months. It is testament to the passion and commitment of all RPB partners and their staff that we have been able to continue with the delivery of priorities in the Area Plan and key successes include:

### Adult Strategic Partnership:

- Implementation of a challenging transformation agenda and place-based care working and an example Home First Hospital Avoidance programme exceeding the target 25 discharges per week, and based on the last 5 months of data, equates to 31 discharges a week. This would give a total of 1612 discharges per annum: an aggregated saving of £3.2 million. With the additional investment to scale up the service, Home First is costing approximately £1.7 million per annum to operate, giving a crude return on investment of £1.5 million.

### Carers Strategic Partnership:

- Continued to provide information and support to carers during the pandemic and national carers week as well as administering the Carer's small grant scheme.

### Children and Families Board:

- Have furthered the development of the Iceberg model and SPACE wellbeing panels, as well as continuing the wider Adverse Childhood Experiences (ACE) agenda with a further 158 Community Support Officers, Police Staff Investigators completing training.

### Dementia Board:

- Have led on the development of the national 'Get There Together' project helping people living with dementia to gain confidence to access communities after recent lockdown restrictions as well as continuing to delivering 231 virtual Dementia Friends awareness creating 530 Dementia Friends.

### Heath & Housing Strategic Partnership:

- Members continue to work closely with Integrated Care Funding (ICF) team to implement capital projects and improve existing resources and establishments.

### Mental Health and Learning Disability Partnership:

- Have played a key role in supporting the national Mental Health survey and developing a new online resource - Melo - to improve emotional wellbeing across the region.

### Regional Integrated Autism Service:

- Have continued to support individuals with autism and their families, providing direct access to specialist support through a self-referral model:
  - 72% of all support referrals were self-referrals (70% in 19/20)
  - 40% of diagnostic referrals were self-referrals (35% in 19/20)
  - 154 people in 20/21 attended the Virtual Autism Advice Sessions which were set up in response to the pandemic and cessation of community drop-in service.

### 3. PART 1: Partnership Governance and Development Overview

**i Purpose, role, membership, operating structure and key priorities of the regional partnership board.**

#### **The Board's 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.'

#### **The 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.

In order to deliver RPB priorities and the objectives of the Area Plan, there are a series of thematic integrated partnerships, which also have oversight of the relevant programmes of work and projects within ICF and Transformation funding.

#### **These sub partnerships report directly to the RPB and update on progress against Area Plan priorities and challenges:**

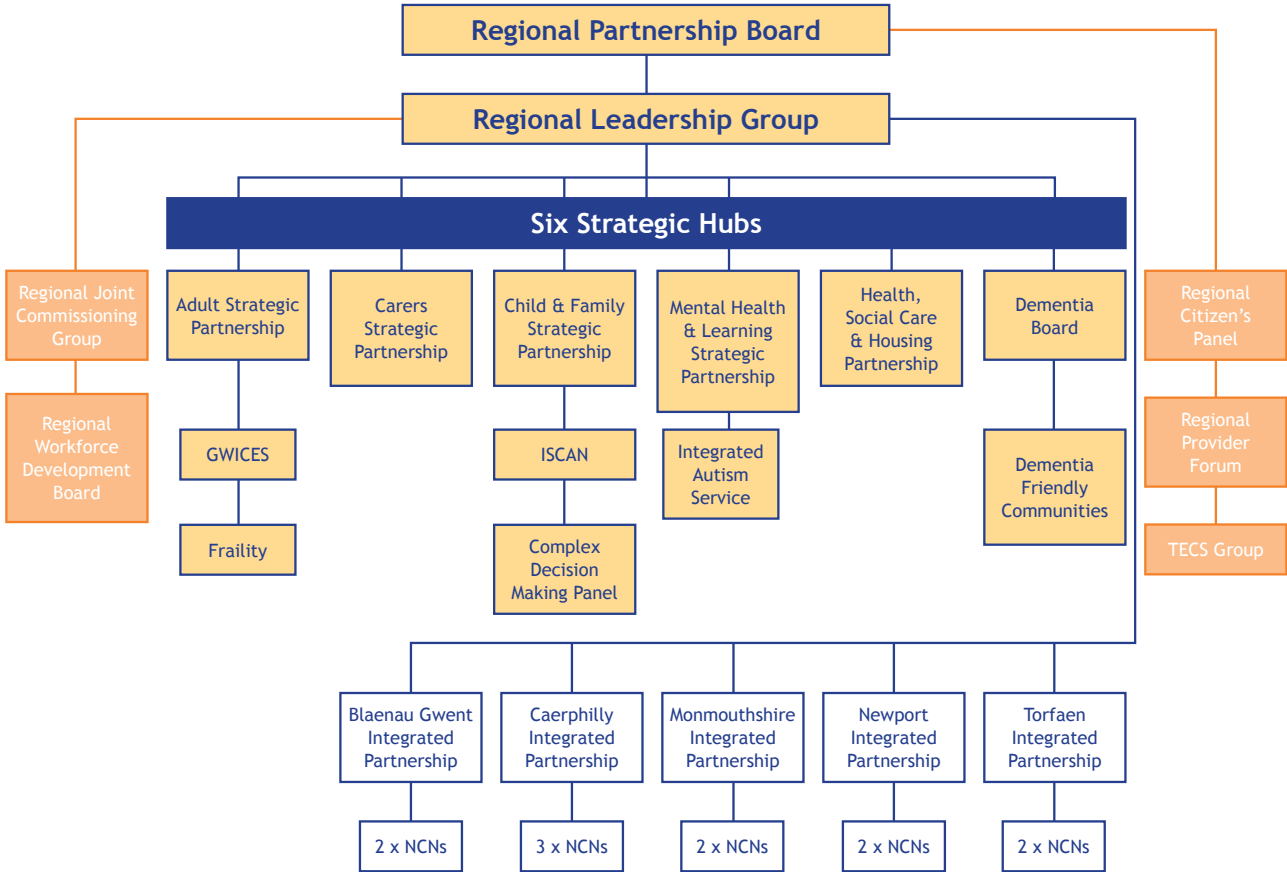
- Carers Strategic Partnership;
- Children and Families Strategic Partnership;
- Dementia Board;
- Gwent Adult Strategic Partnership;
- Health, Housing and Social Care Strategic Partnership;
- Mental Health and Learning Disability Strategic Partnership.

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 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 sit on the Board;
- 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;
- A regional Workforce Development Board;
- A regional Technology Enabling Care (TECS) group.



The Gwent Area Plan sets out actions 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 Population Needs Assessment 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).

# Key Developments over the last year

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## Gwent Transformation Model

The Gwent Transformation Programme has continued to make good progress with the programmes adapting their scope and focus to ensure they are able to support the local response to COVID-19. The four programmes comprise a whole systems approach to supporting improved community wellbeing and developing a place-based model of care closer to home and preventing unnecessary hospital admission. The emphasis in the final year will be on developing a coherent place-based care framework, predicated on the principles and successful elements of each of the four programmes. They remain the strategic programme for supporting integration and partnership working across health, social care, housing and third sector, with co-production and collaborative working at the heart of the programme.

Programme delivery has been supported by the development of the Gwent Research, Innovation and Improvement Coordination (RIIC) Hub, with Learning and Improvement Networks now operational and supporting ongoing transformation within each programme. In addition, the Gwent RIIC is taking a lead on the national stage on innovation approaches for Regional Partnership Boards, with a package of training under development.

