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West
Glamorgan
Regional
Partnership



WEST GLAMORGAN ANNUAL REPORT

2021/22

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FOREWORD

Welcome to the West Glamorgan Regional Partnership Board's annual report for 2021-22.

I'm pleased to bring you this progress update following another eventful year for our region. Balancing Covid-19 recovery efforts with the emergence of the Omicron variant was a significant challenge, but I'm proud to report that colleagues and volunteers across all organisations mobilised yet again to ensure the continuation of service delivery to the highest possible standard.

This was testament to the strength of the relationships fostered between partners over a number of years, with colleagues working across organisational boundaries to make decisions quickly and effectively in order to protect and safeguard our most vulnerable residents.

The volunteers of our region deserve a special mention, and not only those working out in the community but also our volunteer representatives who bring their insights and lived experiences to the table. Their contributions are hugely valuable and ensure we keep the person at the centre of all we do.

The pressures during winter were exacerbated by growing workforce pressures across all health and social care sectors. Development of a winter plan involved bringing a number of funding sources together in order to bolster resource and provide the greatest flexibility in offering a wide range of activities that supported all cohorts of the population.

A new regional fund was announced by Welsh Government in January 2022, and a significant amount of work was undertaken to develop investment plans for the transformation work for all nine programmes of work. The scale of partners' ambition was evident in these plans, and this collective ambition provides a strong base for delivering on our agreed priorities during 2022-23.

This past year has also seen the development of the second Population Needs Assessment, which provides a valuable insight into the overall profile, requirements and priorities of those living within our region. The aim is to continue strengthening the information gathered and to incorporate new data such as the findings of the latest Census (due to be published later this year).

Our newly revised programme of work also continues to gain real momentum, despite the ongoing obstacles rising from the pandemic. The three Transformation Boards were formally reinstated when emergency arrangements were stood down earlier in 2022, and work is underway around the detailed planning now required.

This report is just a snapshot of the tremendous work underway across the whole region. I'd like to extend my thanks to all those involved in the partnership's work for their continued support, resilience and efficiency over the past 12 months.






Emma Woollett

Chair of the West Glamorgan Regional Partnership Board







BACKGROUND AND CONTEXT

The West Glamorgan Regional Partnership is one of seven 'regional collaboratives' across Wales. Our membership comprises:

-  Swansea Bay University Health Board
-  Neath Port Talbot County Borough Council
-  Swansea Council
-  Third and independent sector partners, and
-  Members of the community and carers.

The primary purpose of the partnership is to provide a strategic mechanism for co-ordinating a programme of transformation via a suite of projects and work streams under the following priority headings:

-  Remodelling Acute Health and Community Services
Comprising:
 - Home First
 - Prevention and Community Co-ordination
 - Digital Transformation for Health and Social Care.
-  Transforming Mental Health Services
Comprising:
 - Well-being and Mental Health
 - Children and Young People's Emotional and Mental Health.
-  Transforming Complex Care
Comprising:
 - Transforming Complex Care
 - Children and Young People
 - Well-being and Learning Disability.
-  Stabilisation and Reconstruction
Comprising:
 - Carers Partnership
 - Housing Partnership
 - Prevention and Community Co-ordination (straddles both 'Remodelling Acute Health and Community Services' and 'Stabilisation and Reconstruction').

COVID-19 RESPONSE

The West Glamorgan Transformation Programme was re-instated in June of 2021 as the COVID-19 emergency arrangements were stood down. October, however, saw a sharp rise in cases of the Omicron variant which resulted in increased pressures on services and high levels of staff absenteeism. It was therefore decided that the emergency response should resume and work should concentrate on the winter and emergency pressures. An emergency/winter plan was developed, which focused on all cohorts of the population. Its main aim was to build resilience across the range of acute and community services,

including health, social care, and the third and independent sectors. A pooled fund was established to support winter/emergency plan initiatives, utilising regional funding.

Below are some practical examples of how the RPB contributed to and supported the community during the emergency:

For Carers

Engagement was undertaken with the Carers Liaison Forum and Young Carers Group to explore and improve the support available to enable carers to continue in their role through a grant for young carers to apply for funding for a service, activity or equipment to support their well-being and personal development.

The way Direct Payments were used was reviewed in order to modify the process to provide more flexible and creative support arrangements for carers.

Funding for carers was also provided to support them to continue caring through offering support for household tasks. Communication was strengthened, and a presence was established via the Carers Forum, including the attendance of senior managers/counsellors. The availability of the 'Young Carers ID Card' was also extended to adults.

For Children and Young People

There was an increase in awareness and access to services available to children and young people in the region, in order to support their psychological and emotional well-being, ensuring links with education.

Well-being support was also made available to young people via the tidyMinds website and Kooth virtual counselling service. These have been promoted on partner organisations' websites and information shared with secondary schools across the region.

tidyMinds provides links to services available for mental health and emotional well-being for young people, while Kooth provides an anonymous digital counselling and support service for 11-18 year olds. This was available throughout the Christmas period, including on Christmas Day.

Additional regional funding was approved to bolster Emotional Health and Wellbeing funding for children across the region.

A review was undertaken of children waiting the longest on the Child and Adolescent Mental Health Service (CAMHS) waiting list in order to plan bridging support via Local Authorities and the Third Sector.

Temporary funding was also secured to increase psychological interventions for children with additional needs.

For Mental Health

A procurement process was undertaken to develop a website containing information about available services for mental health and emotional well-being for adults in the region. This will be an adult version of the existing tidyMinds resource aimed at young people.

The 'Focused' sub group of the Dementia and Older Persons' Mental Health (DOPMH) project is refocussed on identifying and prioritising actions that support people with dementia and their carers and families. This includes providing more training to carers and improving access to resources for professionals.

The implementation of the Single Point of Access (SPOA) service is in progress, and delivery of the '111 press 2' access pathway has been identified as a priority. This will offer mental health support to callers on a 24 hour basis and is due to be rolled out in 2022-23.

Ongoing engagement with the third sector continues to be crucial component of the partnership's work, with a number of services such as counselling seeing an increase in referrals. Mapping of available third sector mental health support services is being updated and feedback is being sought from mental health workers on the front line (e.g. Mental Health Link Officers in GP Cluster areas) on the pressures they are facing and what ideas can be implemented to improve the population's well-being.

Learning Disability

£18k of grant funding has been awarded to third sector/voluntary organisations to support and encourage people with learning disabilities to reconnect with community groups in their areas. A day service mapping exercise has also been undertaken to understand the current community provision for people with a learning disability.

Funding has been made available to all health boards to increase the update of annual health checks. Engagement via a third sector organisation to support information sharing and promotion is also underway

A regional strategy is now in development, with a provider being commissioned to run engagement events to help shape the content.

