



## **Social Services and Wellbeing Act: Population Needs Assessment Summary of priorities, actions and process steps**

The Social Services and Well-being (Wales) Act is the new law for improving the well-being of people who need care and support, and carers who need support.

### **What does it mean?**

The Act changes the way people's needs are assessed and the way services are delivered and people will have more of a say in the care and support they receive. It also promotes a range of help available within the community to reduce the need for formal, planned support.

- Services will be available to provide the right support at the right time
- More information and advice will be available
- Assessment will be simpler and proportionate
- Carers will have an equal right to be assessed for support
- There will be stronger powers to keep people safe from abuse and neglect

The Act places a duty on local authorities and Local Health Boards to assess the population's care and support needs, including the support needs of carers. This assessment is known as the **Population Needs Assessment**. The population assessment will allow for budgets and resources to be effectively allocated to invest in tackling issues preventatively and is the starting point for partnership working to improve the efficiency and effectiveness of service delivery.

### **'What the Population Needs Assessment is and what it is not!'**

1. This PNA is not an exhaustive list of graphical data but includes appendices where further data is included and will include links to other supporting information such as the local Wellbeing Assessments required under the Wellbeing of Future Generations Act – we do not want to duplicate large sections of information in this PNA which is included in other documents
2. This PNA is based on the views of citizens and providers, and co-production is a core design principle. **Citizens and providers helped identify the emerging areas of interest under each core theme.**
3. This PNA is not adopting a 'blank canvass' approach as there are a number of previously completed, and current, needs assessments and market position statements that include useful intelligence. Also, national reports such as NHS Adverse Childhood Experiences provide invaluable data that this PNA will incorporate, but not replicate.
4. The core theme chapters will also include a list of suggested actions to be included in the underpinning regional Area Plan required following the publication of this PNA – **again this list is not exhaustive but a starting point for consultation!**
5. This PNA is the first of its kind and will set the direction of travel for health and social care services – **it is the 'shop window' in terms of priorities and next steps** – and more detailed analysis, mapping of services and actions will be set out in the regional Area Plan required by April 2018.



CORE THEME	Emerging Areas of Interest
<p>Children &amp; Young People</p> <p>Older People</p>	<ul style="list-style-type: none"> <li>• Accommodation and local placements for children with complex needs</li> <li>• Transition arrangements between children and adult services and simpler processes for children with complex needs</li> <li>• Earlier intervention and community based support linked to school hubs</li> <li>• Looked After Children including education achievement</li> <li>• Mental health support for children</li> <li>• Isolation of older people</li> <li>• Dementia</li> <li>• Simpler coordination of services including Continuing Health Care</li> <li>• Appropriate accommodation for older people</li> <li>• Person centered support where person is listened to, with earlier intervention and community resilience</li> </ul>
<p>Carers</p> <p>Mental Health</p> <p>Learning Disabilities</p> <p>Physical Health &amp; Sensory Impairment</p>	<ul style="list-style-type: none"> <li>• Young Carers and support for siblings</li> <li>• Flexible, bespoke support including Information, Advice and Assistance</li> <li>• Flexible respite for carers</li> <li>• Training and peer to peer support for carers</li> <li>• New models of support for carers</li> <li>• Increased understanding and awareness of mental health</li> <li>• Emotional support for children in care</li> <li>• Less social isolation more community support</li> <li>• Early intervention and community support which is timely including advocacy.</li> <li>• Independent living with access to early intervention services in the community and good public awareness (including Carer's education – what is acceptable?)</li> <li>• Young people with autism, accommodation, access to day services</li> <li>• Employment and training opportunities for people with learning disabilities</li> <li>• Dementia amongst people with learning disabilities</li> <li>• Appropriate Accommodation</li> <li>• Support people with physical and sensory needs with independent living</li> <li>• All age approach to physical disabilities</li> <li>• Accessible transport, accommodation and community based services</li> <li>• Access to medication where required</li> </ul>
<p>Violence against women domestic abuse and sexual violence</p>	<ul style="list-style-type: none"> <li>• Training for all</li> <li>• Healthy relationship awareness especially in schools</li> <li>• Family services</li> <li>• Support for victims</li> </ul>



