



Western Bay

Health and Social Care Programme

Annual Report 2018/19



**Caring Together
Western Bay**
Health and Social Care Programme
**Gofalu Gyda'n Gilydd
Bae'r Gorrlewin**
Rhaglen Iechyd a Gofal Cymdeithasol

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Foreword

We are pleased to bring you our Annual Report for 2018/19, the last of its kind under the banner of 'Western Bay' as the Health Board boundary change affecting the Bridgend area is enacted on 1st April 2019.

Preparing to part ways with our Bridgend based colleagues has been the principal focus of our work over the past year. Disaggregating services and reconfiguring the relevant health and social care initiatives, plus fundamentally reviewing our partnership and establishing a new one is no mean feat. We would like to express our gratitude to those who have been working with us to ensure as smooth a transition as possible.

We are extremely proud of the positive and dynamic rapport we have built as 'Western Bay' since the partnership's inception in 2012, and the achievements of this past year highlight the ongoing dedication and commitment of partners across all sectors.

There have been a number of noteworthy outcomes for the partnership over the last year. The Commissioning for Complex Needs programme picked up a prestigious prize at the All Wales Continuous Improvement Annual Awards 2018, before going on to receive a formal commendation from the judging panel of the Municipal Journal Achievement Awards in March 2019. The programme continues to go from strength to strength and we are thrilled to see it receive the recognition it deserves.

As a partnership we have hosted some key regional events during 2018/19, including 'Celebrating Carers', 'Your Home, Your Health – a Western Bay Housing Symposium' and the newly established 'Western Bay Social Value Forum'. Further details can be found in this report, along with some real-life case studies which provide a valuable insight into the lives of those who use care and support services.

With the forthcoming changes in mind, we have taken the opportunity in 2018/19 to take stock and reflect on the programme's aims and overall direction of travel. The Institute of Public Care undertook a full review of 'Western Bay' and have worked with staff and citizens alike to help shape the way forward for the new look 'West Glamorgan Regional Partnership'.

This marks a fresh chapter for us and for our neighbours in the newly established 'Cwm Taf Morgannwg' region. We would once again like to thank everyone involved for going above and beyond over the past year, and we wish our departing Bridgend colleagues and citizens all the very best for the future.

- **Cllr. Rob Jones**
Leader – Neath Port Talbot County Borough Council
Chair of Western Bay Regional Bay Partnership Board
- **Prof. Andrew Davies**
Chairman – Abertawe Bro Morgannwg University Health Board
Vice Chair of Western Bay Regional Partnership Board

Western Bay Health and Social Care Programme

Our Vision

The Western Bay Programme's vision is to provide high quality services that promote independence and deliver positive outcomes for people who use Social Care and Health services in Bridgend, Neath Port Talbot and Swansea; protecting children and adults from harm.

To achieve this, the Abertawe Bro Morgannwg University Health Board and the Local Authorities of Bridgend County Borough Council, Neath Port Talbot County Borough Council and Swansea Council will work together through the Western Bay Health and Social Care Collaborative, with third and independent sector partners. The primary purpose of the Collaborative is to provide a strategic mechanism for co-ordinating a programme of change through a suite of projects that partners have identified as common priorities.

These priorities are designed to support and improve local delivery arrangements so that they benefit citizens and the care that they receive. This means that local authorities and Health Boards remain responsible for the delivery of Health care and Social service in their associated localities but Western Bay as a region can work collectively to identify priorities that are addressed in an agreed manner. The Social Services and Wellbeing Act requires regions to focus on opportunities for prevention and early intervention and examples of these services in the Region exist with the creation of the Integrated Family Support Service that has been developed on a Regional basis.

Local authorities and Health Boards will provide more detail regarding local delivery of services in their respective Directors of Social Services reports and Health Board Annual Report.

The Western Bay Regional Partnership Board

The Western Bay Regional Partnership Board (RPB) is responsible for managing and developing services to secure strategic planning and partnership working between Local Authorities, the Health Board, Third Sector partners and citizens.






The Board's membership comprises the individuals listed in the following table:

Western Bay Regional Partnership Board

Name:	Partnership Body / Partner Organisation:	Role:
Cllr Rob Jones	NPT CBC	Chair of RPB/ Leader NPT CBC
Prof. Andrew Davies	ABMU HB	Vice Chair of RPB/ Chair ABMU Health Board
Cllr Huw David	Bridgend CBC	Leader
Cllr Phil White	Bridgend CBC	Member/Portfolio Holder – Social Services & Early Help
Cllr Dhanisha Patel	Bridgend CBC	Member/Portfolio Holder – Wellbeing & Future Generations
Cllr Peter Richards	NPT CBC	Member/Portfolio Holder – Adult Social Services & Health
Cllr Alan Lockyer	NPT CBC	Member/Portfolio Holder – Children’s Social Services
Cllr Rob Stewart	Swansea Council	Leader
Cllr Clive Lloyd	Swansea Council	Member / Deputy Leader
Cllr Mark Child	Swansea Council	Member/Portfolio Holder – Health & Wellbeing
Tracy Myhill	ABMU HB	Chief Executive
Siân Harrop-Griffiths	ABMU HB	Director of Strategy
Maggie Berry	ABMU HB	Non Member Officer
Susan Cooper	Bridgend CBC	Corporate Director of Social Services & Wellbeing & ‘Lead Director’ for Western Bay
Andrew Jarrett	NPT CBC	Director for Social Services, Health & Housing
Dave Howes	Swansea Council	Director for Social Services
Melanie Minty	Care Forum Wales	Policy Advisor
Gaynor Richards	NPT CVS	Third Sector Representative (CVC)
Emma Tweed	Care and Repair	Third Sector Representative (National)
TBC		Third Sector Representative (Local)
Kelvin Jones	Service User/ Citizen Representative	Service User/ Citizen Representative
Adele Rose-Morgan	Service User/ Citizen Representative	Alternate Service User/ Citizen Representative
Linda Jaggars	Carer / Volunteer Ambassador for Carers Wales	Carers Representative
Anne Newman	Carer	Alternate Carers Representative
John Hughes	UNISON, Bridgend	Trade Union Representative
Co-opted Members		
Mark Shepard	Bridgend CBC	Interim Chief Executive
Steven Phillips	NPT CBC	Chief Executive
Phil Roberts	Swansea Council	Chief Executive

Section 14A of the Social Services and Well-being (Wales) Act 2014 places a duty on Local Authorities and Health Boards to produce an Area Plan.

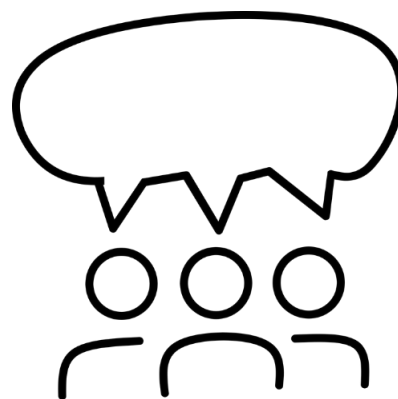
The Western Bay Regional Partnership Board's Area Plan identifies the following as key priority areas for integrated working:

-  Older People
-  Children and Young People
-  Mental Health
-  Learning Disability and Autism
-  Carers (identified as a cross-cutting theme).

This report seeks to demonstrate how the Programme has delivered against these areas in 2018/19.

Citizen Engagement and Coproduction

The Western Bay Regional Citizens' Panel aims to provide citizens of the region with a greater awareness of and involvement in the programme's activities. Its purpose is to offer 'voice and control' in line with the principles of the Social Services and Well-being (Wales) Act 2014.



The Panel is coordinated by the Western Bay Communications and Engagement Officer in partnership with the ABMU Health Board's Assistant Director of Strategy and Partnerships and the three regional Third Sector Health, Social Care and Well-being Coordinators (based in Neath Port Talbot Council for Voluntary Services, Swansea Council for Voluntary Services and Bridgend Association of Voluntary Organisations).



The Western Bay Regional Partnership Board's membership comprises two Service User Representatives and two Carer Representatives. These are elected via the Western Bay Regional Citizens' Panel and the Western Bay Carers Partnership respectively. These individuals attend meetings of both the Citizens' Panel and the Regional Partnership Board, acting as a link between the two.

Panel meetings tend to focus on topics relating to Western Bay's key priority areas. Over the past year, much of the discussion has centred around the Health Board boundary change.

April 2018 saw the creation of the Western Bay Coproduction Group; a smaller sub group of the Panel dedicated to identifying which how best the programme's projects can be coproduced. Although the group is still in its infancy it has made good progress, particularly in terms of preparing for the launch of the new 'West

Glamorgan Regional Partnership' brand and agreeing how coproduction should be embedded in all that the partnership does.

Members of the Coproduction Group and the Panel contributed to the Western Bay review undertaken by the Institute of Public Care in 2018/19. Citizens also participated in the following training sessions along with members of staff involved in coproduction:

-  Coproduction – delivered by Adrian Bailey of Swansea Council for Voluntary Service (July 2018)
-  Representation Skills – delivered by Eileen Murphy of Eileen Murphy Consultancy Ltd. (March 2019).

“Coproduction will take time to develop and citizens, carers and partners are all learning together so we can better build the trust that will enable us to equally plan future transformation programmes together.

The Western Bay review and the new structure for the new West Glamorgan Regional Partnership Board will better enable us all to progress this programme of transformation.”