The following projects were also delivered over the past year:

- **Leonard Cheshire Cymru scheme - Connecting Communities**
A Digital Inclusion Coordinator has supported disabled people living in specialist social care settings across the region to learn crucial skills and stay connected to their community, families, and friends throughout the pandemic. Working with Digital Community Wales to upskill staff and volunteers, and with the support of two Volunteer Coordinators, the scheme delivers digital inclusion lessons, online social activities, and reminiscence therapy.
- **Dimensions Cymru – Health and Well-being Pilot**
This project supports early intervention well-being initiatives across four Supported Living sites in Swansea. By developing resilience through well-being activities, the community is stronger and better equipped to cope with life's challenges. The pilot's main activities are focused on physical health (exercise, cooking, and healthy eating) and mental well-being (art, singing, dance, craft, and gardening). Participants find ways to reduce stress and connect with each other via creative or physically active outlets.

Complex Care

In terms of complex care, improved communication with providers has ensured coordinated and timely responses to issues. The regional web page for care homes continues to be updated with the most up to date information and guidance from Welsh Government and Public Health Wales, providing them with a useful repository of the most recent information.

Workforce

A 10% uplift for Domiciliary Care staff was implemented in 2021/22. This was backdated to 1st October 2021 and also included staff in the Supported Living Sector

Some staff have been employed by Swansea Bay University Health Board and seconded to the Local Authorities as part of a joint recruitment exercise. Efforts continue to recruit more individuals to work in the care sector.

Staff absences due to illness or having to isolate as a result of COVID-19 placed services under immense strain. The Regional Integrated Escalation Framework (RIEF) gave an overview of the position and enabled organisations to plan accordingly.

Patient Flow and Community Resilience

A pool of beds within care homes were commissioned to facilitate hospital discharges while patients awaited care at home.

A hospital in-reach model was implemented with third sector, comprising a regional offer of practical support based on needs through Age Cymru. The model was developed using existing resources with funding from the RPB. Initially this has been focused on Pathway 0 (support in the community) with potential to cross over into Pathways 1 and 2 (supporting discharge pathways). Wider service development with other agencies is being considered.

Contingency arrangements were established again this year to support ongoing care provision across the region, particularly over the Christmas/New Year period and continuing into January 2022. This included reconvening the emergency support team, developing on-call rotas, sharing rotas between partners, providing additional mental health workers, and regular contact between commissioners and providers.

REGIONAL WORK PROGRAMME OUTCOMES

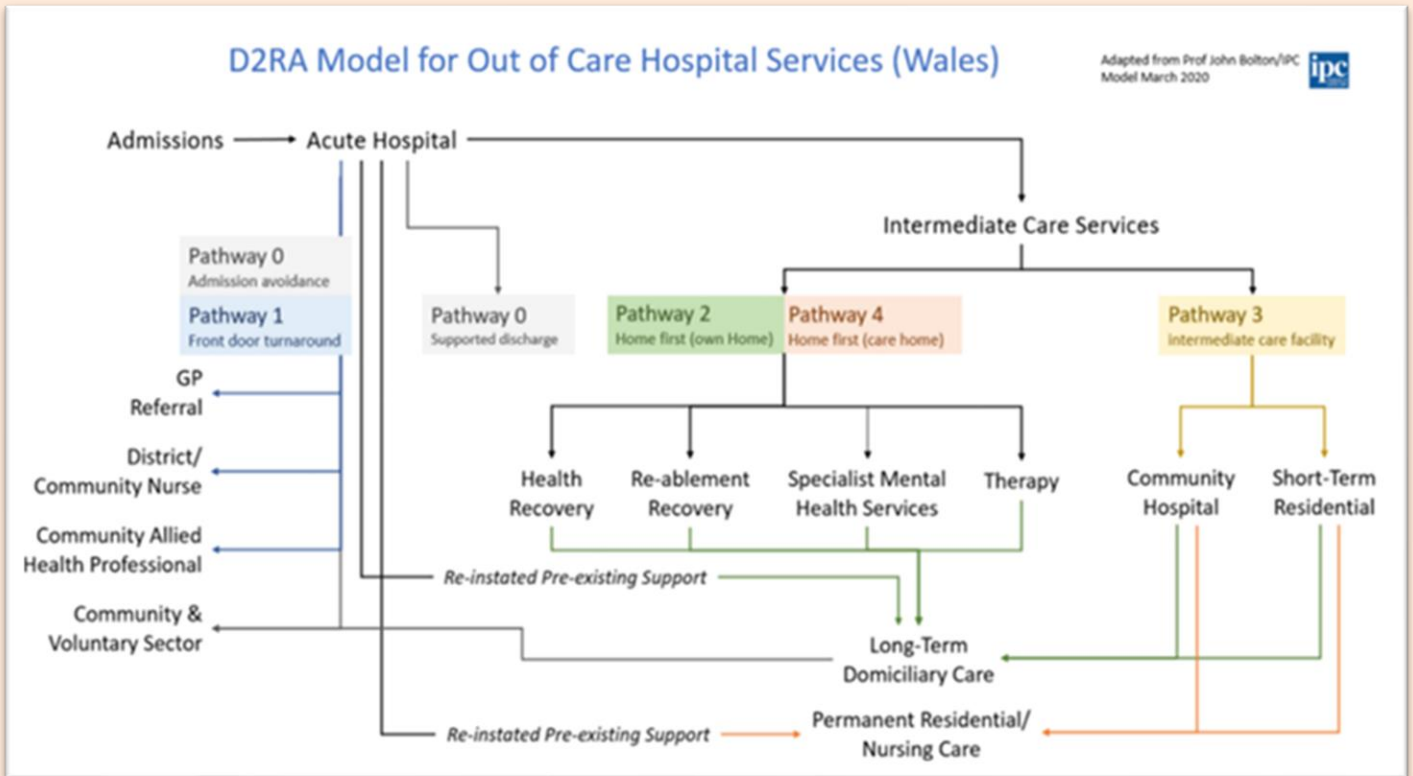
HOME FIRST

The West Glamorgan Home First Programme was established in April 2021 to support the ongoing evolution in our region from 'Hospital 2 Home' services and to drive the necessary cultural and service change and development required to support delivery of a 'true' 'Discharge to Recover and Assess' (D2RA) model, incorporating all its constituent pathways in a standardised manner across the West Glamorgan region, as aligned to national policy requirements, using a 'Home First' ethos.

This priority focuses on continuing to remodel (and shift the balance of funding between) acute health and community health/social care services. During the last

financial year, our work has focussed predominantly on maintaining safe and effective service provision to support both hospital discharge and admission avoidance, faced with significant staffing deficits and in light of changes in both patterns of demand and complexity of need. Alongside this, significant focus has also been given to the development, embedding and continued innovation of individual pathway elements although it should be noted progress in this area had been somewhat curtailed by the ongoing Covid-19 impact into late 2021.

The following diagram depicts the pathway routes (adapted from the Professor John Bolton/Institute of Public Care Model – March 2020):



Key areas of work during 2021/22 have included:

- Introduction of pathway wide “in reach” function across all pathways to support more timely discharge based on need.
- Launch and embedding of a regional Pathway 4 model.
- Development and introduction of a Patient Reported Outcome/Experience Measure Tool to aid effective qualitative evaluation of the service.
- Ongoing strengthening and wider integration across sectors of Pathway 0 (Third Sector) discharge support services to enable relevant support to be offered specifically by or enhanced by wide ranging third sector services.