Given the likelihood that transformation funding will cease in its current format in March 2022, each programme is developing a programme of work around financial sustainability, making clear the value of the programmes in line with the wider strategic improvement objectives of the Regional Partnership Board. To support this work, Welsh Government are working with the regions to develop Communities of Practice, to share learning and plan regional scaling and economic modelling, to demonstrate where longer term system efficiencies can be secured.

Going forward into the final year the emphasis will be on aligning the programmes into a framework around place-based care, which supports early intervention and prevention, the provision of care closer to home and preventing unnecessary hospital admission. The programmes will be refined to ensure they take account of the early opening of the Grange University Hospital, and national evaluation findings.

## Continued best use and maximisation Integrated Care Fund

The Integrated Care Fund is provided by Welsh Government as an enabler to delivering on the Social Services and Wellbeing Act and the more recent 'A Healthier Wales Strategy'. Funding is provided to support the priority groups for integration as specified in the Social Services and Wellbeing Act 2014.

## For these priority groups, the current ICF guidance provides aims for integrated service delivery models and approaches that will:

- Enable older people to maintain their independence and remain at home, avoiding unnecessary hospital admissions and delayed discharges;
- Enable families to meet their children's needs and help them to stay together;
- Support carers in their caring role and enable them to maintain their own wellbeing;
- Support the development of integrated care and support services for individuals with complex needs, including people with learning disabilities, children with complex needs and autism;
- Offer early support and prevent the escalation of needs; and
- Promote emotional health and wellbeing as well as prevent poor mental health.

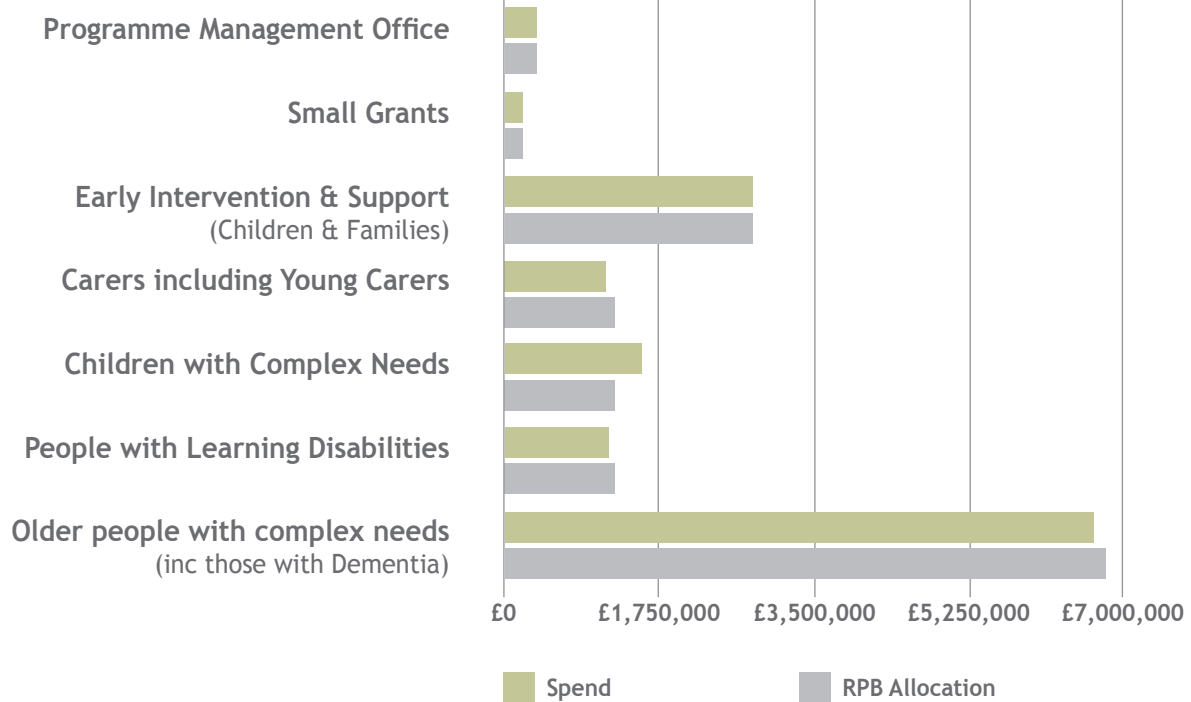
## ICF is intended to assist regional partnership boards in developing and testing new integrated models for health and care, to include:

- **Partnership working and co-operation:** Regional partners are expected to take a collaborative and co-productive approach to planning, designing, testing and evaluation ICF projects across the region, with a view to enhancing and mainstreaming successful integrated models and practice.
- **Workforce:** Projects should include a clear focus on developing the necessary skills, behaviours and cultures that will support change and develop effective integrated delivery teams and services. The learning taken from projects developing successful integrated teams should be used to inform and shape mainstream practices.
- **Infrastructure:** Partners should consider how their wider collective resources such as accommodation, systems, IT infrastructure and equipment can be shared and contribute to the delivery of ICF projects.

From 2018-19 the fund has been provided via three funding streams; ICF Revenue, ICF Dementia and ICF Capital. Nationally the ICF Revenue and Dementia Funding allocations have grown to £89million. The Integrated Care Fund (Revenue) stream for 2020/21 including Dementia, Integrated Autism Service and W.C.C.I.S. totals £16.475m (the same as in 2019/20). In addition, the 2020/201 allocation of the ICF Capital 3-year investment plan provided £7.4 million for the region.

To support the development associated with the growth in funding, governance activities, and evaluation and reporting requirements, Gwent RPB were proactive in responding to the opportunity of funding and developed an ICF Portfolio Management Office (PMO) ensuring investment opportunities align with local strategic needs, and a programme of continuous improvement enabled via information sharing and evaluation of investment.

## Utilisation by Priority Area



## ii Progress on implementing changes in the revised Part 9 guidance. Specifically Housing and Education

In line with ‘A Healthier Wales’ and the capital element of ICF, housing are having an increasing profile within RPBs. The revised Part 9 guidance requires: At least one housing representative from a local authority and at least one registered social landlord onto the membership of each board. The Gwent region had already established a Health, Social Care & Housing Partnership and the Chair of this group Paula Kennedy, Chief Executive of Melin Homes, was nominated by Registered Social Landlord (RSL) colleagues to represent them on the RPB.

The Children’s Commissioner 2018/19 Annual report called for greater focus from the regional boards on prioritising integration of services for children with complex needs. The Amendment Regulations add a requirement for at least one senior local authority officer from the education sector to be a member of the board.

A nominated Director of Education has joined the RPB this year. It is worth noting that Directors of Education are members of the Children and Families Strategic Partnership which reports directly to the RPB and the collective regional education voice is also present during discussions.

## Children and Young People

### SPACE-Wellbeing

*We are particularly encouraged by the Gwent region's SPACE-Wellbeing early help panels that are the most advanced example we have found of a timely, 'no wrong door' approach to supporting families where children are experiencing mental or emotional health issues or behavioural difficulties. There are also other good examples across Wales where regions are starting to pull services together to help children with complex needs. Regions need to do more to learn from each other where good practice examples exist, and to be more ambitious in aiming for a 'no wrong door' experience right across their regions.*

*Children's Commissioner for Wales, No Wrong Doors report.*

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 were originally the lead organisation and coordinated operations across the region. The 5 local authorities funded a shared service specifically delivering the original IFST model. 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 for the IFST model.

From 2016 to 2018 the 5 LAs reviewed and remodeled 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, staffing and partners but rooted in research and evidence-based practice. Partners include health colleagues, consultant social workers, specialist domestic abuse workers as well as family support workers. The 5 LAs all take a role with the Children and Families Strategic Partnership and work together as appropriate; for example, on recent ICF bids to further develop family support interventions.