KELVIN JONES
Regional Partnership Board
Service User Representative

Priority 1: Older People

‘Your Home, Your Health’ Housing Symposium

On 5th October 2018, a range of stakeholders from across Western Bay gathered at Swansea’s Liberty Stadium for ‘Your Home, Your Health’ – a learning event aimed at those involved in delivering or influencing Housing development and adaptations for citizens. The aim of the day was to enable participants to learn more and help develop the strategic direction required to tackle issues and challenges associated with Housing, Social Care and Health. A programme of inspiring keynote speakers set the scene and offered detailed insights into the impact of Housing on Health and Social Care.

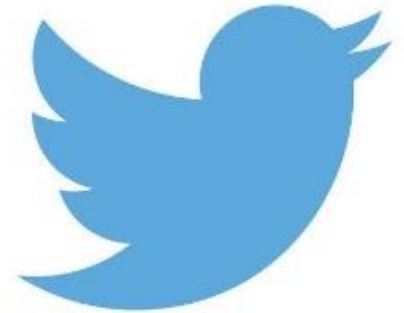
Attendees also had the opportunity to participate in a selection of interactive workshops intended to promote discussion and allow for the sharing of information and experiences. Professor Andrew Davies, Chairman of ABMU Health Board and Vice Chair of Western Bay Regional Partnership Board hosted the event. He said: “This was a valuable session that gave delegates a real insight into the links between poor housing and poor health, and the importance of effective joint-working to achieve better outcomes for our population.



The event comprised a varied agenda, and we were pleased to welcome several knowledgeable speakers who outlined the benefits and evidence base for meaningful collaborative working.”

The contributions of those who attended will inform an action plan which is currently under development and will be implemented by a new Health, Social Care and Housing Implementation group, which will provide representatives from Housing to sit on the new West Glamorgan Regional Partnership Board.

Attendees also took to social media to share their thoughts on the day via the Twitter hashtag *#yourhomeyourhealth*



Harry McKeown
@HousingHarry

Super encouraging to see a wide array of key and influential people in Health and Housing at the *#Yourhomeyourhealth* event today in *#Swansea* held by *@ABMhealth*. *@NPT_SupP* *@Matt_Kennedy87* *@KarenGrunhut* *@CllrAndreaLewis* *@na_yates* *@liz_slade* *@SwanseaCouncil*

05/10/2018, 09:31



Matthew Kennedy @Matt_Kennedy87 · 05/10/2018

Really good to have engaged professionals from across health housing & social care at today's *#yourhomeyourhealth* symposium in our *@TyfuTaiCymru* work.

Passionate contributions, desire for ongoing progress & a general impatience for things staying the same all really encouraging







Karen Grunhut @KarenGrunhut · 05/10/2018

Good to hear Andrew Davies and Phil Roberts refer to housing as a right *@SwanseaCouncil* *@ABMhealth* *@crisiswales* *#yourhomeyourhealth*

“What Matters to Me”

In addition to looking at the housing needs of our older population, work has continued in terms of delivering the optimal model and the ‘What Matters to Me’ model across Western Bay.

The elements of the model and wider support to older, frail citizens have resulted in:

-  Support for people to remain independent and keep well.
-  More people cared for at home, with shorter stays in hospital if they are unwell and need hospital care.
-  Less people being asked to consider long term residential or nursing home care, particularly in a crisis.
-  Services that are more joined up around the needs of the individual, with less duplication and hand-offs between health and social care agencies.



More treatment being provided at home, as an alternative to hospital admission.

Avoided admissions and bed days saved, along with referrals to the common access point data are reported to Welsh Government on a quarterly basis.

As demonstrated below, Western Bay Intermediate Care Services have proved effective in keeping admissions stable and supporting delivery of reablement and community services despite an increase in the 65+ population.

April 2018 – Mar 2019	Number of Admissions Avoided	Number of Bed Days Saved	Cost Avoided
ACT Admissions avoided Based on avoiding an average of 10 days in Hospital at £130 per night (agreed with ABMU HB)	3,332 admissions avoided	33,320 bed days saved	£4,331,600 cost of bed days saved
Reablement discharges facilitated Based on reducing stay by an average of 3 days	1,045 discharges facilitated	3,135 bed days saved	£407,550 cost of bed days saved
No. of people referred to the Community Resource Team	6,587 people	N/A	N/A

Dementia

Work was carried out to start mapping current Dementia service provision across Western Bay; identifying gaps in service to inform future Dementia ICF funding.







Moving into the new regional partnership there will be a Dementia implementation group that will continue this work and build on work that is already supporting the delivery of the Dementia Action Plan.



West Glamorgan
Dementia Action Pla

In March 2019, a Western Bay Dementia conference was held at the Liberty Stadium, Swansea.

The aim of the conference was:

-  To bring together people living with dementia, their family and carers and professionals who deliver services
-  To have the opportunity to hear, listen and learn from people living with dementia and their carers
-  To have the opportunity to hear about national and regional progress of the Dementia Action Plan one year on
-  To explore opportunities and to prioritise actions so that both locally and regionally we are able to deliver the 'Team around the Individual' as stated in the Dementia Action Plan
-  To have the opportunity to discuss and agree priority actions for Western Bay to ensure there is a regional approach to the delivery of the Dementia Action Plan
-  To identify key objectives that aim to make a positive difference to lives of those living with dementia and their carers.

60 people living with Dementia and their family members/carers attended the event, along with 78 professionals including staff from the Third Sector, the Private Sector, Swansea University and the four Western Bay constituent partner organisations.

The event's varied programme included six guest speakers, two workshops and [an uplifting performance by Swansea's 'Musical Memories Choir'](#).

CASE STUDY

Brenda Craven is a member of Musical Memories Choir. She was a carer for her husband Peter who suffered from Dementia and other chronic illnesses. Brenda and Peter were both members of the choir and other support groups such as 'Forget Me Not'.

Peter sadly passed away in November 2018, and Brenda kindly agreed to attend the event in March to share the story of how the choir has been a lifeline for both her and her husband:

"Peter was diagnosed with Vascular Dementia in early 2017. He was also dealing with some other health issues associated with Diabetes which affected his vision and mobility. We were encouraged to attend a choir session and had no idea what to expect, but we received a lovely welcome and were blown away by the quality of the singing."

Every Friday Peter and I came away from the choir with happiness radiating from us. Even our taxi driver would have to listen to Peter extolling the virtues of singing!

Since Peter passed away, the choir has welcomed me back and has been a much needed lifeline. I am so grateful to Helen and the superb team – the help and support I have received is 100% appreciated".



Peter and Brenda Craven

[Scarlet Design](#) were commissioned to collate the key messages from the speakers and the workshops.






An album of photographs taken at the event can be found [here](#).

Capital Programme

The Western Bay Partnership received just over £2.3 million of Integrated Care Fund – Capital Funding for this priority for 2018/19.

Within the main capital programme, projects have included the purchase of large scale equipment and accommodation-led solutions to health and social care.




Within the discretionary capital programme, projects have included:

-  the purchase of equipment to ensure service users can live safely within their homes
-  adaptations to facilitate independence and reduce the risk of falls within the home
-  upgrades to sheltered housing schemes with the region.

Priority 2: Children and Young People

Children and Young People's Programme







The aims of the Children and Young People's Programme are:

-  To plan and commission children and young people's services that require a common approach across the region
-  To agree a common model for service delivery for children and young people across the region (in health and social care terms)
-  To oversee the strategic planning and commissioning of service models for children and young people's services, researching best practice and evidence of effectiveness from elsewhere.




MAPSS (Multi Agency Placement Support Service)







The Multi Agency Placement Support Service (MAPSS) is a multi-disciplinary team that aims to promote the emotional wellbeing of looked after children and to increase placement and education stability through the provision of specialist placement support and therapeutic interventions. The team comprises of a Senior Clinical Psychologist, a Team Manager, four Therapists (1 full time, 3 part time), two Family/Education Workers and three Consultant Social Workers.

Its objectives are:

-  To improve placement stability for looked after children.
-  To reduce the number of children placed within independent foster placements and residential children's homes.
-  To reduce the number of looked after children who are subject to a school exclusion.
-  To reduce the number of children placed outside of their Local Authority.
-  To increase the confidence, skills and knowledge of foster carers and professionals.
-  To reduce the reliance on universal services and CAMHS to meet the needs of looked after children.

Key outcomes for 2018/19 include:

-  A total of 96 referrals were made to MAPSS over the past year. Of these, 58 children are receiving an ongoing service from a therapist, social worker or family worker (or a combination of these)
-  10 children have received support and been closed to the service
-  8 children are currently waiting for a service to commence

-  Overall there has been a 1.7% increase in the number of children placed in residential care in the region in 2018/19
-  Since September, 2018 MAPSS has supported 2 young people to move from residential care back to their families, and they are currently supporting 2 young people to move from residential care to foster care.
-  The service has successfully supported a number of children to transition to permanent foster placements.
-  Overall there has been a 2.6% decrease in the number of children who have been placed with independent foster carers in the region in 2018/19
-  96% of the children receiving a service were able to remain in the same education placement in 2018/19
-  87% of social workers reported that they felt that the young person's placement was more stable due to a therapeutic support and intervention and that the carers for the children were more confident and better able to meet the needs of the children.

Children and Adolescents Mental Health Service (CAMHS):



Access to Child & Adolescent Mental Health Services (CAMHS) for the Swansea, Bridgend and Neath Port Talbot population (and most other areas in Wales and across England) has historically been poor with long waiting times for children and young people. Performance has improved over the last 18 months, and as commissioners ABMU Health Board and partner organisations have a much improved understanding of the challenges and barriers for the service and have developed good working relationships to advance these services.