PREVENTION AND COMMUNITY CO-ORDINATION

This programme involves working with (and investing in) communities, third sector organisations and volunteers in maintaining and strengthening an asset and strengths-based approach to safely supporting vulnerable individuals within their communities, without unnecessary recourse to critical/essential health and social care services.

Key achievements for 2021-22 include:

Two virtual 'Possibilities for People' engagement events were held in September and November 2021. The aim of these sessions was to reach out to our communities and representatives of the people of West Glamorgan to gather their views on what the priorities for health and social care should be at this time to support Covid-19 recovery. The events were well attended and provided a basis to understand community priorities and needs as the pandemic continued. A number of focussed projects have been or are being developed as part of targeted focus following these events. These include engagement and participation events in/for care homes and initiatives to support domiciliary care recruitment.

Following on from the Welsh Government Coronavirus Recovery Grant for Volunteering, as a partnership we were able to move to a Phase 2 of the West Glamorgan Volunteering Support project. This was made possible through a cross sector multi-agency secondment arrangement.

The main focus of this was to undertake scoping and planning for a Regional Volunteer Strategy across all partners. However, the constraints presented by Covid-19 led us to develop a more innovative approach to developing a regional strategy based on self-assessment and best practice, alongside supporting acute health and social care pressures

This work has included the production of a series of [information sheets and toolkits](#) aimed at volunteers and volunteer involving organisations. These were formally launched in the summer of 2021 and publicised widely by all regional partners. An accompanying video was also created and can be viewed by clicking on the image below.



A colourful festive volunteering campaign was also delivered in December 2021 in order to encourage people to embrace the season of goodwill and consider volunteering in the New Year.



Another element of this work has included the development of a project to support collaboration between Discovery Student Volunteering at Swansea University and care homes in our region this has involved students volunteering and providing support to a range of care homes and supporting staff and residents alike. This has included a mix of virtual, telephone and face-to-face support, dependent on the pandemic restrictions at any given time.

“ You are making a real difference to vulnerable people’s wellbeing. The residents think about your visit long after you’ve gone” Care home manager




“Seeing the joy on his face after years of being linguistically isolated was amazing. The positive impact on his day brings my own spirits up & makes talking to him on a weekly basis more enjoyable” Volunteer



Above: Some quotes from project members and twiddle mitts made by volunteers for residents with dementia to provide reassurance.

DIGITAL TRANSFORMATION FOR HEALTH AND SOCIAL CARE

Throughout the year, the Regional Partnership Board (RPB) has been looking to develop a strategic approach to digital transformation of health and social care across West Glamorgan. However, this work has been impacted and progress has been slowed for a number of reasons including:

-  Priority focus on implementation of the national Welsh Community Care Information Service (WCCIS) in the health board and local authorities;
-  Uncertainty and a lack of clarity around scope, population needs and the intended outcomes from a strategic approach;
-  Delays as a result of the COVID-19 pandemic and the associated regional emergency response (which has raised new priorities and population needs such as digital exclusion).

Through establishing new governance arrangements under the RPB, a new Digital Transformation for Health and Social Care Programme has been agreed for taking forward in 2022/23 which will begin a journey for digital transformation across the regional partnership. The broad and underpinning vision of the Digital Transformation Programme will be to collaborate across teams, programmes and organisational boundaries to create a joined-up service-led solutions that meet users' identified needs across all applicable channels.

We look at digital transformation as a key programme of change that spans across health and social care in the region. Historically, IT-enabled change has been an important part of the delivery of transformation within our partner organisations. This has included elements of regional change delivery that is IT-enabled, which can improve how we deliver our health and social care services.

Digital transformation has not – up until now – been a key priority for regional transformation in its own right, nor has it been embedded across the regional transformation programme appropriately to maximise on opportunities and benefits.

The impact of Covid-19 further highlighted the importance of enhanced digital technology to support health and social care delivery, from facilitating virtual assessments, to collection of time-critical data and deploying technology necessary to support agile working practices, all at considerable pace. Whilst the pandemic proved what we are able to achieve in an emergency, the critical nature of the response meant that the implementation was not executed with sustainability and efficiency at the forefront of thinking.

Through a focus on standardisation across the wider programme, we will arrive at better connected, more reliable data capture, which we can then analyse and translate into meaningful intelligence to develop, enhance and sustain our services moving forward.

The programme will lead on sourcing and securing technological innovations for the region, linking in with opportunities that are available, including (but not limited to) the Swansea Bay City Deal, and understanding how wider scale transformations in the arena of infrastructure can be adopted to the benefit of the West Glamorgan Region.

The key driver in promoting the digital agenda, is the positive change this will make to residents of West Glamorgan. Through the introduction and implementation of innovative technology and technology-enabled processes, we will be able to better identify and manage what matters to our population, at an individual and collective level, intuitively feeding the Population Needs Assessment to determine our future priorities.

We will collaborate and embed the principles of co-production to work with our stakeholders to ensure pro-active methods and means of two-way communication are facilitated. We will balance the needs of those who are digitally excluded, to ensure no cohort of our population is overlooked, whilst exploring opportunities to ensure those individuals are supported to access relevant technologies and digital skills.

WELSH COMMUNITY CARE INFORMATION SYSTEM (WCCIS)

In relation to WCCIS, the system was successfully implemented in Swansea Council in April 2021, with operational management provided by the WCCIS Regional Team.

In addition to this, Swansea Bay University Health Board have continued to develop their Business Case with a view to signing a Deployment Order with the system supplier, Advanced, to then progress with implementing the system across integrated community teams. Under Swansea Council's implementation, 460 Health users have already migrated across, as well as approximately 100 additional Western Bay Substance Misuse Agency users.

Following go-live, the Regional WCCIS Team continued to support Swansea Council and integrated team users to enhance their skills, knowledge and confidence in using the



system. This included robust support to teams when a platform upgrade occurred in October 2021, which led to performance and stability issues being experienced.

Continuing to support the Swansea Council WCCIS Team, the Regional WCCIS Team have worked closely with operational teams and management across social care and integrated services to refine processes and enhance management information, which has included the development of a vast suite of complex reports.

The Regional WCCIS Team have acted as a conduit between local teams and the National Programme Team, ensuring that the voice of the region has been reflected in an Independent Strategic Review undertaken by Channel 3, which was signed off nationally in February 2022. The team have continued to support the process of translating the outcomes of the review into an action plan, and will continue to do so into 2022/23.






WELL-BEING AND MENTAL HEALTH

This priority focuses improving the emotional well-being of our population by:

-  Developing a continuum of support for the population who require Mental Health and well-being services.
-  Safely supporting children and young people with emotional, Mental Health and well-being needs and other complex needs, including disabilities, to receive the support they need to live as fulfilled a life as possible with the minimum levels of intervention, and receiving integrated care in a timely manner when they do.