Under the Children and Families Strategic Partnership we have developed a regional Integrated Service for Children with Additional Needs (ISCAN) subgroup and this supports children with complex needs with a single front door approach and also focuses on transition between children and adult services.

As outlined in Part 9 of the SSWB Act, the 5 LAs work together to share practice and collaborate with training and expertise. The five LAs have developed a Gwent offer using the ICF monies along with core budgets across four areas of: Family Group Conferences, Mediation, Family and Friends, and Edge of Care services. All are delivered using a trauma focus and a strengths-based approach so embracing the learning of IFST methodology. The ICF resource is monitored regionally and work with the ICF team continues in order to evaluate this work across the region.

## Joint Commissioning and Pooling of funds. Including progress against KPMG report recommendations on pooled budgets.

**Regional Commissioning:** Prior to the COVID-19 pandemic, the Regional Commissioning Group (RCG) was progressing on to the next phase of its work programme. During the pandemic, the RCG provided extensive support to care providers across the region, monitoring care home vacancies, helping to administer the Welsh Government Hardship Fund and ensure effective communication of latest guidance and information. The terms of reference and membership was also 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 messages 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. 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 but the focus over the next year will be supporting the care home sector with high number of vacancies and planning long term sustainability of the sector.

## Pooled Budgets - KMPG report

The maturity matrix, i.e. how they assessed Gwent arrangements is below:

Purpose & scope of pooled funds	Maturity level 3
Fund governance arrangements	Maturity level 5
How decisions are made around the fund's use	Maturity level 5
How the pooled funds risk is shared	Maturity level 1
Initial outcomes of pooled funds	Maturity level 2
Future Development	Maturity level 3
Collaboration	Maturity level 3

The KPMG report has been used to develop the regional agenda and helped to provide a focus on key areas.

### **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 2019/20 which builds directly upon the progress made against the requirements of Part 9 of the SSWBA.

#### **Progress to date:**

- Section 33 Pooled Fund Arrangement signed by all parties;
- Common regional contract implemented and operational;
- Common Specification for care home accommodation functions agreed and implemented;
- Common fee methodology agreed jointly with care homes and progressing towards a detailed testing period (delayed in light of Covid-19 pandemic);
- A common contract monitoring tool is in production;
- A regional approach to medication administration in domiciliary care has been agreed and implemented;
- A common approach to appointeeship and deputyship services are being explored;
- Care home vacancies were monitored throughout the COVID-19 pandemic.

#### **Going forward, the RCG Work Programme 2021/22 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;
- Regional Day Services;
- Supporting COVID-19 recovery for Care Homes and Domiciliary Care providers.

## 4. PART 2: General progress update

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### 2a: Delivery against Key Objectives

The Area Plan outcomes are delivered and monitored through the 6 strategic Partnerships that also ensure the national priority groups set out in the Population Needs Assessment are prioritised:

- Children and young people with complex needs (including new part 9 definitions);
- Unpaid carers;
- Older people, with specific reference to supporting people living with dementia;
- People with physical disabilities;
- People with learning disability/autism;
- People with poor mental health or emotional support needs;
- People with sensory impairment;
- People experiencing VAWDASV or homelessness and the secure estate (as set out in the Code of Practice).

Partnership working with strategic boards is key to ensuring we create synergy across the region and avoid duplication of efforts; and the PRB also links closely with the Area Planning Board, which lead on substance misuse issues and Safeguarding Boards. At a strategic level the RPB links closely with Public Service Boards to ensure there is a collaborative approach to the delivery of the Area Plan and 5 Wellbeing Plans and VAWDASV agenda. The RPB are involved with plans to merge the 5 PSBs to a Regional Public Service Board.

**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.**

### Gwent Adults Strategic Partnership (GASP)

**Area Plan Outcome identified through the Population Needs Assessment:**

- To improve emotional well-being for older people by reducing loneliness and social isolation with earlier intervention and community resilience.



## Progress

- RPB has overseen winter planning across the region and implemented Discharge to Recovery and Assessment pathway. This service spans the 5 Gwent local authority areas and supports admission prevention and speedier discharge. The partnership has also supported and coordinated Home First Transformation Initiative supporting admission avoidance and discharge to assess.
- The GASP have worked very closely with local care home and domiciliary care providers during the pandemic to provide information, advice and guidance in relation to the numerous challenges such as care home visiting, testing of staff and vaccination processes.
- Continued to develop a regional commissioning approach for care homes and monitored bed vacancies and directed, and administered, Hardship Funding to ensure care homes are financially supported. The pandemic has affected the timescales and testing of a common fees methodology but this will move forward at an accelerated pace over the next year.

## Case Study

### Monmouthshire Community Support Networks (GAVO)

*Local networks developed during the pandemic as groups and communities worked together to support vulnerable residents. These networks are being supported to continue by GAVO and Monmouthshire County Borough Council as an effective way for communities to identify things they need and want going forward. The networks also provide a structure to decide on the necessary assistance and resources needed. This is a great example of local people leading, and organisations supporting them to put ideas into action.*

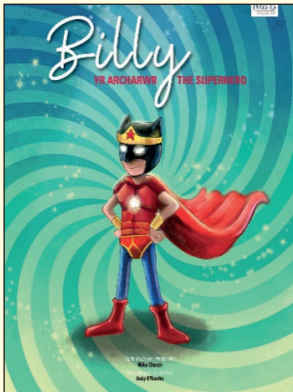
#### **A quote from the MCC Wellbeing social worker who has been part of the support for community volunteers :-**

*“I have developed a better understanding of the role and needs of the volunteers who have played such a massive part in supporting people through the Lockdown. Volunteers have, of course, always been there and of course I knew about them. But I can honestly say that until now I wasn’t aware of the importance of their role and how important they are, in turn, to the people who they are supporting.”*

- The partnership has also overseen the implementation of the Compassionate Communities Transformation project to redesign primary and community care support, with training in Care Navigation taken forward across GP practices and front line services across the region over the last year.

## Case Study

### Billy the Superhero book



*Co-produced by The Gwent Regional Partnership, ABUHB and the Caerphilly parent's network in December 2018, this picture book provided an innovative way of introducing the topic of health and social care to younger children and encouraged them to recognise the important role it plays within their local communities. This year with the support of the University of South Wales a digital resource has been developed to support primary school teachers and pupils to explore and discuss some of the key themes contained within the original 'Billy' book. The bilingual resource is currently awaiting sign off from Hwb with a plan for it to go live in September 2021.*

## Children & Families Strategic Partnership

### Area Plan Outcome identified through the Population Needs Assessment:

- 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:

- Continued to implement SPACE wellbeing programme through Transformation funding and positively evaluated by Children's Commissioner for Wales. We have also developed a Single Point of Access for neurodevelopmental service and is accessed via the SPACE and Well-being panels.
- The CFB have developed a new evidence based support for children and young people with moderate/severe learning disabilities that provides Intensive Positive Behavioural Support (IPBS) and the IPBS team has been delivering services during the pandemic through a pilot in one of the local authorities. The initial evaluation and outcomes include the prevention of family breakdown, increased family resilience, seamless transition into alternative arrangements.
- Another related support service is 'Helping Hands' and this is an evidenced based early intervention service that offers psychological advice and therapeutic support to children with developmental delay, to their families and the people that care for them.
- The five LAs with colleagues in ABUHB have been considering how best to provide residential care for children in the region and Windmill Farm in Newport is being developed with ICF capital. There were some delays with planning due to Covid-19 but building commenced in January with an estimated completion date of December 2021. Windmill Farm will be a four bedroomed children's home developed specifically as a home for children who need time in a safe and trauma informed environment as partners support them and their family to establish the best care in the longer term.