This has led to the achievement of the 80% target for non-urgent children referred for specialist CAMHS at the end of March 2019 for the first time, and average waiting times for these children or 1-2 weeks. Work is underway between Swansea Bay University Health Board in partnership with Cwm Taf Morgannwg University Health Board to re-model CAMHS to implement a single point of referral and work towards full integration of Primary & Secondary CAMHS.

The revised service will have system wide benefits including improved access for specialist advice on referrals, improved waiting times, services provided in fit for purpose non-stigmatised facilities and consistent compliance with Welsh Government targets.

Plans are also being developed to provide support for the emotional health and wellbeing of children and young people, including the joint agency development universal services to avoid referral into specialist CAMHS where this is not appropriate. The vehicle to deliver these plans is the Services to Support the Emotional Health & Wellbeing of Children & Young People Delivery Plan.

Key areas of progress during 2018/19 include the following:

-  Performance and access to secondary and primary CAMHS has improved over the last 18 months. Waiting lists equalised across the 3 areas of ABMU for Secondary CAMHS, historically there has been disparity across the three ABMU localities. Compliance against Welsh Government targets has historically been poor, however compliance against the Secondary CAMHS 80% target (% Routine Assessment by SCAMHS undertaken within 28 days from receipt of referral) has steadily improved, and by the end of March CAMHS had met the 80% target across all ABMU areas;
-  In 2018/ 19 additional funds were secured from the Western Bay Integrated Care Fund (ICF) as a result of partnership working as follows:
 - £160,000 revenue to provide additional support for Screening, Early Intervention and Prevention as part of plan to move towards a single point of access for CAMHS
 - £250,000 capital to fund the refurbishment of Health Board accommodation to provide appropriate accommodation for the Integrated Autism Service, MAPSS, Neurodevelopmental Disorders Service and CAMHS.

Neuro-developmental Service:

2018-19 saw the roll out of the new pathway and information pack for the Neurodevelopmental service across Western Bay. The service has expanded, appointing an additional part-time CAMHS consultant, two nurse practitioners, and increased hours for health visiting.

The service has continued to work closely with Local Authority and Education colleagues, and additional training has been provided to all SENCOs to support them in identifying and referring appropriate CYP onto the pathway. Further, joint forums with education and ND take place on a regular basis to provide schools with the opportunity to present complex cases to clinicians for advice and additional support.

Between April 2018 and March 2019, 348 young people were assessed by the team.

Since October 2018, the Welsh Government target of 26 weeks referral to assessment has not been achieved. This is as a result of an increase in demand for assessment and diagnosis, with referrals into the service steadily increasing throughout the year, a position which is consistent across Wales. Demand has now levelled off at around 100 per month, but there remain peaks immediately prior to school holidays.

As a result, the waiting list size has increased from 308 to 793, with the number of CYP waiting longer than the Welsh Government target of 26 weeks increasing from 20 to 466 over the same period.

A sustainable plan for the service across Swansea Bay Health Board is currently being developed to increase capacity for the team by appointing additional staff.

Capital Programme

This priority has received just under £700k of Integrated Care Fund – Capital Funding for this financial year. Within the main capital programme, projects have included the creation/remodelling of integrated facilities. Within the discretionary capital programme, projects include the relocation of teams to ensure accessibility and an improved environment for services users.

Priorities 3 and 4: Mental Health, Learning Disability and Autism

Western Bay Integrated Autism Service

An Integrated Autism Service (IAS) has been rolled out across Wales on a regional basis, utilising a national service model which was developed following extensive consultation with individuals with autism, parents and carers. In Western Bay, the IAS (launched on 1st April 2019) is hosted by the Health Board, working directly in partnership with the three Local Authority partners within the region and Third Sector organisations.



The IAS is a pioneering new service offering direct support to autistic adults with or without a *mild* Learning Disability and/or mental health disorder and to parent carers of both autistic children and adults across Bridgend, Swansea and Neath Port Talbot.

The service aims to address the gaps highlighted in the national consultation (2015), for example, access to diagnostic assessment for adults who do not have a moderate to severe Learning Disability and/or Mental health Disorder and targeted support for Autism-specific issues around life and social/emotional skills necessary to access social, employment, further (or Higher) education and leisure opportunities. Well-being support is person-centred, needs-led and focuses on the holistic well-being of the individual, so they may achieve their potential in life.

Post-diagnostic support for parent carers may include facilitating peer support and/or promoting greater understanding of Autism and the emotional and behavioural difficulties that some children and young people present with and how best to support the child.

The IAS offers professional consultation, advice and support to all sectors, with opportunities for joint working and will tailor training packages for specific services upon request.

The IAS has been agreed as a priority area for Western Bay and is overseen by the Regional Partnership Board. The Head of Child and Family Services in Swansea Council is allocated as Project Sponsor and the Head of Psychology and Therapies in ABMU Health Board is allocated as Project Lead.

A Regional Autism Strategy Group has been established to oversee the project and membership includes representatives from three Western Bay Local Authorities, ABMU Health Board, the Third Sector, Education, the National Integrated Autism Service team and the Neuro-developmental Service. An Integrated Autism Service Operational Group has also been established – chaired by the Clinical Lead for Autism in the Health Board.

Preparations to launch the service started in 2018/19, and key activities included:

- Recruitment of the IAS team – all staff except one Support Worker (to be hosted by Bridgend Council) in post
- Refurbishment of purpose-built premises at Tonna Hospital, Neath, which will provide office, clinical space and rooms to undertake specific post-diagnostic support activities from. The team hope to move in to these new premises towards the end of May 2019 and plan to hold an open day on 5th June 2019.
- A mapping exercise of how the National Service Model is rolled out in other regions and can address local need.

Extensive formal and informal service user engagement has taken place. A regional event was held in the Aberavon Beach Hotel, Port Talbot on 2nd May 2018. The session was open to parents, carers and adults with autism. Participants were given the opportunity to ask questions and make suggestions and recommendations to help shape the development of the service. Further engagement events in each borough are planned over the forthcoming year.

A promotional leaflet outlining the remit of the IAS can be found below:



Integrated Autism
Service - Western Bay

Commissioning for Complex Needs Programme



The Commissioning for Complex Needs Programme's principal aim is to address any irregularities in the quality of commissioned care across the region. This involves fostering positive, co-productive relationships with care providers with the ultimate aim of increasing the independence of service users, and supporting them to achieve their personal well-being goals.

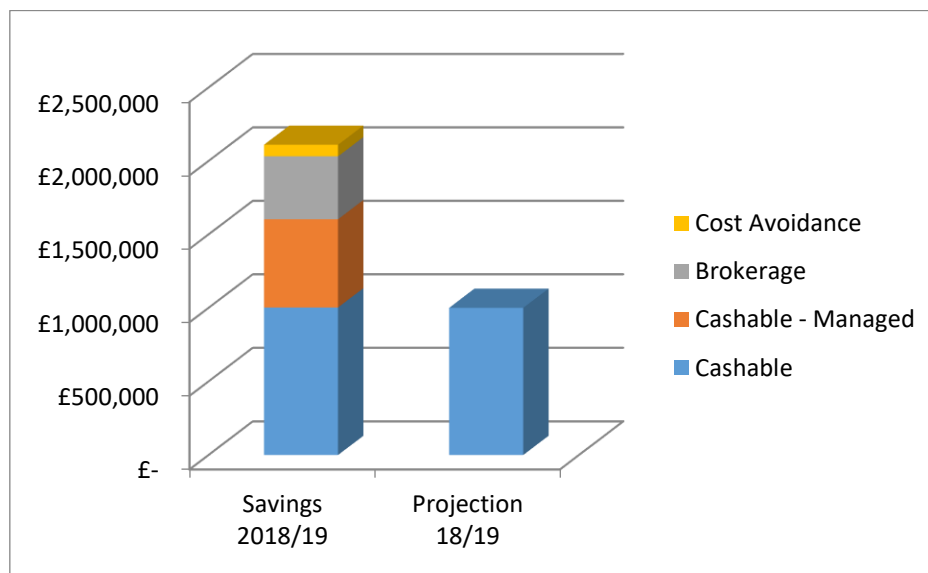
The ethos is one of true collaboration and the process ensures that the individual has every opportunity to meet their full potential. Care providers work closely with representatives from health and social services to create bespoke, outcome-focussed packages of care for each individual.

Outcome Focused Commissioning – Adults with Complex Needs

The Outcome Focused Assessment reassesses an individual's needs and recognises outcomes based on the progression model and further identifies areas where independence can be developed. The assessment recognises the strengths of an organisation and the individual and identifies areas that could be further developed. The process is outcome focused and ensures that the individual has every opportunity to meet their full potential. The overall cost of the placement is reviewed to ensure it is competitive and benchmarked in line with current market values. This process ensures that the individual is receiving a good quality service that meets their needs to achieve agreed outcomes. This has to be at a price that is reasonable and sustainable to ensure effective service delivery. Focusing on outcomes will create a pathway to independence approach that reduces the need for people to access residential or hospital provision. The step down model will be implemented to move individuals from long term residential and educational facilities into more suitable provision and increasing independence.

In 2018/19:

-  127 packages of care have been completed via the Outcome Focussed Assessment process.
-  £2,110,446 has been saved. This is across all work streams, including brokerage and managed care.