Mental Health is as important to the health and care needs of an individual as physical health. It can affect anybody regardless of age, gender, background or belief, and studies estimate that about 1 in 4 people experience a mental health issue every year in the UK.

This work is led by the Emotional Well-being and Mental Health (EWMH) Programme which has overseen a number of important achievements during 2021/22 across the partnership including:

-  Enhancing the Sanctuary Service provision in response to the pandemic, which now provides direct access to people at risk of mental health crisis (including the out-of-hours telephone support and face-to-face provision at the Sanctuary site in Llansamlet, Swansea);
-  Developing the Single Point of Access (SPOA) services in Swansea and Neath Port Talbot to direct people to information and access to mental health services, to provide a timely response when seeking help/advice and increase the likelihood of people being seen in the right place at the right time;
-  Approval of an Outline Business Case for developing and commissioning co-located/fit for purpose adult acute inpatient beds and provision of local Psychiatric Intensive Care Unit accommodation;
-  Developing the Sorted:Supported website which, in line with the tidyMinds service targeted at children and young people, provides an online portal for adults with advice and support to help people with their mental health;
-  Investing in third sector schemes to improve the mental health and well-being of our population, such as providing counselling services and raising awareness of mental health issues.

The EWMH Programme is now undergoing a review and working with our service providers and service users to develop a new Regional Mental Health Strategy for

The funding provides sexual violence counselling for children and young people aged 3 - 25. It has helped to reduce the waiting list and facilitates the allocation of services promptly to children and young people on referral.

The following outcomes were achieved over the past year:

- 🌈 Therapeutic counselling was delivered to 40 children and young people who have experienced sexual violence.
- 🌈 All those that engaged and completed the sessions showed improved outcome scores in many areas (i.e. interpersonal relationships / suicidal thoughts or ideation was less prevalent, reduction in self-harm / negative coping strategies and an increase in self-esteem and confidence).

Dementia

People with dementia require continuing care and support. It is most common among older people – dementia affects one in twenty over the age of 65 and one in five over the age of 80. Having a diagnosis of dementia can impact on cognitive functioning – thinking, remembering, and reasoning – as well as behaviours to such an extent that it interferes with daily life.

The National Dementia Programme is leading on the implementation of the All Wales Dementia Pathway of Standards and our region is undergoing the readiness phase of implementing this programme of work in West Glamorgan. This is an important part of the national vision for Wales to be a dementia friendly nation and there are a number of actions the RPB is delivering to make this happen:

- 🌈 Creating a single integrated regional pathway for dementia that covers from pre-diagnosis (recognition and identification) through to end-of-life;
- 🌈 Building on the Dementia Action Plan for Wales priorities and themes to deliver a transformation of dementia services in West Glamorgan;
- 🌈 Launching the Dementia-Friendly Hospital Charter in April 2022, committing hospital staff to speak to people with dementia, care partners and families about what they can expect when receiving care;
- 🌈 Co-producing our Regional Dementia Strategy to define our vision for the future of dementia services and the support we provide to people with dementia and their families and carers.

The following initiatives have received funding from the region in 2021-22:

Sporting Memories – Ospreys in the Community

- 🌈 The project brings people with dementia together to share memories, connect with people in similar situations and improve their physical and mental wellbeing through physical activity. This was done within local communities, using a proven methodology, taking advantage of existing networks, structures and facilities that are available to the Ospreys in the Community and their social value partners across West Glamorgan Regional Partnership footprint.



This project collaborated with the charity Sporting Memories. The organisation has internationally recognised tools and resources that support people with dementia through sporting conversations. They harness the collective power of sport to engage people in a conversation, and then use this initial engagement as a vehicle to encourage participants to take part in appropriate physical activity.

Sporting Memories featured on the television programme 'Scrum V' in March 2022 – the segment can be viewed on the BBC iPlayer via the following link: [BBC Two - Scrum V, The Ospreys scheme tackling dementia, depression and loneliness](#)



The following outcomes were achieved over the past year:




- 🧩 213 participants registered to the programme
- 🧩 20 volunteers were attached to the project
- 🧩 6 clubs are now running weekly across the region
- 🧩 100% of participants have identified that conversation sessions and the physical activities on offer have increased their well-being through greater social contact. Every session includes an element of physical activity, which all attendees take part in.

Red Café - Musical Memories Choir (Integrated Care Fund)

In addition to continuing to deliver two choir sessions each week, 'Musical Memories Choir on the Road' sessions have now also been introduced. This involves visiting different communities across Swansea to demonstrate the many benefits of singing, and where possible, support people to start their own regular singing groups. With funding for extra staff time and an easily portable keyboard, speaker, projector and screen set up, it is possible to bring the Musical Memories Choir experience to those who wouldn't ordinarily attend the regular sessions. A resource pack has been created and includes backing tracks, lyrics and music so that groups can keep the

singing going!

The following outcomes were achieved over the past year:





-  60 people now attending in person, and many more connect online
-  100% of people living with dementia reported feeling better than when they arrived at choir
-  Carers are better supported with resources to enable them to bring the benefits of singing to use in the home or residential care. Nearly 2000 resources have been distributed over the year to meet this aim.

Dementia Connect (Memory Assessment Funded)

This initiative aims to support people waiting to be seen by the Memory Assessment Service through an established pathway of dementia support, so that those worried about their memory and those needing guidance through the diagnosis process have the information, advice and navigation they need.





Dementia Connect is a simple, single point of access which works hand in hand with clinical care. It connects service users, including carers with vital practical support to empower them to independently manage their condition and remain active within their community. Anyone affected by dementia can be referred pre or post-diagnosis into the service by their GP, Social Services, a carer, family member, or they can refer themselves.

The following outcomes were achieved over the past year (please note the project started in July 2021):

-  96 new referrals received
-  95% of referrals were processed and allocated to a community based dementia adviser within three working days
-  90% of service users feel their needs are met or exceeded by the service
-  96% of service users felt that their dementia adviser understood and met their needs.

Dementia Pathfinder Service – (Memory Assessment Funded)

The service helps newly diagnosed patients to:

-  Develop a person centred support plan that will provide a pathway to local services that the client and their unpaid carers need to live well and independently for as long as possible, whilst delaying the need for statutory intervention
-  Have advance planning in place and adhere to it when patients lose cognitive ability (i.e. Lasting Power of Attorney)
-  Avoid unnecessary hospital/nursing home admissions and/or being 'lost in the system' following a dementia diagnosis
-  Delay the need to access statutory services by ensuring clients have a Person Centred Support Plan.

The service also aims to address the issue of late diagnosis of dementia among older people in West Glamorgan. Its new Dementia Pathfinder Service works collaboratively with local NHS services, GP surgeries, local voluntary services and older people in communities to raise awareness of dementia, memory clinics and to support timely

diagnosis.