## Case Study

### Gwent Iceberg Model

The ICEBERG programme was recognised as a leader of best practice by the Children's Commissioner for Wales, in her report 'No Wrong Door'. This encapsulated the essence of the model, ensuring that families, support staff and children and young people could easily access the help and support they need, with no door a wrong door. Our SPACE wellbeing panel, has provided a Single Point of Access (SPOA) and proved a lifeline for many during the pandemic and beyond, enabling easier access into a complex system. The other programmes including Family Intervention Team (FIT), Platform Peer Support for Children and Young People, and My Service Team (MyST), have proved invaluable during the pandemic, and the final year of the programme will focus on delivering the whole schools approach, and bringing together the distinct programme interventions | into a holistic multi-agency service framework, which is equipped to meet unmet need in a more integrated and timely approach.

#### Headline Messages:

- Families receive help earlier than they would have previously.
- Frontline staff feel more confident in managing cases themselves, rather than having to refer them on to others.
- Staff working across different disciplines (education, social care, third sector, and health) feel as though they are working in a more integrated and co-ordinated system.
- There is potential for long-term financial sustainability, if key assumptions are met.

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

### Area Plan Outcome identified through the Population Needs Assessment:

- 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.

## Foundation Tier work

### Progress:

The ABUHB Executives agreed to the initiation of a Foundation Tier Project in September 2020, to be led by the Aneurin Bevan Gwent Public Health and guided by a multi-agency steering group which included representation from the Mental Health & Learning Disabilities division, Gwent Mental Health Alliance and Local Authorities.

### This included:

- The design and launch of a Central Point of Access: a website 'Melo Cymru' in January 2021. This acts as a repository for approved self-help resources and information on mental wellbeing and is accessible to all using Browse aloud.  
<https://www.melo.cymru/>
- There have been over 6,500 visits made to the website up until March 2020. This was prior to any major communication campaigns.
- An extensive range of good quality, evidence based resources in different formats and languages has been uploaded onto the website- this includes the WG funded initiatives - Silver Cloud and ACTivate Your Life.
- A mental Wellbeing Workforce (Evidence based) Training programme was developed and branded Gwent Connect 5 Training. 32 local Gwent Connect 5 Trainers have been recruited and trained from the Gwent Regional Partnership, DWP, Gwent Police, South Wales Fire & Rescue, a range of Housing Organisations, South Wales Carers Trust. Another 10 partners are being trained in May, including partners from Diverse Cymru.
- A Young Persons Panel has been established to review self-help resources and messages.
- A non-digital Five Ways to Wellbeing resource pack has been produced for Care Home Staff and Residents, which will be rolled out in 2021-22.



## Crisis and out of hours support

A model has been put in place to allow 24/7 access to crisis assessments. Between the hours of 9am-9pm, the three Crisis Resolution Home Treatment Teams (CRHTT) are available and assessments are carried out within the patient's local area.

- After 9pm, a centralised Out of Hours assessment clinic is available within St Cadoc's Hospital. This location is aligned to the 136 suite which is available 24/7 for anyone who requires a place of safety.

- Between 9am and midnight a crisis liaison service operates within the Grange University Hospital with in-reach into the Royal Gwent Hospital and Nevill Hall Hospital. People who present in crisis to an emergency department can be assessed by crisis liaison workers between these times. Access to ward admissions is available 24/7.
- For children and young people there has been an expansion to the current SCAMHS Emergency liaison, Crisis Outreach and Intensive Support and Engagement Service provision. This has reduced hospital admissions for children and young people through their outreach work and provision of rapid assessment / engagement as an alternative to hospital admission. This enhanced service has also supported training on mental health issues to improve the confidence and support for practitioners.
- The Health Board was successful in December 2020 in securing resource from the Regional Partnership Board Transformation Fund to commission a Third Sector provider to implement and evaluate a 12 month pilot of Sanctuary provision within Gwent starting in Q1 2021/22. The provision will offer a non-accommodation based 'safe space' for people and will operate outside of traditional service hours, Thursday - Sunday 6pm - 3am. The pilot is being evaluated by the Institute of Public Care, Oxford Brookes University.

## Case Study

### Crisis Support House

Considerable progress has been made regarding the creation of a support house. This is a new service initiative, the first of its kind in Gwent, and only the second one in Wales. Following the procurement process and tender evaluation exercise, the contract to run Ty Lles was awarded to Platform in late April 2021.

Ty Lles is a house in Bettws that has been refurbished to a high standard and will open in the summer of 2021. It will have capacity to offer 5 people presenting in mental health crisis an alternative to inpatient hospital admission. The new service will be run collaboratively between Platform and ABUHB's 3 crisis resolution and home treatment teams.

## Case Study

### Bereavement support pilot

In September 2020, Welsh Government awarded funding for 2 Wish Upon A Star to deliver a pilot project providing bereavement support to anyone affected by the suicide of an individual, of any age, in Gwent.



The pilot is run in partnership with the Gwent Suicide and Self-Harm Prevention Group and supported by partners at the Mental Health and Learning Disability Strategic Partnership.

There have been 42 deaths by suicide in Gwent since September 2020 of individuals aged 26 and above and 76% of families have accepted support from the project. Immediate support is offered and family contacted within 48 hours of the death referral being made. Two thirds of the referrals have come from Gwent police, who have been instrumental to the success of the project.

There are a range of therapies offered such as counselling, play therapy, complementary therapy and focus support groups. There are two Focus Support Groups scheduled to run in September 2021. One group will consist of spouses, whilst the other will be attended by children of the deceased.

“2 Wish provides an amazing service and I am so grateful for the help and support I have received since my husband died. Having an Immediate Support Coordinator for advice and guidance around the inquest process, has given me a better understanding and more control over the process.”

- Within the Integrated Autism Service (IAS) as of January 2021 we have a new Peer Mentor in post on a permanent basis. This is following a health board pilot project funded through Mental Health Service Improvement Funding.
- Work has continued throughout the pandemic within the IAS has been challenging but has provided an opportunity to work differently. The service has adapted to using virtual video consultations to complete diagnostic assessments, support sessions, group and virtual autism advice sessions.
- Also, collaborative work has taken place with Autism Spectrum Connections Cymru (ASCC) and their third sector project providing employment and benefit advice and collaboration with National Autistic Society (NAS) and their third sector project for led social groups. (Case study included in appendices).

## Carer's strategic partnership

### Area Plan Outcomes identified through the Population Needs Assessment:

- 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:

- The Gwent Carers Hub has received over 758 referrals this year with more than 1483 carers accessing the various services available through Gwent Carers Hub.

## Case Study

### National Carers Week 2020

In Blaenau Gwent a daily Facebook / Twitter post was shared covering a range of topics and tips around the benefits of nature, self-care goals, Emotional Tool Boxes, baking, talking to someone, hobbies and interests and being outdoors. These posts were shared with all network groups/organisations.

Goody bags/kits consisting of Self Care Journals, pens, candles, hand cream, bath salts, teabags, biscuits, puzzle books, bookmarks, mugs, thank you cards were also organised. Young carers packs included information for young people, a day in the life, caring during corona, staying active, my home, my education, poetry corner, my future self, lockdown low down and lonely in lockdown.