Regional Complex Needs Brokerage Service for Residential Placements (including Nursing)

The Regional Brokerage service is a process where care managers/coordinators, with the support of other professionals, complete a brokerage form for all new placements which details a service user's needs and the outcomes to be achieved by the provider. Once funding in principle has been agreed by the relevant organisational lead, the Regional Officer will match the referral to a database of accredited providers and seek expressions of interest requesting details of how specific outcomes will be met, and at what cost. Outcomes are identified by the care manager/coordinator prior to the placement being agreed which ensures that the provider is aware of the service they need to provide. The process will allow for value for money and knowledge of the market. This work will also link in to the NHS Wales Framework for residential and nursing care and inform the market on which services are required to ensure there are a variety of options available.

- 🌈 48 cases have entered brokerage since April 2018.
- 🌈 35 individuals have been placed via the brokerage system since April 2018.
- 🌈 Training for practitioners continues to be delivered on a quarterly basis.

Sustainable models of supported living



A number of individuals with learning disabilities live away from their place of home or in unsuitable residential placements. This can be down to limited local options, lack of specialisms, suitable accommodation and transitions to residential schools and colleges. Placements are also made out of region to provide therapeutic input to meet needs but are not able to return home due to lack of enhanced provision resulting in blockages in the system. Supported living options provides more security as the individual will have their own tenancy and allows an individual's needs to be met through the community, local services and activities avoiding more intrusive, isolated and potential high cost placement.

-  A regional process was set up to ensure a coordinated approach when setting up supported living models of care
-  A new scheme was developed with two individuals moving from their out of county educational residential placement to a home that is closer to their family. A third individual has moved in from previously living at home.

Joint Funding Matrix

The Joint Funding Matrix seeks to provide a straightforward method of allocating funding for individual cases in relation to placement and care funding for those with mental health and learning disability needs within the Western Bay Region. The tool was developed from the decision support tool used within the Health Board Primary Health Need decision making tool and through involvement from specialists with respect to specific items.

In 2018/19:

-  Western Bay started working with Swansea University to validate the tool and ensure the scoring methodology is sound.
-  A number of cases were analysed to ratify against current funding allocations which resulted in a revised tool, which is now ready for phase two.

CASE STUDIES

CASE STUDY #1

Ms A and Ms B are in their twenties. Both have a learning disability and suffer from epilepsy. They are co-tenants in a small bungalow.

Ms A and Ms B share support at home. They attend a day centre in their local area every weekday and have targeted hours to take part in activities that reflect their individual interests.

There is waking night support at their property to ensure help is on hand should either tenant experience an epileptic seizure during the night. While Ms B is able to call out to staff if she senses a seizure coming on, Ms A struggles to communicate verbally, making it difficult for her to alert staff when there is a problem.

Through examination of the provider's daily recordings and assessments, it was identified that over a three month period, Ms A and Ms B had experienced very little seizure activity overnight.

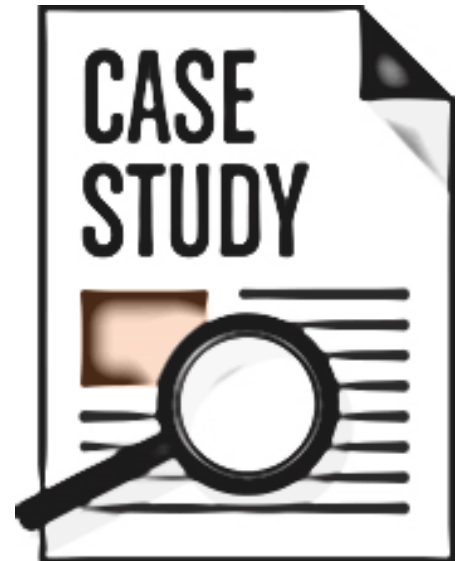
The Outcome Focused Assessor met with the provider to discuss alternative ways of supporting the tenants (particularly Ms A) during the night. It was agreed that assistive technology would be a suitable option, and staff created a teaching plan to help Ms A learn how to use a new button pendant.

The Telecare equipment was ordered and staff worked with Ms A to support her to understand the new system, with the intention of gradually changing the waking support overnight to sleep-in support.

Staff discussed the proposed changes with Ms A, Ms B and their families and when they felt the tenants were ready, the new arrangements were put in place.

Feedback has indicated that the change has been well received by the tenants, their families and staff alike. Ms A wears the pendant whenever she is at home and is able use it to alert staff to a possible seizure. This has helped increase her confidence and overall peace of mind.

The financial saving for changing the night time support from waking to sleep-in totals £26,663.52 per annum.



CASE STUDY #2

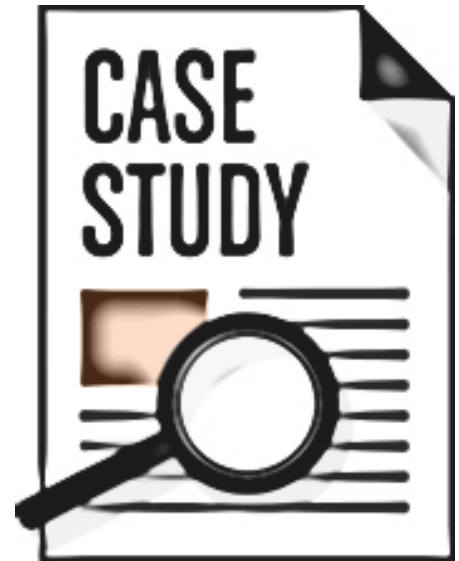
Miss J is a 63 year old supported living tenant with a learning disability, epilepsy, diabetes, anxiety and continence problems. She shares her living accommodation with four other tenants and has contact with her sister who lives nearby.

Prior to this, Miss J lived in the family home until her mother passed away in 2013.

An 'Outcome-Focused Assessment' identified a number of personal and well-being goals for Miss J.

Findings included:

- Miss J has a great number of strengths and capabilities, but she was not readily engaging in order to develop her skills.
- Although Miss J had displayed excellent cookery skills, she would regularly refuse to participate in meal preparation or eat the same meal as her co-tenants.
- Miss J's continence issues had become worse during the night, and she was struggling to manage.
- Miss J expressed that she was feeling anxious about her personal belongings, as well as her daily activities. Due to the nature of her co-tenants' disabilities, they would often pick up Miss J's belongings, such as her magazines or knitting and move them within the home. Miss J was anxious about leaving her belongings unattended and as such would not engage in daily activities such as preparing meals, drinks, snacks, completing her laundry or cleaning her bedroom.
- Miss J was able to share that her religion is important to her, and that continuing to have contact with the faith groups that she previously attended with her mother was a major contributor to her overall sense of wellbeing.



The findings were discussed with the provider, who felt that the current placement was not suitable for Miss J as it was a very busy environment which had an adverse impact on Miss J's anxiety. The provider recommended an alternative living arrangement that would be more suitable for Miss J.

- As Miss J does not have capacity, a 'Best Interests' meeting was held with Miss J's family and the care provider. All possible accommodation options were discussed and it was concluded that a move to an environment which is calmer and her co-tenants have more shared interests would be the best outcome.
- The provider has linked with local nurses to identify more appropriate continence products for Miss J to use during the night.
- The provider has confirmed that Miss J loves her new home and as it is a quieter environment, Miss J is feeling less anxious.

- As she feels more comfortable and confident in her new home, Miss J is being more pro-active with regard to meal and drink preparation.
- Having close links with the church continues to be important to Miss J. She attends a local church service every Sunday morning and attends activity groups during the week held at the church hall, including a coffee morning and a 'Knit'n'Natter' group. Maintaining the links that she formed when attending these groups with her Mum is very important to Miss J.
- As Miss J has more in common with her co-tenants in the new property three other co-tenants, coupled with the increased engagement, the provider has been able to reduce the support levels from 99 hrs a week to 66 hours per week, resulting in a saving of £24,024 per annum.

Western Bay - Award Winners!

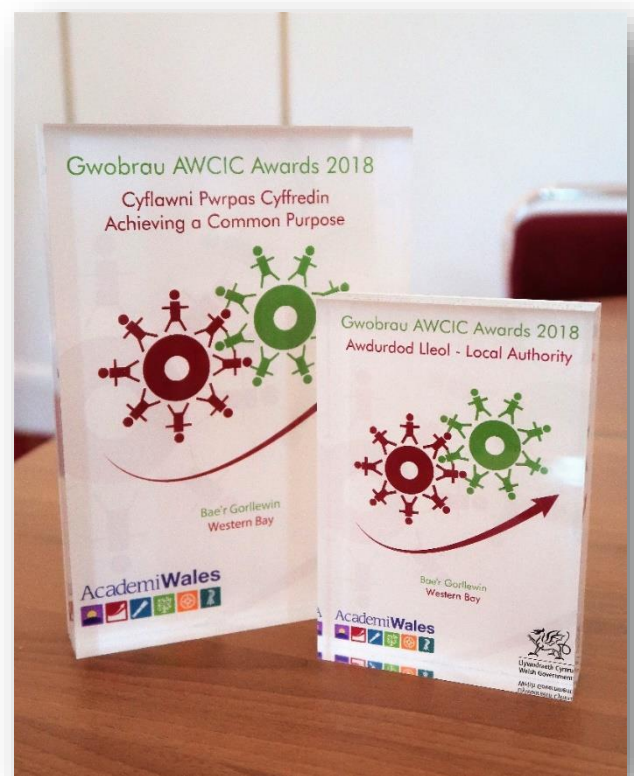
On 22nd May 2018, staff involved with delivering the Commissioning for Complex Needs Programme were thrilled to pick up two prestigious prizes at the All Wales Continuous Improvement Community's (AWCIC) Annual Awards 2018, sponsored by Academi Wales.