- Service analysis and mapping

CORE THEME	Actions to be progressed through regional Area Plan
Children & Young People	<ul style="list-style-type: none"> <li>▪ Support Children and Family Partnership Board's review of local arrangements for children with complex needs and delivery of work programme.</li> <li>▪ Consistent models of practice and alignment of Welsh Government's early intervention and preventative programmes</li> </ul>
Older People	<ul style="list-style-type: none"> <li>▪ Develop place based approach '<i>Care Closer to Home</i>' including consistent delivery of community connectors across the region</li> <li>▪ Further develop '<i>Dementia Friendly Communities</i>'</li> <li>▪ Pilot domiciliary care joint commissioning process with National Commissioning Board and linked to Care Standards Social Improvement Wales 'Above and Beyond' Report and the 'Care and Support at Home' Strategic Plan currently being developed by Care Council for Wales.</li> </ul>
Health/ Physical Disabilities	<ul style="list-style-type: none"> <li>▪ Implement '<i>Care Closer to Home</i>' Strategy</li> <li>▪ Align with 5 local Wellbeing Assessments required under Wellbeing of Future Generations Act and explore joint action planning for wider detriments to health</li> </ul>
Learning Disabilities/ Autism	<ul style="list-style-type: none"> <li>▪ Support Mental Health and Learning Disability Partnership Board review Gwent Strategy for Adults with a Learning Disability 2012/17 and set out key regional commissioning, integration actions</li> <li>▪ Local implementation of Welsh Strategic Action Plan including development of new Integrated Autism Service.</li> </ul>
Mental Health	<ul style="list-style-type: none"> <li>▪ Review/align regional strategies to Together for Mental Health Delivery plan</li> <li>▪ Coordination of consistent community based services such as community connectors/social prescribers</li> <li>▪ Multi-agency place based models which include wider partners such as Housing Associations, employment support and community programmes</li> <li>▪ Accurate Information, Advice and Assistance through DEWIS and Five Ways to Wellbeing</li> </ul>
Sensory Impairment	<ul style="list-style-type: none"> <li>▪ Use good practice &amp; effective pathways to develop regional commissioning</li> <li>▪ Ensure accurate, accessible and timely Information, Advice and Assistance through DEWIS and other means</li> <li>▪ Work in partnership with third sector to identify new models to support rehabilitation process and supply of low vision tools.</li> </ul>
Carers	<ul style="list-style-type: none"> <li>▪ Coordination of consistent community based services such as community connectors/social prescribers to identify and support carers</li> <li>▪ Review of medical prompting to better support carers</li> <li>▪ Accurate Information and Assistance through DEWIS and 5 Ways to Wellbeing</li> <li>▪ Review of and align third sector commissioning principles to support befriending for carers requiring support</li> <li>▪ Ensure that the implementation of the care closer to home strategy increases the community level support for carers</li> <li>▪ Consistent commissioning across health and social care to ensure equitable, region wide and effective models of carer support</li> </ul>
VAWDASV	<ul style="list-style-type: none"> <li>▪ Implementation of 'Ask and Act' as part of Welsh Government pilot.</li> <li>▪ Strategic alignment with VAWDASV Board, needs assessment and strategic plan.</li> </ul>



### High Level Process Development Actions to be delivered through Regional Area Plan

Service Mapping	<ul style="list-style-type: none"> <li>Continue to build on existing service mapping through the 'Care Closer to Home' strategy, Regional Joint Commissioning work stream and Supporting People programme and link specifically to priorities identified therein</li> </ul>
	<ul style="list-style-type: none"> <li>Further develop and enhance the DEWIS website so it becomes the primary directory of resources for the region</li> </ul>
	<ul style="list-style-type: none"> <li>Work with PSBs to ensure wider service mapping is integrated with that of Health and social care as an important step towards the creation of a public service response at community level</li> </ul>
Health & Social Care Integration	<ul style="list-style-type: none"> <li>Integration of care and support provision to key client groups as set out in Part 9 of the Act and emphasised through RPBs Statements of Strategic Intent for older people, children with complex needs and carers, as well as strategy statements for Mental Health and Learning Disability (including Autism)</li> </ul>
	<ul style="list-style-type: none"> <li>Adopt a place based approach through 'Care Closer to Home' strategy as foundation stone that underpins health and social care service integration</li> </ul>
Joint Commissioning and Pooled Budgets	<ul style="list-style-type: none"> <li>Implement RJCG action plan to deliver joint commissioning arrangements for identified priorities for Act Part 9 requirements.</li> </ul>
	<ul style="list-style-type: none"> <li>Continue to link with National Commissioning Board to progress national work priorities and proposals across the region</li> </ul>
Preventative Services	<ul style="list-style-type: none"> <li>Explore a single prevention agenda across the region with PSBs and linked to Wellbeing of Future Generations and SSWB Acts</li> </ul>
	<ul style="list-style-type: none"> <li>Align anti-poverty programmes across the region to set out a single preventative model based on consistent assessment principles, joint workforce and joint commissioning</li> </ul>
	<ul style="list-style-type: none"> <li>Through the implementation of the 'Care Closer to Home' strategy ensure that prevention and early intervention is supported and enabled in a consistent manner across the region</li> </ul>
	<ul style="list-style-type: none"> <li>Through RJCG work with third sector to maximise and align activity to prevent escalation of need and build on existing models of good practice such as befriending, social prescribing etc. and to promulgate the development of social enterprises and co-operatives where possible.</li> </ul>
	<ul style="list-style-type: none"> <li>Support Early Years Pathfinder pilot and use key messages to shape early intervention models</li> </ul>
Information, Advice and Assistance	<ul style="list-style-type: none"> <li>Further support and develop DEWIS website so it becomes the 'go to' place for information on support, advice and assistance.</li> </ul>
	<ul style="list-style-type: none"> <li>Continue to support consistent information dissemination and stakeholder engagement through regional communications group</li> </ul>
	<ul style="list-style-type: none"> <li>Use IAA performance management data to inform design of services</li> </ul>
	<ul style="list-style-type: none"> <li>To support further initiatives across the region that supports consistency of approach to IAA e.g. self-assessment exercises, peer reviews</li> </ul>
	<ul style="list-style-type: none"> <li>To work with regional workforce managers and Social Care Wales to ensure that cultural change programmes are embedded and on-going</li> </ul>
Advocacy	<ul style="list-style-type: none"> <li>Alignment of advocacy provision to identified priorities across partner agencies</li> </ul>
	<ul style="list-style-type: none"> <li>Support Golden Thread Advocacy Programme across the region through regional provider forum</li> </ul>
	<ul style="list-style-type: none"> <li>Joint approach to advocacy provision with third sector partners especially in</li> </ul>

	promotion of independent advocacy
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