In Caerphilly there was a Zoom prize quiz, use of Facebook, needle felting, virtual coffee and cake, card making, uploads from carers on a cake decorating video and a makeup demonstration. They recorded a daily message to thank carers (welcomed them to Carers Week, put silly hats on and wigs) did their own #ClapForCarers and sang carers a song. There was also a photography competition with a prize.



ABUHB would traditionally have information stands at hospital sites. Instead, due to lack of access to sites this year, carer's week links and carer's stories were shared on IT platforms and with partnership networks. Neville Hall hospital highlighted CTSEW services and carer friendly accreditation at the main hospital reception area and the Royal Gwent hospital A&E and C4 East ward supported and promoted carers week with staff.





## Identifying Carers:

It was recognised early on that although people may not physically visit the GP, queuing systems were in place at pharmacies to collect prescriptions. We have worked to improve identification, recognition and support for carers with all 131 pharmacies in Gwent through a variety of initiatives. We

- Have a health board Neighbourhood Care Network (NCN) carers lead who is also a pharmacist and part of our young carer's operational group as well as the Gwent Carers Strategic Board. This has helped to better understand collaborative working processes and make the necessary links into primary care;
- Set up a task and finish group to look at ways in which pharmacists can help to identify carers of all ages;
- Sent a letter to every pharmacy in Gwent to raise awareness of young carers;
- Engaged with schools and young carers to design a poster for pharmacies;
- Developed a pilot project in the Torfaen area; the average monthly prescriptions provided in that locality are 60,000. This pilot will ensure that stickers are placed on pharmacy prescription bags which signpost to the central regional Carers hub. The stickers were delivered to pharmacies in February /March in readiness to be piloted during the month of April 2021. The outcome will be monitored through hub contact and the results used to inform the consideration for extension to other pharmacies in the region;
- Continue to identify pharmacy champions;
- Are considering ways in which young carers can be involved in pharmacy patient consultation processes;
- Have encouraged pharmacies to join the CFA programme by sending a letter offering support and free Carer Friendly training;
- Informed pharmacies about the national identification scheme that supports young carers.

### CEFNOGI GOFALWYR YNG NGWENT

Os ydych chi'n gofalu am unrhyw un na allai ymdopi heb gymorth, ac os nad ydych yn cael eich talu i wneud hyn, **RYDYCH CHI'N OFALWR** (yn cynnwys y rheini sy'n hawlio lwfans gofaluwr) Gallwn eich cefnogi gyda chynghor a gwybodaeth am eich hawliau, budd-daliadau a chymorth.

### FFONIWCH Hwb Gofalwyr Gwent



Menter sy'n rhan o Fwrdd Partneriaeth Rhanbarthol Gofalwyr Gwent.

### SUPPORTING CARERS IN GWENT

If you look after anyone who could not manage without help and are not paid to do this, **YOU ARE A CARER** (those claiming carers allowance are included) We can support you with advice and information on your rights, benefits and support.

### CALL The Gwent Carers hub

An initiative part of the Gwent Carers Regional Partnership Board.

 **01495 367564**  Bwrdd Partneriaeth Rhanbarthol Gwent Gwent Regional Partnership Board

## Case Study

### Carers Mental Health and Wellbeing Support

To further support life alongside caring, it was identified that carers (particularly during Covid) would benefit from 1:1 to provide mental health and wellbeing support. The Gwent partnership funded a counselling service to provide a confidential support service to help carers deal with the significant and emotional challenges of caring through an 8-week support plan.

Initially face to face counselling was the preferred method of delivery and a private space had been identified at the Carers hub. In light of ongoing Covid restrictions, this accessibility was enhanced to include online and telephone support. To date, 13 carers have been supported, an additional 2 carers are due to receive support imminently and a further 4 are on the waiting list.

## Dementia Board

### Area Plan Outcomes identified through the Population Needs Assessment:

- To improve outcomes for people living with dementia and their carers (through delivery of national Dementia Action Plan at a regional level).

### Progress:

- A range of additional investment opportunities to support regional delivery of the Dementia Action Plan commenced during 2019/20 utilising £1.6million of ICF Dementia funding, including projects to expand the scope of Re-ablement services to provide a specific Dementia focus, and additional support for people with dementia and their carers.
- We have continued to work with schools in Gwent providing online Dementia Friends sessions and supporting them to continue online work with communities to provide those much needed connections.
- Dementia Friendly Communities now sits as a standing item on the agenda at the Age Friendly Monmouthshire partnership for more effective collaborative working.
- Dementia Friends sessions have continued online throughout the pandemic for community support organisations. This has helped to improve understanding of dementia and the impact of Covid-19.

## Case Study



### Get There Together

Get There Together is a national, Bevan Exemplar project led by Dr Natalie Elliott, Consultant Allied Health Professional for Dementia. In Gwent the project is coordinated by the Gwent Regional Partnership Team who have formed a subgroup to take the work forward, as part of the recovery agenda. We have been working in collaboration with partners from ABUHB, Gwent Police, WAST, Social Care Wales, Breaking Barriers Community Arts, Local Authorities, Elected Members, National Museum Wales and Independent/ Third Sector to develop resources to support people living with dementia and their carers.

The 2-minute video clips focus on community venues and areas of change as a result of Covid 19, identifying current social distancing rules, hand sanitizer points, what to do on entry, waiting areas, screens, masks, one-way systems and other current guidelines. Videos have been developed within several large supermarkets, memory clinics, hospitals, GP surgeries, Costa coffee, libraries and lots of other venues. We were fortunate in Gwent that ABUHB Occupational Therapy students supported the project whilst on their work placement from Cardiff University. They developed many resources across Gwent and were a huge asset to project progress.

The resources can be found on the Dewis Cymru website and have been promoted by the Alzheimer's Society and other partners across Gwent. Work from Gwent was also showcased at the Wales International Dementia Conference in February 2021 and presented at the Centre for Ageing and Dementia Research (CADR) conference. The project has also received interest from BBC Wales who covered the project in a news article about loneliness and isolation.

We are continuing to promote and develop video clips in Gwent and are about to take forward an evaluation programme in the community to test the impact of the resources.

## Case Study

### Digital Inclusion (GAVO)

Over the past year, the ICF small grants scheme has enabled organisations to provide digital equipment to people affected by isolation and support them to use devices. People have been able to access the internet, information, interests and talk with others. It has also progressed the participation of particular groups, enabling them to get involved and have a voice in the process. Monmouthshire People First is a good example of this as an organisation involving people with learning disabilities.

The People First member who has been employed to work alongside the coordinator was able to participate in online training on how to develop easy read guides for using iPads.

“Having the iPad has been amazing for me, I can hear people so much better now and I can see people’s faces better than when I was using my mobile phone. I can’t believe how easy it is to use. I have made videos and the screen makes it so easy for me to watch things online.”

## Health, Social Care & Housing (HSC&H) Partnership

### Area Plan Outcomes identified through the Population Needs Assessment:

- Appropriate housing and accommodation for older people.