The awards are a celebration of success and recognise the good work being undertaken by public service practitioners across Wales. The ceremony was held at Margam Orangery, Port Talbot and Western Bay representatives were in attendance to accept awards for the categories of 'Best Local Government Initiative' for Western Bay as a whole, and 'Achieving a Common Purpose' for the work of the Commissioning for Complex Needs Programme.

Jackie Davies, Bridgend County Borough Council's Head of Adult Services attended the ceremony in her capacity as Programme Lead for the Commissioning for Complex Needs Programme. She said:

"We were thrilled to receive these awards in recognition of the achievements of the Commissioning for Complex Needs Programme, and the Western Bay Collaborative as a whole. The journey has been a valuable learning experience for all of us, and we're very proud of everything that has been accomplished to date.

We have built a positive and productive cross sector and cross boundary partnership, while always ensuring people remain at the heart of service provision. The Programme is a tangible demonstration of the Social Services and Well-being Act in action, and I look forward to seeing more examples of creative and person-



centred joint-working as the initiative continues to grow and evolve”.



The good news doesn't end there – in March 2019 the team received confirmation that the programme's work has also been formally commended in the 'Care and Health Integration' category of The Municipal Journal Achievement Awards 2019!



Capital Programme

This priority has received just under £850k of Integrated Care Fund – Capital Funding for this financial year. Within the main capital programme, projects have included accommodation solution for adults with complex needs and upgrades to facilities to meet the needs of its service users. Within the discretionary capital programme, projects have included the purchase of equipment and the refurbishment of a building which will provide the accommodation for an autism specific service.

Priority 5: Carers

The Western Bay Carers Partnership Board, has produced and overseen the Action Plan for 2018-19 that aims to address the Regional priorities for Carers. The plan also reflects Welsh Government three National Priorities for Carers.

The Carers Partnership Board continues to be committed to working across organisational and area boundaries to share best practice and deliver services to carers and young carers.

Funding

Welsh Government made funding available to local health boards to work collaboratively with partners to enhance the lives of carers in line with national priorities. The allocation for ABMU Health Board was £179,000 for 2018-19.

In addition, £125,000 from the Integrated Care Fund large grant scheme was allocated for projects which support carers and young carers in the Western Bay area. Whilst £56,000 was made available via the Integrated Care Fund Third Sector Small grants scheme for Carers.

Highlights this year include:

Carers in Hospital Settings

Developments in identifying and supporting carers in hospital and primary care. Work has been undertaken in identifying, providing information and assisting carers in hospital settings, including general hospitals, paediatric services and mental health units. Resulting in many instance of support being in place for the carer before the person they care for is discharged from hospital. Over the year, 1,454 Carers were identified and provided with information, advice, assistance or signposting.

As well as having contact with wards and clinics, All Carers Hospital projects work closely with the Patient Advice and Liaison Service. As well as supporting carers, staff have given talks to Hospital staff on wards and departments with the aim of raising Carer Awareness.

The Hospital Outreach Workers from across the region meet quarterly, both to share best practice and to ensure that carers who cross area boundaries to attend hospital appointments receive a consistent and effective service.

"...the support I had before my wife came home prepared me for what I needed to do. I now know where I can go for help and have a sitter come to my house to give me a break. I did not have this before my wife was admitted to hospital. It makes a difference."

Carers in Primary Care Settings

Proactive work with Primary Care continues to progress, with all practices in the area having contact with their local Carers Centre or Service. There are staff in each Carers Centre/ Service staff who lead on the work with Primary Care. For example, this year Bridgend Carers Centre utilised Welsh Government Carers Funding to employ three 3 Link Workers to work with East, North and West Cluster Networks. In addition to providing information or drop –in sessions, offering awareness training sessions and supporting surgery Carers Champions, Carers Centre/ have also attended Flu Clinic to offer information, advice or assistance to carers who might be in attendance.

“I found it useful to have someone to meet with and talk through my caring role to complete the carers’ assessment. It was good to have someone explain my concerns and having advice about what there is to offer a carer.”

To further advance the work at Primary Care level, an accreditation scheme for General Practices/ Primary Care was launched in March 2019. A set of criteria has been produced which determines the standard for practices to be recognised as ‘Carer Friendly’.



Carer Friendly Award scheme logo

Young Carers in Schools

Feedback from young carers previously highlighted the role schools and colleges could have in identifying and supporting pupils who had a caring role at home. The Young Carers in Schools projects aim to address the points raised. Young Carers Projects in Swansea, Neath Port Talbot and Bridgend work with schools and colleges to help them gain a better understanding of the issues and challenges young carers face, to recognise them earlier and by providing information, advice & assistance to young carers or signposting them to specialist support. This is achieved through Personal and Social Education lessons (PSE),

assemblies, information stands & workshops. In addition, the projects can work with young carers on a one to one or group basis, and help schools set up young carers lunch clubs and identify Young Carers Champions. Across Western Bay 35 junior schools, 21 comprehensive schools and four colleges have engaged with the Young Carers in Schools projects. Over 4000 pupils have participated and 349 pupils have identified or self-identified as young carers.

Information, Advice, Assistance and Activities for Carers

Information for Carers produced by Western Bay Carers Partnership Board has been updated. Using feedback from young carers a refreshed version of the bilingual young carers booklet has been developed. In addition, the Carers Hospital Information pack has been updated to include information on discharge from hospital from the carers perspective. The bilingual pack has been translated into six local community languages.

Carers continue to access information, assistance, advice and activities from their local Carers Centres/ Service. Bridgend and Swansea Carers Centres and Neath Port Talbot Carers Service received funding for their activities from a range of sources. As well as Welsh Government Carers Funding and the Integrated Care Fund, they may also have Service Level Agreements with statutory Services and/or have secured money from Grant making trusts.

“I have been a carer for 10 years. It wasn’t until I got to the lowest point I could possibly be before I called into the Carers’ Centre.

Since then my life has been more worthwhile. To anyone who cares for someone, life seems to come to an end, you lose self-esteem, confidence and sense of humour. But I am now starting to find ‘me’ again.”

In addition to other support on offer, the Carers Centre in Bridgend has a Welfare Benefits Adviser funded by the Integrated Care Fund who receives direct referrals from carers, third sector staff and statutory staff. This year they have dealt with 140 cases, and 130 telephone enquiries resulting in an increase of benefits claimed totalling £1,177, 787.70.

Carer’s Feedback:

“If it hadn’t been for you encouraging me, I simply wouldn’t have bothered appealing the decision...”

Neath Port Talbot Carers Service used Integrated Care Funding to commence ‘Carers Triage’. This has resulted in better partnership working with the Gateway Multidisciplinary Team, improved health and well-being of carers and a decreasing the length of time carers have to wait for support.

183 Carers have been supported directly, while 156 were signposted to appropriate services, resulting in 82 Carers reporting an improvement in their

health and well-being. The Service's package of support project has also progressed well. The domiciliary replacement care that has been complementing the low level volunteer sitting service has proven to be a great success as have the wellness workshops. The outcomes have been based around what's important to carers.

Swansea Carers Centre opened the 'Carers' Cwtch' which offers carers a safe and comfortable environment in which to discuss their concerns and issues. This year, the Centre have used a portion of the Carers funding made available from Welsh Government to employ a Communication and Information Officer. They have produced new awareness raising material including the Carers prescription (below)

Planning Date: _____ Age: _____ Sex: _____ Name: _____

Please start sleep medication
Number of days treatment: _____
N.B. Please sleep in bed

We can offer

- Welfare Benefits Service
- Counselling
- Advice and Information
- Support groups
- Health and Wellbeing
- Subsidised
- Training
- Employment Support
- Day Care/Holidays

See website for more information.

Do you look after someone who could not manage without you?

Register yourself as a carer with your GP.

Signature of Prescriber: _____ Date: _____

For
Signature
of
Prescriber
in form

Swansea Carers Centre
Helping carers flourish
in the face of caring

Carers who may be harder to reach

This year has seen more focus on Carers from groups who may be harder to reach, for instance, parent carers, mental health carers and carers from black and minority ethnic communities. Information was created for partner organisations to mark World Mental Health Day to raise awareness of Carers of people who experience mental illness and to highlight Carers' own mental well-being. The Chinese in Wales Association received an Integrated Care Third sector small grant to support Carers from the Chinese community. The organisation has worked in collaboration with Swansea Carer Centre, translating a carer information sheet. Swansea Carers Centre (with Swansea Council for Voluntary Service) and Bridgend Carers Centre have specific support groups for Parent Carers, while Neath Port Talbot Carers Service has a support worker based within the Single Point of Contact Children's Team.

Carers rights (including Carers Assessment)

Western Bay Carers Partnership Board has engaged in the development of the Social Care Wales 'Assessing Carer's Support Needs' toolkit by sharing the draft pack with partners and encouraging and providing feedback. The draft has also been considered by the Carers Partnership Training subgroup who have discussed how the materials can be best used once they are made available.

Carers Centre/ Service staff working with Primary Care in hospital settings or as part of Integrated Teams with health and social services actively promote Carers Assessments. In a number of situations, they work jointly with Social Services in carrying out Carers Assessments.

Opportunities for Co-production

This year Western Bay Carers Partnership Board welcomed two new members, the Carers Representative and Alternative Carers Representative from the Western Bay Regional Partnership Board.