The following outcomes were achieved over the past year (please note the project started in July 2021):

- 🌸 60 Person-Centred Dementia Support plans have been created to support individuals, the majority of which were carers of those living with dementia.
- 🌸 55 people living with dementia registered with the service and receive ongoing support as needed.
- 🌸 100% of those receiving support felt involved in decisions about their care.

🌸 CHILDREN AND YOUNG PEOPLE

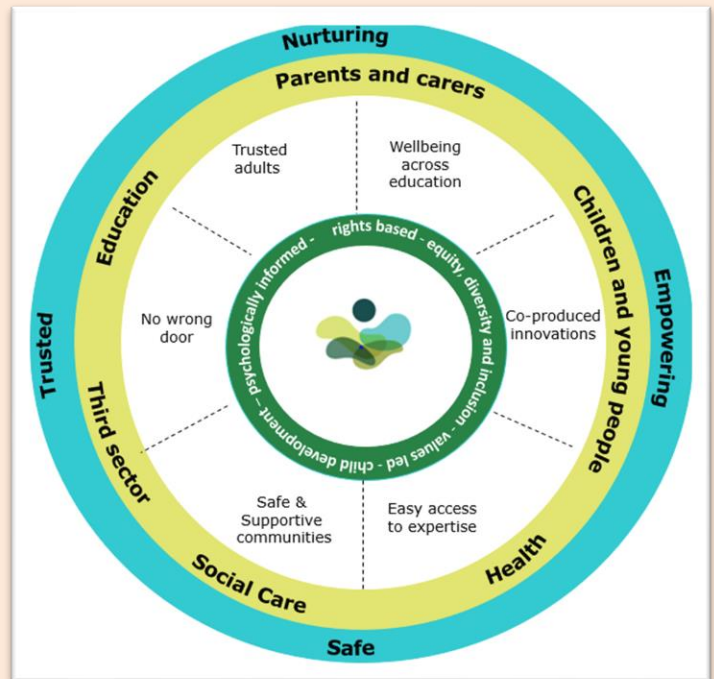
Supporting the rights and needs of our children and young people (CYP) is a key focus for the RPB, especially considering the significant impact of the pandemic on our younger population. This is a broader challenge than just health and social care, as we work with colleagues including those in education and community services to help the more vulnerable CYP in West Glamorgan.

Our regional response to transforming CYP services and support is based on the findings of the [No Wrong Door](#) report by the Children’s Commissioner for Wales, which highlights the complex system that CYP and their families must navigate in order to receive the help they require, in particular when it comes to accessing emotional and wellbeing support for CYP. The regional CYP Programme is driving a number of key priorities and activities.

NEST/NYTH Implementation

The NEST/NYTH Framework is a planning tool for mental health wellbeing and support services that help children, young people, parents, carers and families. It is based on the ‘No Wrong Door’ approach.

Our regional approach to implementing the ‘whole systems approach’ required will involve developing a regional collaborative framework so that many different services that support CYP can work better together to address their mental health needs. This includes developing digital platform/resources and co-producing our services with CYP, their families and carers.






Additional Learning Needs [ALN] Act

Welsh Government launched the Additional Learning Needs Code for Wales in September 2021. This puts new requirements on statutory services to help them meet the additional learning needs of children and young people. This will affect about one in

five children and is the catalyst for a “complete overhaul” of the existing system.

Working with partners across education services, we will explore what this means in terms of transformation to achieve the three main aims of the new system:




-  Universal, statutory “Individual Development Plans” for all CYP with ALN;
-  Better collaboration between local authorities and health boards, including a designated officer within each health board to liaise with local authorities and schools;
-  A fairer and more transparent system with greater emphasis on avoiding disagreement and resolving disputes.

Some of the services we have continued to develop during this year include the regional integration and co-ordination of the following:

Multi-Agency Placement Support Service (MAPSS)

This service provides therapeutically informed consultations and interventions for care experienced children, their carers, families and social welfare teams. The team promotes placement permanence, reparative parenting, therapeutic intervention, and also step down from residential, Independent Fostering Agency (IFA) and Looked After Child (LAC) status. The team also supports school transition, educational stability and understanding of developmentally traumatised young people's needs.

The following outcomes were achieved over the past year:

-  Number of new referrals received - 43
-  Number of New Consultations and written reports - 99
-  Number of Client Sessions (virtual and direct) – 982.




The following quote was provided by a carer who engaged with the service:

“Without support from the MAPSS worker, this placement has been on the verge of breaking down. What I have learnt from her has made me able to understand [child’s name redacted] and keep going. Every carer should have a MAPSS worker, I am sure less placements would breakdown. She is also a brilliant listener when the going gets tough”.


Working Together

This service provides support to vulnerable families with complex issues, and where there may be a possibility that a child or children could be taken into care. Support has included working directly with families referred to the service using a range of approaches from financial support to face-to-face home visits to providing resources that help families and sharing best practice / lessons learned across services.

The following outcomes were achieved over the past year:

-  Total number of children and young people receiving a service as at end of reporting period – 417
-  Total number of families receiving a service as at end of reporting period – 222
-  Number of desired outcomes achieved at end of intervention (please note there




could be more than one per family) - 371

 Number of parents who felt more able to meet their children's needs – 158.

Adoption Therapeutic Service (ATS)

This service provides therapeutic support to adopting families who require help following the adoption process. Literature and clinical expertise indicates that many adoptive parents find the task of building a secure attachment relationship with a traumatised child significantly challenging. This service provides support to the parent / family, including virtual Therapeutic Parenting sessions, adoption support groups, and development of resources and tools.





The following outcomes were achieved over the past year:

-  Pre Adoption Order Granted - 45 children received pre-placement consultations from the therapeutic service. This led to a further 232 intervention sessions involving those children
-  Post Adoption Order Granted, there were 113 consultations. This led to a further 1325 sessions, which equate to 404 direct therapy sessions
-  Post Adoption Therapy sessions for children – 404 sessions with therapists involving CYP and/or their parents. Had they been individually purchased, these therapeutic sessions would have cost around £90K.

Interplay's Wellbeing 4 Early Years – 4 - 11

The project is an early intervention and prevention project for children age 4-11 with emotional difficulties, well-being or mental health issues and those with learning disabilities, Autism and behavioural issues. Through play, the project works with children to help them combat their social anxieties and lessen the barriers that prevent access to mainstream play and social interaction. The service is also open to siblings, helping to building positive play within the family unit and the wider community.

The following outcomes were achieved over the past year:





-  108 children have accessed the service
-  22 children have received 1:1 well-being sessions, 47 have taken part in group activities
-  63 face to face play sessions delivered - 32 Swansea and 31 in NPT
-  95% of families report that their child has benefitted from the service.

Circus Development Project (for young people who are on the Edge of Care / Care Experienced)

This project delivers creative, integrated interventions to support young people on the edge of care/care experienced, to reduce the need for more intensive forms of support. It comprises of a series of circus workshops (usually alongside strategic partner organisations, e.g. Voices from Care Cymru, Family Action Support Team, participation officers from Swansea Council/NPT Council). Staff from other organisations are also trained in the use and purpose of circus so they better understand its value in order to appropriately refer. The project also focuses on recruiting and training care experienced

volunteers.