### Progress:

- The HCH&H Partnership requested a scoping of the work to be carried out under the HSC&H Operational Group to understand what work had been considered for older person’s accommodation across Gwent. In line with recommendations from the ‘Appropriate and Rightsizing Study’ by ABUHB and Public Health Wales, a task and finish group - consisting of RSLs, LA reps and a citizen - has been working to understand what practical steps are to be taken. Training on Ageism, being age friendly and understanding needs of older people was identified as a key area. Links with University of South Wales made through a citizen rep have started to consider a 3-tier offer of training for RSL’s, local authorities and the public.
- The task and finish group have also developed a consistent approach to recording stocks, voids and development/build opportunities, with the priority being to consider long term impacts of developments and ensuring that they are flexible and can be easily adapted.
- The task and finish group have engaged with the Ageing Friendly Communities groups to understand where housing sits on agendas and priorities within these groups and to ensure voices of the public are heard.
- The HSC&H Partnership commissioned piece of work on Accessible Housing which has been progressed to final report; recommendations have been agreed and signed off by RPB. The report - having collated views from citizens and organisations on the function of a consistent approach to accessible housing - has sought commitment on taking recommendations forward and awaits nominated persons from RPB colleagues.

## 2b: Supporting Better Integration and Delivery

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### ICF and Transformation Funding

A summary of how the RPB has maximised ICF funding is set out in Part 1 of this report, with individual examples and case studies also referenced above in general progress. Transformation funding has been utilised to develop distinct programmes set out below:

### Transformation Programme

First evaluation reports from across the programmes, were received in 2020 and demonstrated that despite the impact of the pandemic on operational delivery of the programmes, the four transformation programmes have embedded well, with evaluation reports demonstrating both financial efficiencies and improved outcomes for citizens. Outcomes include a more seamless experience of care, which promoted community wellbeing and created a multi-disciplinary environment to reduce complexity and handoffs.

#### Key messages:

- Early positive impact on staff and service users can be evidenced, with qualitative data collected including surveys and case studies across each programme.
- Some quantitative financial data, which is beginning to demonstrate that cost efficiencies can be ‘reasonably predicted.’
- Not yet enough evidence to robustly demonstrate cost savings, to enable services to be reconfigured or mainstreamed.

As a direct result of the Transformation programme, the pace of integration has been accelerated and the concept of a placed based approach agreed by the Regional Partnership Board. Using the ten design principles from ‘A Healthier Wales’ to drive forward transformation, there is a clear emphasis on higher value, good quality and accessible services, driven by the ‘what matters to you’ approach. The Board are now focused on developing an Integrated ‘Place Based Framework’ which takes into account the changes and impact of the pandemic both on services and people’s needs. Further information and evaluation feedback are set out below.

### Integrated Wellbeing Networks

The Integrated Wellbeing Networks have embedded well, acting as a critical resource to support community resilience during the pandemic, with specific work on vaccinations, support for those shielding and building the community capacity to manage COVID-19. Place-based Well-being Networks are now established in all areas, with at least 400 stakeholders across the community, public and voluntary sectors committing to work together to develop community well-being on a place basis. The programme will re-focus on addressing the health and well-being impacts of COVID-19 in communities, in particular the detrimental impact on mental health and well-being.

For the final year, two specific pieces of work will be undertaken, and include the delivery of a new train the trainer programme on mental wellbeing, designed to improve reach and outcomes for those in need and also the provision of a 'sanctuary' model in Gwent, which if successful can be scaled, and responds specifically to the escalating levels of need due to loneliness, isolation, shielding and the closure of many community resources during the pandemic.

## Gwent Compassionate Communities

The ambition of the Compassionate Communities programme for Gwent was to develop an approach that could provide the basis of a future 'Place Based Care' pan regional framework. Its objective was to shift more health care from hospitals settings, closer to people's homes and integrated wider care and wellbeing services into a community model. The intention was to facilitate a culture of transformation, which would, over time move from reactive care to prevention and proactive models of care based on early intervention and improved wellbeing. It is delivered in close partnership with the Integrated Wellbeing Networks as the front line of supporting community wellbeing and with Home First, recognising the importance of the D2RA approach and the implementation in Gwent of the 'recovery' model.

The evaluation of Place Based Care found that the evidence so far suggests that 'where the compassionate communities model has been implemented and is managed efficiently, with the right processes and professionals in place, positive outcomes for patients are realised and positive working arrangements for staff are reported in a multi-disciplinary environment'.

### Further progress included:

- Designing performance indicators and measures that are meaningful, clearly demonstrate a shift in how communities support themselves, and link to the quadruple aim of a Healthier Wales
- A reduction in demand on long term packages of care/social care, professionals experiencing a reduction in inappropriate referrals and post discharge contact is having a positive impact of readmission rates. We can see an increase in people signposted to different services and there is an impact on GP capacity.
- Whilst cost benefits can be demonstrated on a small scale (around a reduction in GP appointments), compassionate communities will need to create a formula that can capture actual financial savings across the whole system. An example of this can be seen in how the St Johns virtual ward quantified potential savings through a Multi-disciplinary Team (MDT) approach.
- Comparisons from the baseline of emergency admissions/readmissions collected pre covid cannot be made in such an extraordinary year for the NHS.
- MDTs have been established, with a variation in uptake between boroughs. Referrals to community connectors are lower than the same period pre COVID-19, however changes in data collection and different periods of data collection puts a caveat on this data.

## Home First

Home First has continued to provide a critical frontline service 7 days a week to support hospital discharge during the current COVID-19 crisis. The Grange University Hospital opened mid November 2020 and Home First was extended to cover the site from the beginning of December. The model continues to support a regional approach to discharge and to work with health colleagues to support discharge at the earliest opportunity. The development of Home First across three sites has been achieved against a backdrop of staffing and recruitment challenges.

### The evaluation found that:

- There is evidence that change is taking place. The service is now widely known about in the hospitals and feedback from acute hospital staff suggest that Home First has become well embedded service which is regarded as a service that supports hospital discharge and helps to avoid admissions.
- The active drive from the acute staff for Home First to be on site in GUH shows a change in how staff recognise its value, further evidenced by the instant uptake in referrals to the service at GUH in the first month of operating.
- Based on ‘average’ emergency admission costs and ‘average’ hospital bed day costs it is a reasonable assumption that each Home First discharge or admission avoidance generates a saving of approximately £2,000; this could be seen as either an emergency admission avoided at a cost of £2,360 or around 5 days reduction in length of stay at £400 per day.
- Home First exceeds the target 25 discharges per week, and based on the last 5 months of data, it equates to 31 a week. This would give a total of 1612 discharges per annum: an aggregated saving of £3.2 million. With the additional investment to scale up the service, Home First is costing approximately £1.7 million per annum to operate, giving a crude return on investment of 1.5 million.

Going forward funding has been secured from Welsh Government for an additional year to continue with programme delivery, across the four programmes. In addition, funding has been secured for two new programmes, which focus on protecting mental wellbeing. This is in direct response to the devastating impact the pandemic has had on mental wellbeing, due to ongoing lockdowns, social restrictions and the economic impact, with many people losing jobs and businesses. The two new programmes will deliver a Sanctuary provision, a safe space for those experiencing low level mental health concerns. In addition, a new strategic programme ‘The Mental Health Foundation Tier’ will deliver a suite of training, train the trainer opportunities and the MELO website and resources, to ensure a new raft of support and services are implemented to meet the emerging demand and prevent escalation to crisis for many people.

## System Resilience Funding

Gwent RPB fully utilised £3.714million of in-year funding provided by Welsh Government via the Accelerated discharge and Discharge to Recovery and Assess funds.

Plans to address constraints during the pandemic were developed in collaboration with health and social care colleagues, supporting additional capacity and resilience within our critical services over the winter period. Additional capacity was resourced across multiple professions within our health and social care system to ensure patient pathways and discharge pathways were adequately resourced. Our regional response was mobilised in time for the Christmas period, and provided part of the COVID-19 response during the first wave of the pandemic. As the first area to be faced with the challenges of high covid cases in Wales, the additional capacity within our system proved highly advantageous and enabled effective deployment of resources to support our regional response.