There has been a series of local engagement activities with carers and young carers.

The Future

Moving forward into 2019/20, the structure of the Carer Partnership Board will change as Bridgend representatives move to the Cwm Taf Morgannwg region. Work will be undertaken in the coming year to develop a longer term regional carers strategy co-productively with local carers.

Celebrating Carers

**Events recognise the hard work and commitment of both
Adult and Young Carers**



Carers Services/Centres have arranged numerous local events and activities this year. In addition to these, there have been two Western Bay wide events

1st March 2019 saw a group of Young Carers come together at the Halo Centre, Bridgend for a day of fun and interactive activities including football skills, dance classes and for the very bravest of the brave - a climbing wall.

The event attracted around 60 children and young people, who took advantage of the opportunity to relax and enjoy the company of their peers. The day opened with a workshop run by Scarlet Design, who encouraged participants to express their thoughts and experiences of caring through art and design.

Hilary Dover, ABMU Health Board's Director of Primary and Community Services and Chair of the Western Bay Carers Partnership Board, said:

“Being a Carer can be hugely demanding, therefore it’s vital that those undertaking this important role feel valued and supported. Many have told us that having the opportunity to spend time with others who face the same struggles and challenges can be a real lifeline, and events such as these are a welcome break for those whose everyday lives revolve around their caring role”.



On Monday 4th March 2019 it was the turn of the adults, who gathered at the Towers Hotel in Jersey Marine and were treated to a varied programme of guest speakers, a short film, an awards ceremony and a fantastic upbeat musical performance from Swansea Carers Centre Choir.




Western Bay Carers Partnership Board
 invite you to attend...

CELEBRATING CARERS

Monday 4th March 2019
10.30am – 2.30pm
at the Towers Hotel, Jersey Marine
SA10 6JL

Join us for this free event to celebrate Carers from across the Western Bay region and learn about some of the innovative services in your area to support Carers
 Spaces are limited – please contact your local Carers Centre/Service to register your interest by **Friday 15th February 2019**:

- Bridgend Carers Centre - Tel: 01656 658479
- Neath Port Talbot Carers Service - Tel: 01639 642277
- Swansea Carers Centre - Tel: 01792 653344

Please remember to tell us your access requirements (e.g. hearing loop, British Sign Language interpreter, transport) and dietary needs (e.g. vegetarian, vegan, gluten-free)



Caring Together
 Western Bay
Health and Social Care Programme
 Gofalu Gyda'n Gilydd
 Bae'r Gorllewin
Chapen arddor a Gofu Cymdeithas



Ariennir gan
Lywodraeth Cymru
 Funded by
 Welsh Government



Other Areas of Progress during 2018/19

Integrated Family Support Service

The Integrated Family Support Service (IFSS) is a multi-agency service working with children and families affected by substance misuse across the Western Bay region which has been in operation since 2013.

The service has continued to focus on parental alcohol and/or substance misuse, as required by previous guidance. However, the Social Services and Well-being (Wales) Act 2014 allows for the criteria for a service from Integrated Family Support Service to be extended to include families where there is domestic violence and/or mental health issues. The existing referral criteria will be maintained (i.e. alcohol or drug dependent parents, or prospective parents of children at risk or in higher level need) until a more comprehensive review is undertaken to consider the benefits of additional referral criteria.

Performance outcomes for the service in 2018/19 include:

- 🌈 126 family referrals (the Welsh Government target for Western Bay is 100).
- 🌈 32 children/young people either closed to statutory services or their tier of need reduced.
- 🌈 Of the referrals received, the main substance misuse issue was again alcohol abuse.
- 🌈 A total of 237 health and social care sector staff have participated in a series of Integrated Family Support Service training modules.

Welsh Community Care Information System (WCCIS)

The Welsh Community Care Information System (WCCIS) is a single information platform that supports the integrated delivery of innovative, person-centred community health and social care. It will allow local authorities and community health services to share care records and optimise services for citizens across Wales, as required by the Social Services and Well-being (Wales) Act 2014.



Welsh Community Care Information System

The implementation of WCCIS across the Western Bay region has made positive progress during 2018/19. The Western Bay Regional WCCIS Team have been supporting individual

organisations to advance their intentions to adopt and replace existing case management systems, whilst also highlighting opportunities for service improvement/redesign and process streamlining. This has included contractual requirements scoping and guidance, configuration and data migration support and engagement with service managers and end-users to ensure that the implementation is service led.

The work in which the Western Bay Regional WCCIS Team have been involved has been of national interest and importance, with many of the lessons learnt informing significant system improvements, which have been agreed nationally and taken forward by CareWorks, the system supplier. The team have been engaged in a number of demonstrations and presentations both within the region and further afield, and most notably held a workshop on the learning from implementing WCCIS within an integrated health and social care team at the 2018 National Social Care Conference.

Bridgend County Borough Council (Bridgend CBC) were the first organisation in Wales to adopt and implement WCCIS, going live in April 2016. Throughout 2018/19 the authority has been focussed on improving the end-user experience, managed largely through internal WCCIS development meetings, with support provided from the regional team as and when required. One of the key milestones for the authority in this fiscal year was the configuration of the system to manage foster care payments, which went live at the beginning of February, following an intensive period of testing.

The regional team continued to support Bridgend CBC with the ongoing implementation of WCCIS within its integrated health and social care Community Resource Team (CRT), which provides a short-term intervention and re-enabling service. The implementation received support from the Welsh Informatics Assurance Board (WIAB) to include a wider cohort of health staff to enable further proof of concept and development work to be rolled-out within the service. There has been a wealth of learning emerging from this implementation work, which continues to form the basis of evaluation of system functionality within an integrated team.

One of the most important lessons to emerge from the 'proof of concept' piece of work in the CRT has been the invaluable contribution made by front line staff, who have been at the forefront of informing and driving improvements in terms of the system, processes and practice. Despite boundary changes meaning that Bridgend CBC will no longer form part of the region beyond 31st March 2019, the regional team will continue to offer practical support and advice to the local Bridgend CBC teams. This will allow shared learning to inform best practice in a number of areas, which will ultimately be of benefit to future implementations within the region, and more widely across Wales.

The WCCIS mobile application (i.e. a 'mobile-friendly', condensed version of the full system) is due to be available for national user testing in the early part of

2019/20, and Bridgend Social Services will contribute to a small, controlled pilot alongside health staff based in the CRT. The eventual rollout of the mobile app will provide advantages for community-based staff across Wales, providing access to caseloads and associated information/forms remotely in the community via handheld devices, and increase the benefits being realised under the ongoing implementation of the system across integrated teams.

Swansea Council are well into their implementation phase, having signed a Deployment Order (DO) in October 2018, with a view to launching WCCIS at the end of February 2020. The regional team are heavily involved with supporting Swansea's implementation, offering experience and expertise, which will benefit and potentially streamline the process of implementation for the authority. Officers from relevant services (both social care and health) have been engaging with the project to map out processes and review documentation in readiness for the system to be best configured. Process redesign is being actively encouraged as recurring themes emerge from various workshops. In particular, the service is aiming towards better consistency of practice with the introduction of the new system, which will be of benefit not only to system users and managers, but essentially to citizens who are receiving assessments or services from the authority.

WCCIS 'champions' have been identified within Swansea Council and regularly meet to share advice and recommendations, whilst also receiving practical insight into and hands-on experience of the system. This affords the project team invaluable insight into the workforce's requirements and any challenges that may need to be overcome to support a seamless transition from one system to another. With this in mind, a robust training strategy is being developed to ensure all staff receive the necessary support during the change, with drop-in and hands-on sessions planned in the early part of 2019/20, complemented by a whole-service training programme, covering fundamentals and specialist use, to be rolled out as close to the go-live date as is practicably possible. The Regional Team are assisting to ensure that the training strategy ties in with nationally available resources and learning, and is intended to set the scene for future training requirements as other organisations from within the region adopt and implement WCCIS.

The WCCIS outline business case for ABMU Health Board was approved in November 2018, which allows the project to move forward into the next phase, whereby a full business case and draft DO are to be prepared. It is anticipated that this will be taken forward for review towards the latter end of the 2019 calendar year. Readiness activities and engagement work to develop a service led plan is well underway across the health board, which will support relevant teams to work on an integrated basis. ABMU are keen to review available opportunities in order to accelerate their implementation wherever possible, and scoping work is planned with relevant groups of staff for the early part of 2019/20 to consider the feasibility of such opportunities. This is being supported by the regional team and NHS Wales Informatics Service (NWIS), who have programme management

responsibility for WCCIS nationally.

In terms of resources, ABMU have been recruiting to posts to ensure a fully complemented project team is in place to support their local readiness and implementation activities. To date, the Project Manager, Business Analyst and Product Specialist have been recruited, overseen by the Informatics Programme Manager with responsibility for WCCIS. The next stage of recruitment will be focused on business change requirements, with a clinical lead, business change manager and business change representatives from individual service areas being sought.

The Western Bay Regional WCCIS Team met regularly with Neath Port Talbot County Borough Council (NPTCBC) towards the end of 2018 to analyse WCCIS functionality in comparison to their existing social care database and identify any business change that may be required to adopt the system successfully. Following completion of this review, initial findings have been fed back to the Director of Social Services and next steps are now being considered at a local level, with the regional team continuing to provide support and advice as required.