The following outcomes were achieved over the past year:

-  95 CYP and 35 families engaged on the edge of care circus workshops
-  100% of participants received appropriate advice, support and signposting
-  100% of participants reported positive self-described outcomes
-  100% of related professionals and organisations offered positive feedback or evidence of good outcomes.

TRANSFORMING COMPLEX CARE

The overall aim of the Transforming Complex Care Programme is to improve outcomes for citizens who have exceptionally complex needs by using the collective resources of social care, health and (where applicable) education.





The Transforming Complex Care Programme provides overall direction and development of key processes to reset the management of complex care cases; increasing positive citizen experiences, clarity of the administration and supervision of complex care cases, one process, policy and standard operation procedures across the region.

The programme comes together to form a cohesive implementation and delivery plan with approved timescales and to oversee the delivery into the partners across the region. It ensures high-level stakeholders and collaborative involvement in the implementation of the outcomes, actions and processes.

Developing an integrated system between three strategic partners, particularly within the current financial climate of constraint, is extremely challenging. However “new models of seamless health and social care which integrate services at the local and regional level” are seen as the key driver by the Welsh Government and align with the second of their Quadruple Aims – “Better quality and more accessible health and social care services”.

‘Seamless’ is defined within ‘A Healthier Wales’ as *“services and information which are less complex and better co-ordinated for the individual; close professional integration, joint working, and information sharing between services and providers to avoid transitions between services which create uncertainty for the individual”*.

Integration is further seen as a *“pragmatic and practical way of delivering the ‘triple integration’ of primary and specialist care, physical and mental health services and health with social care”*¹. *The King’s Fund*² has identified several strands as key in delivering *“high quality, effective, sustainable person centred integrated care”*. They include:

-  Strong shared leadership and engagement
-  A shared vision and purpose
-  Supported and empowered users
-  Sharing information systems/agreements

¹ NHS January 2019 - The NHS Five Year Forward Plan

² Kings Fund September 2018 “A year of integrated care systems”

- 🌈 Building true partnerships, with partnership agreements.

Complex Care, also known as long – term care or continuing care, is a person-centred approach to address the health and social needs of adults and children whose combinations of medical, behavioural health and social challenges result in extreme patterns of healthcare utilisation and cost.

There are a range of complex needs:

- 🌈 Chronic health conditions also termed long term conditions (including life limiting conditions)
- 🌈 Sensory impairment
- 🌈 Physical disability and associated conditions such as learning disability and / or autism
- 🌈 Display of risky, challenging and / or harmful behaviours
- 🌈 Mental ill health
- 🌈 Learning disability and/or autism
- 🌈 Context (e.g. abuse, neglect, growing up with domestic violence, growing up as a refugee/ asylum seeker).

Complex needs is defined as:

‘People needing a higher level of support with many aspects of their daily life and relying on a range of health and social care services. This may be because of illness, disability or a combination of these. Complex needs may be present from birth, or may develop after illness or injury as people get older’

NICE guidelines: Adults with complex needs: social work interventions including assessment, care management and support.

Key achievements for 2021-22 include:

- 🌈 Development of a Child to Adult Transition Policy and plan.

The aim of the policy is to build on work that has already been carried out by partners to develop one policy and plan for all services to use across the region. To support young people and their parent/carer when the time comes to transition from child to adult services. Having one process to follow aims to make it less complicated and confusing for families to follow, making the transition smoother. This is also a key aim in the Children’s Commissioner for Wales, Making Wales a No Wrong Door Nation – how are we doing? (February 22).


- 🌈 Development of a joint working protocol for health and social care for cases where joint funding applies.

Work has been undertaken to develop a joint working protocol to support teams in working together on processing packages of care where a joint response is required.


- 🌈 The ICF (Integrated Care Fund) ended on 31st March 2022, which resulted in the regional Commissioning for Complex Needs project drawing to a close. An

evaluation of the project concluded that further work is required at a strategic level to implement regional working, and partners have taken the learning from the Outcome Focused Commissioning work internally to support teams at a more local level. The Regional Brokerage for Residential Care is currently continuing but will be reviewed in the New Year.

[Click here](#) to view a digital story highlighting the positive impact of Outcome Focused Commissioning for one individual.

-  Development and implementation of the Multi-Agency Pathway for Children and Young People.

To support joint working of children and young people with complex needs, a joint process has been developed along with a monthly panel meeting.

-  Externally Commissioned Care – the work of this group has mainly been responding to the emergency and have achieved the following:
 - Continuing to maintain the care home website with up to date information and Welsh Government guidance
 - Infection, Prevention and Control Nurse supporting care homes and providing training sessions to Responsible Individuals and Registered Managers
 - Regional provider Q&A sessions with care homes, Public Health Wales, Care Inspectorate Wales and Commissioners
 - Development of proposals to support financial sustainability in the sector.

WELL-BEING AND LEARNING DISABILITY

The modernisation of Learning Disability services is a key area of work which requires a specific focus to effectively address inequalities and inequities, driving forward improved services.

To fully address this for the Learning Disability population across the region, the West Glamorgan Learning Disability Programme was established in 2021. This programme is led by the Learning Disability Programme Board, who provide a shared mechanism to develop and oversee strategic planning between statutory partners, members of the community and carers that seeks to achieve the programme's vision.

The vision for this programme is:

“Children, Young People and Adults with a Learning Disability in West Glamorgan have a sense of belonging and can participate fully within inclusive communities; they have access to additional support to imagine and reach their full potential and current barriers and inequalities experienced by people with a learning disability in West Glamorgan are replaced by an active assertion of their Human Rights.”

The first aim of the programme is to develop a co-produced, all age regional Learning Disability Strategy and associated Action Plan with a particular focus on prevention and early intervention. The strategy will outline in more detail how the needs of people with Learning Disabilities will be met over the next five years.

The planning work of the strategy has been an important achievement in 2021/2022. The Programme Board identified the following draft priorities for the strategy, in line with the Improving Lives Programme:

- 🌐 Reducing health inequalities
- 🌐 Response to recovery of COVID-19
- 🌐 Visibility in society/being an equal part of the community
- 🌐 Securing rights and entitlements
- 🌐 Physical and mental health and emotional well-being
- 🌐 Protection from abuse and neglect
- 🌐 Education, training and recreation
- 🌐 Domestic, family and personal relationships
- 🌐 Contribution made to society
- 🌐 Social and economic well-being (including participation in work)
- 🌐 Suitability of living accommodation.

The Programme Board facilitated the commissioning of Your Voice Advocacy to complete co-produced engagement events for people with Learning Disabilities. The aim of these events is to ensure people with lived experience of Learning Disabilities have the opportunity to let us know what changes are needed in line with the current vision statement to identify priorities, and to allow them to have meaningful conversations about what matters to them. Your Voice Advocacy will complete the engagement events contract in June 2022 and provide the Programme Board with data on the top priorities for people with Learning Disabilities, for the region, Swansea and Neath Port Talbot. This data will shape the Regional Learning Disability Strategy and the associated Action Plan for the next five years.