It was recognised through this process that regional activity to support winter planning and resilience should commence earlier in the year to ensure plans are embedded in good time; it was therefore arranged for winter planning to commence in June 2020.

Key areas of capacity were identified through this process, influencing ongoing work-streams within our partnership focussing on workforce and assistive technology. Developments have continued a collaborative basis via the regional partnership and local resilience forums to support our ongoing regional response to health and social care challenges.

## 2018-22 Dementia Action Plan

The regional Dementia Board oversee development and implementation of the national Dementia Action Plan (DAP) across Gwent; and general progress is highlighted in part 2a above, including how the RPB has delivered against the DAP aims. The ICF allocation has been distributed and allocated against the national DAP aims and an investment profile is included below.



## PART 3: Communication, Engagement and Social Value

**i** How your Board engaged directly with service users, or groups representing service users (e.g. citizen panels).

### Citizen's Panel - RPB

The Social Services and Wellbeing Act (Wales) sets out through coproduction principles the need for partners, including citizens to work together. The Chair and Vice Chair attend Regional Partnership Board (RPB) meetings and feedback topics raised at the Citizen's Panel Meetings. Due to the pandemic the meetings took on a new format. Most of the panel joined virtually and those who couldn't or chose not to received printed copies of the notes so not to exclude anyone.

#### Standard agenda items discussed at each meeting:

- Hospital Discharge - Case examples from the panel were put to Mel Laidler (ABUHB)
- RPB Report - Feedback from the meetings are put into a report and taken to RPB by the Chair.
- Covid 19 update - Any current issues and concerns discussed.
- Transport Related Issues - Any current issues and concerns discussed.
- Health/Wellbeing Champions - updates when relevant.

"It is always a pleasure to hear from you even if it is only virtually. I am personally grateful to receive the information you circulate - there is a lot going on out there even though it is 99% Covid-19 related. I am sure that we all welcome contact at these stressful times."

Gwent Citizen Panel member

#### Some other agenda items brought to the meetings:

- Care packages and support - iPads have been purchased to connect with more members and some have learned a lot of virtual things since lockdown.
- WG issued an invitation to people in Wales to send their thoughts on how they should support future post-Covid recovery and reconstruction in Wales.
- Befriending Service.

- Care Homes Post Covid 19, dealing with covid and protecting care homes. Chair suggested that it would be a good idea to get residents in care homes to join the Citizen's Panel. Care homes should be seen as part of the community. I.T. equipment such as iPads have been delivered to sheltered accommodation and care homes.
- New Over 75 TV Licence Briefing.
- Advocacy Champion training completed 3 sessions at the end of September this was provided virtually. The panel were asked for feedback.
- What matters to me when I'm paying for care- the Madeline project. Presentation was shared which focused understanding the process of paying for care from the perspective of people with dementia.
- RIIC - Covid Learning, an engagement strategy for engaging with citizen's during Covid.
- Transforming adult mental health services across Gwent. Mental health and wellbeing champions launched plus a new Engagement and Involvement Strategy Gwent developed by people with learning disabilities.
- Integrated Autism Service presented update and actions to progress such as training and resources.
- Time Credits.

## **Co-operation and participation with relevant partners and adults with care and support needs, carers, people with dementia and children and young people:**

- The Mental Health & Learning Disability strategic partnership have engaged with people within mental health and learning disability services to develop an Engagement and Involvement Strategy for Gwent, to help transform future services and are looking to implement coproduction training for both professionals and experts by experience.
- Carers sit on the Gwent Carers Strategic Partnership Board and provide a voice for carers across the region. The board also links to established carers groups and coordinators in each of the 5 local authority areas and ABUHB
- The Dementia Board oversee Dementia Friendly Communities across the region with 5 local groups coordinating delivery and Dementia Friends awareness. People with Dementia and their carers sit on local groups and help coproduce approaches to deliver DFC. We have been continuing to link with people living with dementia and their carers via online webinars and forums during the past year.

## **How we have engaged with wider stakeholders, including Public Service Boards, other strategic partnerships, service providers from the third and independent sectors:**

Third sector partners sit on the RPB including the Chairs and senior strategic leads from the 2 CVCs: Gwent Association Voluntary Organisations (GAVO) and Torfaen Voluntary Alliance (TVA). The chair of the Provider Forum also sits on the RPB to ensure a voice for local providers. The third sector are also represented on the strategic partnerships under the RPB including CVC reps on Carers Board, GASP, Dementia Board and a specific third sector network developed under the Children and Families Board. The voice and input from third sector colleagues has contributed to partnership working across the region at all levels and in particular ensuring ICF funding was appropriately utilised across the third sector, in line with Welsh Government's requirement for RPBs to ensure an identified proportion was made available. Recently, third sector staff have been seconded to work in the Performance Management Office administering ICF and Transformation funding.

The Regional Partnership Team that supports the RPB work closely with Public Service Board colleagues and sit on a joint regional needs assessment and engagement group. A PSB Chair has also attended and shadowed RPB members at meetings. The 5 PSBs are planning to merge to a regional board and a joint development session will be organised later in the financial year.

## **Progress to establish social value forums to promote social value and share good practice:**

The RPB submitted a social value forum report to Welsh Government as required in 2019/20 and Transformation funding is being used to broaden engagement with wider stakeholders to develop social value forums. The Dementia Board also supported a social value forum to support people living with dementia.

## PART 4: Forward Look

The impact of Covid-19 is still presenting significant challenges across the region with partner agencies still in a response phase, despite the relaxation of wider restrictions.

**A great number of priorities identified in the Area Plan are still current and in particular:**

- Children with complex needs and children looked after, especially provision and impact of out of county placements;
- The increasing need to support people living with dementia and their carers especially with community support and earlier intervention;
- The domiciliary care marketplace requires innovative solutions to long term recruitment;
- Reduce length of hospital stays for older people and return safely back home with sustainable support;
- Isolation, loneliness and impact on mental health;
- Respite is critical for carers and needs to be available in a timely and flexible way (formal, informal) especially in crisis situations;
- Covid-19 impact on day services for people with learning disabilities;
- Recruitment across health and social care, especially Domiciliary Care workers.

## Annexe 1: Register of RPB monthly meetings.

Meeting date	Meeting type	Key topics covered
September 2020	Business	Integrated Care Fund/Transformation Fund, Governance Review, Strategic Role of RPB.
October 2020	Special	Winter Plan.
November 2020	Business	RPB Chair/Vice Chair Ratification, Feedback from Regional Citizen's Panel, Regional Vaccination Update, Integrated Care Fund/Transformation Fund, Balancing Rights and Responsibilities - Integrated Health and Social Care Programme, Winter Planning.
January 2021	Business	Mental Health and Learning Disabilities Strategic Partnership Update, Covid-19 Position/Regional Vaccination Update, Integrated Care Fund/Transformation Fund, Regional Citizen's Panel Update, Winter Protection Plan.
January 2021	Focused Session	Integrated Care Fund.
January 2021	Focused Session	Transformation Fund.
March 2021	Business	Covid-19 Position Update, Regional Citizen's Panel Update, Integrated Care Fund/Transformation Fund, Winter Plan Review, ABUHB Planning and Link to RPB, Launch of the Multi-Agency Safeguarding Arrangements.
March 2021	Focused Session	Rebalancing Care and Support.
May 2021	Business	Oversight of Housing Support Grant, Covid-19 Position Update, Regional Citizen's Panel Update, Integrated Care Fund/Transformation Fund, Integrated Partnership Boards Next Steps.
May 2021	Focused Session	Early Years and Prevention Funding and Integrated Care Fund.
June 2021	Focused Session	Roles and Responsibilities, Priorities and Programme of Work for the Next Welsh Government Term.
July 2021	Business	Covid-19 Position Update, Regional Citizen's Panel Update, Integrated Care Fund Position/Partnership Finance, A Healthier Wales 2021/22, Regional Public Service Board update.
August 2021	Focused Session	Children's Services Regional Development - Update for Children's Commissioner/RPB.