As the project moves into 2019/20, the regional priorities for the year ahead will be to continue to support Swansea's local implementation of WCCIS, whilst identifying any feasible opportunities for regional approaches, resulting in reduction of effort and achieving economies of scale. Shared resources and regional document sets are two such opportunities that are being explored. The Western Bay WCCIS Regional Team will also continue to support ABMU and NPTCBC in their readiness activities and any progression towards preparing business cases and deployment orders, as well as exploring opportunities to expedite implementations wherever feasible.

The project will also be more closely aligned to the wider digital transformation requirements of the region as it moves into the next fiscal year, with the region having realised that the two agendas are closely aligned and heavily reliant on each-other to deliver and offer full benefits to citizens. In order to support the delivery of these ambitions, the region will continue to source additional funding as it becomes available, ensuring that a joint regional approach to how this could be best utilised is agreed, whilst also ensuring this aligns to other, relevant regional transformation work-streams.

Demonstrating the Difference: A Third Sector Funding Showcase Event

On 19th March 2019, Swansea's Liberty Stadium played host to 'Demonstrating the Difference', a Third Sector showcase event intended to celebrate all that's been achieved across Swansea, Neath Port Talbot and Bridgend thanks to 'Integrated Care Fund' and 'Changing for the Better' investment.

The event, which was coordinated by Western Bay in partnership with the region's Councils for Voluntary Service, attracted delegates from a wide variety of organisations including the Statutory and Third Sectors, Welsh Government, as well citizens who use services. It provided a platform for organisations to highlight just some of the projects and initiatives that are making a real, meaningful difference to people's lives.

The programme featured a varied and exciting range of items, including:

- a video address recorded by Vaughan Gething, Minister for Health and Social Services
- presentations and digital stories outlining the good work of organisations such as Interplay, the Paul Popham Fund and the Chinese in Wales Association
- an interactive circus skills session courtesy of Circus Eruption, and
- a 'marketplace area' comprising a wide variety of information stands.



Event host Professor Andrew Davies, Vice Chair of the Western Bay Regional Partnership Board, said:

“The showcase demonstrates the absolutely central role the Third Sector has in delivering services for our local communities. It was great to see the significant impact the ICF and ‘Changing for the Better’ funds have had being brought to life via the films and presentations, and it is our hope that the event will act as a catalyst for organisations to seek further investment and build on what's already been achieved.

In the face of the continued challenging financial climate and the growing demand for care services, effective collaboration and co-production are

fundamental. Events like these go a long way in helping to establish productive regional partnerships”.

Western Bay Social Value Forum

A key action for the partnership for 2018/19 was to develop a regional Social Value Forum for Western Bay. Social Value Forums are now a requirement under the Social Services and Well Being (Wales) Act 2014, through which Welsh Government introduced a duty on local authorities and local health boards to promote the development of social value organisations in their area.

20th September 2018 saw the launch of the Western Bay Social Value Forum, with over 80 members of the community, statutory sector partners and community organisations coming together to pledge their support for the new initiative. The Welsh Government’s Minister for Children, Older People and Social Care, Huw Irranca-Davies attended the session. He said:

“I was very pleased to take part in the launch of the Western Bay Social Value Forum, which has an important role to play in supporting social value-based organisations to flourish and develop good practice. It also represents an opportunity for these valuable organisations to play a collective role in the strategic planning and delivery of social care services with statutory partners.



I believe passionately in the importance of delivering genuinely co-produced care services. I am also clear community-grown developments can be better for local people and local economies”.

The launch event highlighted examples of good practice from neighbouring organisations, and attendees were invited to register their interest in establishing a steering group to direct the forward planning of forum events.

To this end, a follow-up meeting was arranged by Bridgend Association of Voluntary Organisations (BAVO), who have been identified as the lead organisation for the coordination of the Social Value Forum.

22 people expressed an interest in being involved in a steering group and the Terms of Reference have been developed. The steering group has met four times in 2018/19 and is making great strides in terms of ensuring effective and meaningful coproduction.

A second Social Value Forum meeting was held in February 2019, which focused on Loneliness and Isolation (a theme that was identified as a key priority during the launch).

The Forum has a broad remit and is open to anyone with an interest in enhancing the health and wellbeing of citizens and building stronger, more resilient communities. Although it is in its infancy, good progress has been made in terms of establishing the vision and the practical arrangements.

Going forward, Bridgend's involvement will end as the Health Board boundary change comes into force and Neath Port Talbot CVS and Swansea CVS will work together to take the social value forum work forward.



Western Bay Social
Value Forum - Progr

Workforce

In 2018/19, the Regional Facilitation Grant from Social Care Wales part funded a post whose predominant function is to be a conduit of information across the sector. The remit being to maintain and develop partnerships in the wider social care community. Developing partnership arrangements with external organisations to ensure that the voice of the sector is heard e.g. The Regional Learning and Skills Partnership who work with businesses to understand what skills needs are required and use the information gathered from the sector to inform Welsh Government where investment in skills training is most needed. The

role also reports to SCW on emerging issues that affect the sector and contributes on several levels in developing support in terms of lobbying on the sectors behalf. Being a part of key groups to ensure the capacity to deliver services are always at the heart of the discussion

The key issues this year have been the registration requirements of domiciliary care workers the changing role of the Responsible Individual in care settings and understanding outcomes for individuals.

Registration of Domiciliary Care Workers

To register workers will be required to hold a level 2 qualification or demonstrate competency (only for those with 3 years+ service). Without the qualification the workers will not be able to work in the sector after April 2020 when registration becomes mandatory. A risk analysis was undertaken across WB to elicit readiness for registration and providers have been given support to get staff trained to the required standard through a range of training opportunities from the Local Authorities and local colleges though funded and subsidised programmes. This work is ongoing to ensure market stability prior to and following the registration deadline.

Responsible Individuals

Care services registration arrangements have changed with RISCA and the role of the responsible individuals (RI's) is now more clearly connected to the running of their establishments following re registration of premises/ services and the registration of RI's with Care Inspectorate Wales. Workshops and training to support this transition have been run in two separate tranches the second one including Local Authority Commissioning and Contracting officers, which was to understand the differences in the new regulations and to have parity of understanding and interpretation across WB. In total there were 18 RI sessions held, 6 were master classes on the regulations. This work has been key in developing a mutual understanding of the new regulations across Western Bay and further development of the regional quality framework so that all parties have an equitable understanding of their responsibilities

An overarching theme this year has been to support providers in recruiting and retaining staff, Social Care Wales having developed a new website called We Care – created to highlight careers in care building a library of material using real people to talk about their careers in care. The website also includes a landing site for people looking for care jobs and it directs them to area pages where local providers can post their details and vacancies with direct links to their websites. 15 providers in Western Bay are already connected to this site and many providers from all areas of social care have been involved in videos and sound bites for the new website.

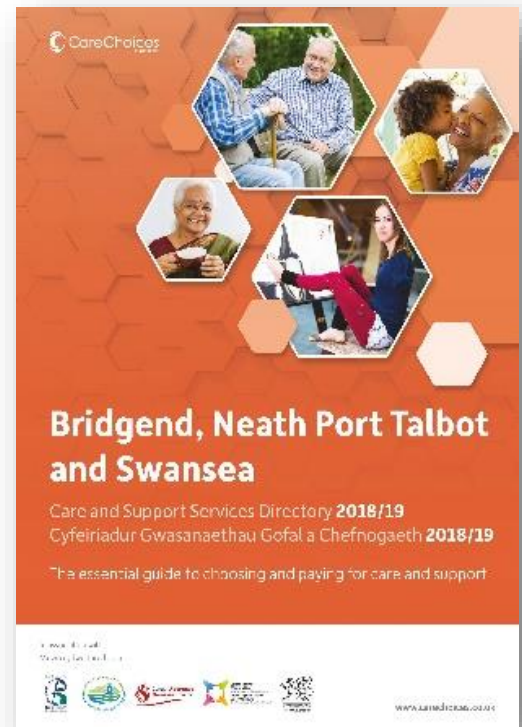
Provision of Information, Advice and Assistance (IAA)

Care Choices Directory

Care Choices' regional care directories are currently being produced for over 35 Local Authority areas across the UK. They aim to promote care services directly to the people who are looking for them, both in printed format and via an online e-book. The guides provide a comprehensive outline of care services available for citizens (both self-funders and Council clients) and professionals alike, as well as including advice on undergoing assessments and accessing support services within the community.

Western Bay is the only region in Wales to offer this publication, which comes at no cost to the Programme's partners as charges associated with production and distribution are covered by revenue generated by private advertising.

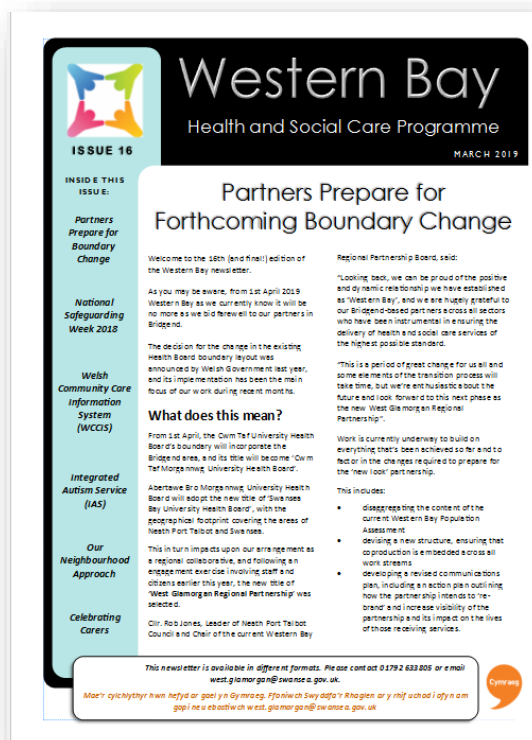
In 2018/19, thousands of printed copies were distributed to larger Council buildings and a number of satellite sites, including hospitals, Common Access Points and offices of Third Sector organisations. An electronic version is also available.