The Learning Disability Programme has overseen a number of other important achievements during 2021/2022, including:

- 🌐 **Third Sector grants** – The Programme Board approved funding for 6 Third Sector projects to re-establish community groups to re-engage people with Learning Disabilities. In preparation for the new Regional Integrated Fund (RIF) an evaluation of these projects was completed and approved by the Programme Board for further funding for 2022/2023./
- 🌐 **Population Needs Assessment** – The Learning Disability chapter for the Population Needs Assessment was written and identified as much statistical data as possible about people with Learning Disabilities. It identified there is currently limited data on this population. This has identified a data development agenda going forward to:
 - Make sure there is common understanding and consistency across the partners in the way the data is recorded and analysed
 - Carry out more analysis to plan for the needs of people with a Learning Disability living in the region.
- 🌐 **Learning Disability Business Case** - The Learning Disability Programme Business Case was drafted, proposing the following projects to be completed over the next 5 years:
 - Five Year Regional Learning Disability Strategy
 - Whole Systems Approach – Regional Learning Disability System

- Learning Disability Liaison Forum
- National Implementation and Assurance Group
- Day opportunities, further education, work and volunteering
- Reducing Health Inequalities
- Recovery from Covid – Third Sector Grants Scheme.

The Wellbeing and Learning Disability Board approved the draft business case.

CARERS PARTNERSHIP

The West Glamorgan Carers Partnership has representation from Carers, Swansea Council, Neath Port Talbot Council, Swansea Bay University Health Board, Swansea Carers Centre, Neath Port Talbot Carers Service (NPT Carers Service), West Glamorgan Regional Partnership and the County Voluntary Councils, represented by Neath Port Talbot CVS. Gaynor Richards, Director of Neath Port Talbot CVS chairs the West Glamorgan Carers Partnership Board. The Development Officer role is delivered by CVS to strengthen West Glamorgan Regional Partnership with the Third Sector.

Since April 2021 the Carers Partnership Board has completed the following work:

- Carers funding mapping** – the Carers Strategy was approved in January 2022. A key objective was to map the funding allocated to carers across the region. This will be updated intermittently and inform how the Carers Partnerships targets it’s funding to meet carers needs and avoid duplication.
- Population Needs Assessment** – we identified as much statistical data as possible about carers. Much of this was based on the 2011 Census and therefore will require updating once the 2021 Census is available. The Regional Carers Strategy provided the structure for the PNA. We met with the West Glamorgan Carers Liaison Forum and discussed each of the Carers Themes. This formed the basis of the qualitative data for the Population Needs Assessment.
- Evaluations of funded projects and development of business cases** – in preparation for the new Regional Integrated Fund (RIF) an evaluation of funded projects over the lifetime of the Integrated Care Fund was conducted. Projects with more than one year of funding were evaluated. A panel decided how projects would be aligned and funded through the RIF. The Business Cases were drafted and approved by the Carers Partnership Board.
- Legal Surgeries** – Carers said that they needed more support with advice, information and advocacy and help making informed choices. We partnered with Swansea Law School, Swansea Carers Centre and Neath Port Talbot Carers Service to run a series of legal surgeries. The areas of law covered were: Mental Capacity (4), Power of Attorney (7), Wills (5), Human Rights (2), Health and Social Care (6), Special Education Needs (1), Carers Rights (2), Best Interest Decisions (1), Parental Responsibility (1), Court of Protection (1), Social Services/Care (1).



Some clients were given solicitors details during appointments and information on how to instruct them if they wished to do so.

West Glamorgan Carers Liaison Forum

Much of the co-production and engagement with carers has taken place through the Carers Liaison Forum. The Forum has approved its co-produced terms of reference, explored how to support Carers involvement, and discussed the regional Carers strategy themes in more detail. This information contributed to the qualitative evidence for the Population Needs Assessment.



During the Carers Liaison Forum meetings, carers told us that we need to explore the strategy themes further. A proposal was drafted to allocate funding for the Forum to run some face-to-face engagement events with Carers. A planning group of Carers designed a brief and invited a number of organisations to provide quotes for running workshops.

Swansea Music Art and Digital were commissioned to facilitate a series of workshops. One virtual and four in-person events were held in Neath, Port Talbot, Gorseinon and Swansea. The information shared at the events will help form the basis of the Action Plan to implement the regional Carers strategy. A short video of the events is in production.

Comments from Carers who attended the events included:

“Words make intentions, deeds make differences”

“It feels as if it’s reinventing the wheel and there is no need to”

“I feel valued”

“I am encouraged that there is a Strategy in place to support all Carers”

“I feel listened to for the first time”

“I know that I am respected and my voice matters”

“We need get rid of the phrase ‘Means Tested’”

“Acronyms for things are not needed within the Strategy. It doesn’t make it any more understandable.”



“Parent carers are carers for life, and most care of others as well, not just their own children. We need more innovative services to support us. I am pleased to be part of the Carers Partnership Board and online working has made it more accessible for me to get involved and help influence positive change. I feel like my real-life point of view is valued in the Carers Partnership and I am excited to be involved in developing innovative ideas and help the West Glamorgan Regional Partnership to deliver more joined-up services and support for carers.”

**Quote from Jo Phillips, Swansea Parent Carer Forum
Third Sector Representative on the Carers Partnership Board**



“My experience of being involved in the Carers Liaison Forum has given me a very welcome opportunity to voice my concerns regarding the problems and difficulties that carers face, no matter the caring role or the cared for persons situation, a lot of these problems are common to all.

It was also a very welcome opportunity to meet with others in my situation. These meetings, whether online or physical built up a feeling of togetherness as well as providing a common platform to voice our concerns.

I feel the journey with the Carers Liaison Forum is now well established and has every indication of becoming a milestone in the way carers themselves are cared for and respected.”

**Quote from Frank Ramsey, Carer Representative
Co-Chair of the West Glamorgan Carers Liaison Forum**








HOUSING PARTNERSHIP

The Regional Housing Partnership (RHP) is our regional collaborative group focused on transforming the way that housing, health and social care services work together to support people with multiple ongoing unmet needs (MOUN). These are people who often need help from many different organisations and services in order to live safe, healthy and independent lives in a suitable home.

| Service category | Examples of services | Examples of Service Providers |
|--------------------------|--|--|
| Housing Needs | <ul style="list-style-type: none"> • Homelessness • Sheltered Housing • Housing adaptations • Landlord Support | Housing Associations LA Housing Officers Registered Social Landlords Care and Repair |
| Health Needs | <ul style="list-style-type: none"> • Counselling & Therapy • Pharmaceuticals • Rehabilitation • District Nursing | GPs/Primary Care Clusters Pharmacies Physiotherapists Mental Health & Learning Disabilities |
| Social Care Needs | <ul style="list-style-type: none"> • Community Support • Domiciliary Care • Equipment provision • Benefits | Social Workers Care Homes Environmental Health |
| Other Needs | <ul style="list-style-type: none"> • Substance misuse • Probation • VAWDASV • Education | Specialist Teams Third Sector organisations Police & Crime Commissioners Employment offices |

These areas have a lot of cross-over because there is a strong link when it comes to people with MOUN. Complex cases need a person-centred approach between multiple organisations in order to help the individual to live happy, healthy and independent lives. Welsh Government see the relationship between social care, the NHS, housing organisations and education as being particularly important to provide a coordinated approach to person-centred care and support.