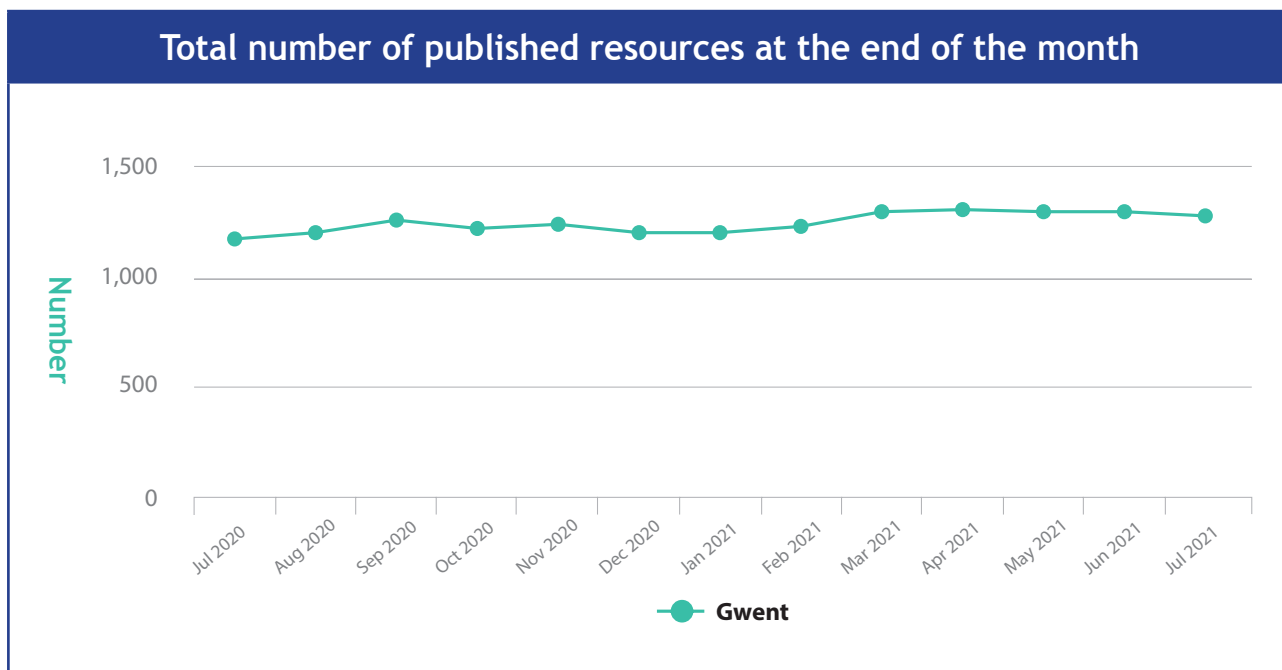
## Annexe 2: Membership of the Regional Partnership Board

The required membership of the Regional Partnership Board is set out in statutory guidance in 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 June 2021 is set out below:**

<b>Cllr Paul Cockeram</b>	Executive Member	Newport (Chair)
<b>Phil Robson</b>	Independent Member	ABUHB (RPB Vice Chair)
<b>Ann Lloyd</b>	ABUHB Chair	ABUHB
<b>Katija Dew</b>	Independent Member	ABUHB
<b>Richard Howells</b>	Board Secretary	ABUHB
<b>Cllr David Daniels</b>	Executive Member	Torfaen
<b>Cllr John Mason</b>	Executive Member	Blaenau Gwent
<b>Cllr Shayne Cook</b>	Executive Member	Caerphilly
<b>Cllr Penny Jones</b>	Executive Member	Monmouthshire
<b>Judith Paget</b>	Chief Executive	ABUHB
<b>Nick Wood</b>	Chief Operating Officer	ABUHB
<b>Sarah Aitken</b>	Director of Public Health	ABUHB
<b>Damien McCann</b>	Director, Social Services	Blaenau Gwent
<b>Dave Street</b>	Director, Social Services	Caerphilly
<b>Julie Boothroyd</b>	Director, Social Services	Monmouthshire
<b>Chris Humphrey</b>	Director, Social Services	Newport
<b>Keith Rutherford</b>	Director, Social Services	Torfaen
<b>Paula Kennedy</b>	Chief Executive	Melin Homes
<b>Melanie Minty</b>	Care Forum Wales	Provider Rep
<b>Lorraine Morgan</b>		Citizen Rep
<b>Christine Kemp-Philp</b>		Citizen Rep
<b>Stephen Tiley</b>	GAVO	Third Sector Rep
<b>Malcom Prowle</b>	TVA	Third Sector Rep
<b>Will McLean</b>	Monmouthshire	Education Rep

## Annexe 3: DEWIS Citizen Portal



In July 2020 there was 1,171 published resources in Gwent, and this has increased over the last year to 1279 resources in July 2021.

### Resource detail views in the month

(clicks onto the resource for further info)

■ June 2020 - 14,335

■ June 2021 - 16,549

There are currently 1,300 total local resources available covering Gwent (excludes the national services).

### Total registered users

(people who edit information, not the public searching the site as this is anonymous)

■ June 2020 - 1,667

■ June 2021 - 1,961

## Annexe 4: Regional College Consortium Update

The consortium have progressed a number of opportunities as set out below as well as developing a new promotional video to encourage young people in health and social care careers.

[https://youtu.be/Gq1j4\\_I4Ja0](https://youtu.be/Gq1j4_I4Ja0)

**Gwent Care Career Pathway made an Accolades Finalist!**



Gofal Cymdeithasol Cymru  
Social Care Wales

**Students Volunteer to support Patients in Hospital during COVID Pandemic.**



25 Health and Social Care Learners have volunteered with ABUHB's Person-Centred Care Team as part of ABUHB's innovative befriending project: 'Ffrind I Mi'

**10 Coleg Gwent Learners have become youth volunteers with the Mind Matters project.**

Addressing the mental health & wellbeing of young people through peer to peer support.

July 2021

# Key Achievements to Date!

The Gwent Care Career Pathway has developed a new structure of collaboration between Coleg Gwent, Aneurin Bevan University Health Board, Gwent's 5 local authorities & social care providers.

our aim is:  
To develop & recruit a compassionate, skilled & diverse health & social care workforce across the region.

**The Gwent Care Career pathway was made a Bevan Commission Exemplar for 2020/21!**



**18 Health & Social Care Students supported onto ABUHB's Resource Bank to help with the response to the COVID-19 Pandemic.**

18

**Widening Access to Medicine!**

An engagement programme has been developed that provides advice on careers in health and care professions to students.

**Featured in the national WeCare Wales recruitment & retention campaign - in order to attract more people to consider work in the Social Care Sector.**





Llwybr Gyrfaoedd Gofal Gwent  
Cuddwethro i ddatblygu gweithwyr maeortus a broffesiïol  
Working together to develop a skilled and compassionate workforce



GIG Cymru NHS WALES  
Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board



Coleg Gwent



University of South Wales Prifysgol De Cymru