Western Bay Communications

Western Bay's dedicated Communications and Engagement Officer has delivered the following during 2018/19:

- A quarterly bilingual newsletter. The 16th and final issue under the banner of 'Western Bay' was circulated in March 2019. Downloadable copies of all Newsletters published to date are available [here](#).
- Managed the content of the Western Bay Programme's website, producing clear and concise copy describing the Programme's key areas of work, sourcing links to training resources/learning materials.
- Liaised with Communications leads, and other relevant colleagues from across the Western Bay constituent organisations, Welsh Government and other partners to promote the health and social care integration agenda and raise awareness of the work of the Programme.
- Worked with colleagues within the Western Bay team to draft submissions to the AWCIC and Municipal Journal awards. This has included gathering real life case studies and capturing the perspectives of families, care providers and staff. The Health Board boundary change has had a significant impact on Western Bay communications activities during 2018/19.
- The task of developing a Communications Plan for the new 'West Glamorgan Regional Partnership' is underway and is being undertaken in collaboration with the Western Bay Coproduction Group.



- A key action has been the rebranding of the partnership, including the design of the new logo. The image features five coloured links, which represent the Five Ways of Working



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
Glamorgan
Regional
Partnership

outlined in the Well-being of Future Generations Act (Wales) 2015, which each of the projects taken forward under the West Glamorgan Regional Partnership will need to demonstrate underpin their work.

- The content of the current Western Bay website has been updated to reflect the forthcoming changes, and plans are in place to create a new website in 2019/20.
- The Communications and Engagement Officer has also led on the disaggregation of the Bridgend data from the Western Bay Population Assessment. The aim is to launch a revised 'West Glamorgan' edition in 2019/20.

Future Priorities - Bridgend

The activities to move Bridgend County Borough Council from the former Western Bay region to the new Cwm Taf Morgannwg region has been significant prior to, and are expected to continue beyond 1st April 2019.

The planning activities that occurred in preparation for the move considered each of the services and partnership arrangements that Bridgend received as part of the Western Bay region. This process identified a small number of services and related arrangements that are essential to Bridgend residents in the short term and particularly during a period of transition. Therefore a small number of services will continue to be commissioned by Bridgend from West Glamorgan in order that the citizens of Bridgend do not experience any detriment from the change in regional arrangements. Nevertheless, these service arrangements are regarded as being temporary and therefore the need to transfer the services so that they are replaced and available in future will require some detailed planning to ensure that they transfer effectively and safely.

The change of region is expected to introduce new and different ways of working, and Bridgend will work hard to ensure that its contribution will be positive and beneficial to the creation of Cwm Taf Morgannwg. For example, there will be a need for the new Cwm Taf Morgannwg region to review its previous Area Plan and ensure that it accommodates the Bridgend priorities previously identified by the Bridgend locality population assessment.

This work will assist the new region to ensure that its priorities are appropriate and inclusive of the extended boundaries moving forward. In addition, the Cwm Taf Morgannwg Regional Partnership Board has already agreed that the citizens of Bridgend should not be disadvantaged at this time of boundary change. Consequently, it has been ensured that Bridgend receive equitable access to funding such as the Integrated Care Fund and its bid for Transformation Funding to support the continuity and development of existing and new services.

In summary, the introduction of the new regional boundary on 1st April 2019 will not mark the end of regional change, but the beginning. The change will present new opportunities and Bridgend will continue to work collaboratively as part of the new Cwm Taf Morgannwg so that it delivers the high quality services that the people of the region deserve.

Future Priorities - West Glamorgan

Review of Western Bay

During 2018/19 Western Bay undertook a review of its governance and work programme. This, alongside the challenge of Bridgend County Borough council leaving the partnership to move to Cwm Taf Morgannwg, gave the remaining partners with an opportunity to review and streamline the governance and programme of work that would form the new Partnership of West Glamorgan.

To that end, West Glamorgan now has a new vision and aims, new governance structure and new programme of work.

Vision and Aims of West Glamorgan

- We will drive transformational improvements in wellbeing, health and care for the populations we serve through better practice, better services, better technologies and better use of resources.
- We will change the way that we work with citizens away from paternalistic care to shared responsibility and co-production.
- We will secure the delivery of seamless care which will meet the outcomes that matter to the people we serve and support through integration, earlier intervention and prevention.
- We will manage our common resources collaboratively and pool resources wherever we can.
- We will have a single and simple governance structure covering Public Service Boards, the Regional Partnership Board and sub-structures for the region.

The Regional Programme exists to:

- Drive continuous improvement in wellbeing, health and care in partnership.
- Work in co-production with partners from the third sector, voluntary sector, private sector and our citizens to secure more seamless care in communities.
- Cross service boundaries to develop better, more seamless care.
- Promote a healthier region through asset-based communities.
- Make sure our agencies put people at the heart of wellbeing, health and care transformation, integration and prevention.
- Help to make sure that people live healthier and happier lives.
- Deliver the Regional Transformational Strategy and Plan.

The aims and vision of West Glamorgan can be summed up in the following strapline, which can be featured on promotional material:

“Promoting West Glamorgan’s real wealth through better well-being, health and care”

Governance

Purpose of the Regional Partnership Board

The Regional Partnership Board’s main purpose is to drive the strategic and cultural changes required to transform the regional delivery of social services in close collaboration with health. The regional agenda in health and social services and skills is part of an important wider reform agenda for public services in Wales.

Regional Partnership Boards are a legislative requirement under the Social Services and Well-being (Wales) Act 2014 (Part 9) and the Partnership Arrangements (Wales) Regulations 2015.

The purpose of the Regional Partnership Board is to provide strategic governance on a wide range of health and social care service related matters, to be supportive and assist to unblock any issues that are preventing progress on the agreed strategic priorities and the work programme.

Specifically in accordance with the Social Services and Well-being Act, the board will:

- Respond to the Population Assessment
- Implement the Regional Area and Action Plans

- Ensure sufficient resources for the partnership arrangements in accordance with its powers
- Promote the establishment of pooled funds, where appropriate
- Ensure that services and resources are used in the most effective and efficient way to transform outcomes for people in the region
- Prepare an annual report for Welsh Ministers on the extent to which the Board's objectives have been achieved
- Provide strategic leadership to ensure that information is shared and used effectively to improve the delivery of services, care and support, using technology and common systems to underpin this.

The Regional Partnership Board will, through its agreed area and action plan, prioritise specific areas. In doing this, it will recognise the priorities set out in the Act in relation to the integration of services for:

- Older people with complex needs and long term conditions, including dementia
- People with learning disabilities
- Carers, including young carers
- Integrated Family Support Services
- Children with complex needs due to disability or illness.

A simplified version of the West Glamorgan Governance Structure can be found on page 50.

West Glamorgan Citizens

Within West Glamorgan, a new engagement forum is under development whereby the Citizen Representatives involved in all the Transformation Boards, the underpinning Implementation Groups and Regional Partnership Board will bring topics of relevance for further discussion.

There will be a more inclusive role for Citizens within each of the Transformation Boards to support the Co-Production of Regional Services and the Implementation Groups underpinning these. Citizens with a vested interest in themes of the West Glamorgan Regional Partnership Board will be recruited to sit on the Transformation Boards and Implementation Groups across the programme.

West Glamorgan Work Streams

Transformation Board	Implementation Group
Adults Transformation Board	'What Matters to Me' Review of the Optimal Model for Intermediate Care Services, including Care Homes
	Development and Implementation of a Regional Hospital to Home
	Development and Implementation of a Regional Dementia Strategy
	Continuation of Commissioning for Complex Needs, including the Development of a Business Case to create a Regional Service
	Development and Implementation of the vision, priorities and delivery of the Regional Strategic Framework for Adults with Mental Health Problems through Well-being and Mental Health implementation group
Integrated Transformation Board	Implementation of the Our Neighbourhood Approach Transformation Fund Proposal
	Implementation of the Whole Systems Approach to Primary Clusters Transformation Fund Proposal
	Development of a vision for the region, including review of priorities, co-produced by carers through the Carers Partnership Board
	Development of Strategic Capital Housing Programme for 5 years
	Continuation of roll-out of WCCIS in Swansea and preparation of readiness activities for NPT and Swansea Bay University Health Board
	Development of a Regional Digital Strategy to support roll out and successful implementation of mobilisation
	Supporting citizens and carers to be involved in the Transformation Boards and Implementation subgroups as they develop, as well as be involved in co-producing other work where appropriate and shaping further public engagement.
	Development of Social Value including the continuation of the forum in line with the legislation
	Development of Social Enterprise: Further development of the business case to ensure regional focus and performance measures for part time Social Enterprise posts

Children and Young People's Transformation Board	Development of a Regional Strategy for the Safe Reduction of Looked After Children
	Continuation of the Multi Agency Placement Support Service (MAPSS) Implementation Group, including the Development of a Business Case to create a Regional Service
	Development of a Regional Strategy for the Emotional and Wellbeing of Children and Young People
	Development of a Post Adoption Support Service
	Development of Edge of Care Services
	Implementation of the Continuing Care Framework for Children with Complex Needs

West Glamorgan Governance Structure