The Regional Housing Forum (RHF) is our open forum to bring people together (covering service providers and service users) to drive forward the transformation of housing, health and social care. The forum has been running since early 2021 and below are a few of the comments from people who have attended forum meetings:

-  What I like about the forum is that it has direction which is made easy to understand;
-  The simplicity of the information provided at the forum is very welcomed;
-  The breakout rooms work really well because it gives everyone the opportunity to speak in smaller groups rather than not having the confidence to talk in big groups;
-  It is positive that this forum has involved a wide range of stakeholders, right from the start, to develop the strategy and the work beyond;
-  The inclusivity and diversity of members of the forum is welcomed and there are

more community members here than any other group I attend;

- 🌸 The forum gives people the opportunity to meet and discuss things they wouldn't normally have the chance to do.

In the coming year, we will begin work on developing a Regional Strategic Capital Plan for West Glamorgan. This is a new drive from Welsh Government for the RPB to have a key role in bringing together key partners to facilitate cross sector strategic planning in relation to capital investment for health and social care related services and facilities. This includes two new regional capital funds available from April 2022:

- 🌸 Housing with Care Fund (HCF) – four year fund with an annual allocation of £7.7m for West Glamorgan
- 🌸 Health and Social Care Integration and Rebalancing Capital Fund (IRCF) – three year national fund of £50-70m per year (open for regional applications).

Integrated Care Fund - Capital Investment

The capital fund has enabled the development of a wide range of capital schemes over the years. This has included large accommodation type schemes such as:

- 🌸 2 bespoke supported living blocks of flats in rural area of Swansea for adults with complex needs
- 🌸 Extra care scheme for people with complex needs - 5 self contained 1 bedroom flats, including communal area and parking in Neath Port Talbot
- 🌸 Residential respite home for young people in Rhossili for families who find the community based support is insufficient and needs that extra temporary support
- 🌸 Repurposing the Childrens Centre in Neath Port Talbot hospital for additional clinical areas and support for Children and Adolescent Mental Health Services (CAMHS) and provide facilities for arrange of therapies including Speech and Language and Physiotherapy.
- 🌸 During the pandemic capital funding was used to reopen Parkway Care Home to provide additional intermediate beds in order to manage the demand for additional people coming out of hospital


The capital fund also provides funding for equipment type schemes and some examples are included below:

- 🌸 Range of Care and Repair schemes including hospital discharge grant scheme and quick housing adaptation and repair solutions to support people living safely and independently in their own homes
- 🌸 Provision of more community equipment to meet the additional demand during the pandemic, such as bed hoists, walking frames, pressure care mattresses etc
- 🌸 Purchase of additional IT equipment in care homes to enable remote contact between resident and their loved ones during the pandemic and refurbishments, adaptations and equipment in order to improve safety and help facilitate outdoor visiting
- 🌸 Purchase of assistive technologies to provide personalised support at home to enable people to stay independent
- 🌸 Grant scheme administered by Council for Voluntary Services for the provision of home and office adaptations, assistive technology and IT equipment for third sector organisations to support remote working driven by the pandemic

First Choice Housing Association (FCHA) was successful in bidding for capital funding through the main capital grants process for several schemes. The properties are bespoke and are designed to meet the individual needs of tenants to enable them to live fulfilling and independent lives as valued members of the local community.



Here are two examples of ICF funded FCHA properties within our region:

 **Swansea**

This Support Living Scheme was the first FCHA project to access ICF funding. It houses three tenants with learning disabilities and is located in a semi-rural picturesque setting. Facilities include a large sunroom and partial garage conversion for sensory provisions.

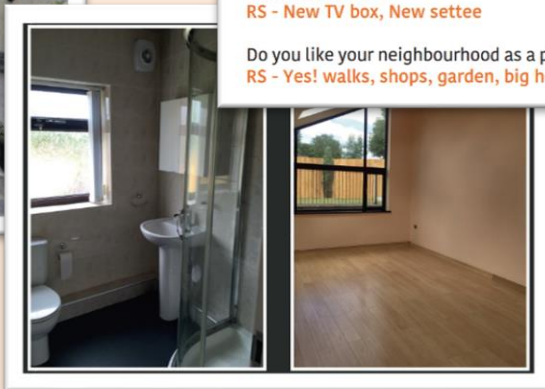


“Best things about my house are Playing music, Staff, Activities, ”

How has your life changed since moving to your new home?
RS - Happy, Good, Out in the car.

If you could change anything about your home, what would it be?
RS - New TV box, New settee

Do you like your neighbourhood as a place to live?
RS - Yes! walks, shops, garden, big house



 **Neath Port Talbot**

This is a Supported Living Scheme for tenants with learning disabilities. It is a four bedroom bungalow that currently houses three tenants and sleep in staff support. The property has two specialist bathrooms, including one specialist bath. There is level access to the ground floor and a private enclosed garden.



“I would change nothing about my home, I like it as it is ”

How has your life changed since moving to your new home?
HJ - lovely happy.

What are the 3 best things about your home?
HJ - No stairs, see my staff, my bedroom.

Do you like your neighbourhood as a place to live?
HJ - I like it around here.

Extra Care

Another example of a successful initiative is 'Geraint's House'. This is a NPT-based apartment complex funded via ICF investment.

The ethos of Extra Care is to promote independence and support individuals to achieve the outcomes and life goals that are important to them. The approach allows for more tailored and flexible packages of care based around people's specific needs and wellbeing priorities.

'Geraint's House' supports people with a mental health diagnosis, brain injury, learning disabilities and other health needs. Working closely alongside NPT commissioners, it offers a cluster of five flats with shared communal space so that the people who live there can build friendships and socialise with each other. The overall aim was to increase the range of suitable accommodation options for people waiting to move from a care home or supported living setting into their own property.



Here is just one example of a tenant's good news story:

Mathew has suffered a brain injury and has found a new lease of life in 'Geraint's House' as it has enabled him to see more of his three children.

He said:

"Previously, I would see my children once every week for around two hours, but now I live in my own flat I see them two or three times a week. I used to feel like my brain injury stopped me from being a Dad, but now I feel like I am bonding with them. My support staff have helped me build a planner of activities I can do with them and I feel much more involved in their lives. My oldest daughter told me she gets excited to see me, which has made me feel emotional and happy.

Staff at Geraint's House support me to cook food my children like to eat when they visit, but they never take over. We do everything together, which is really important for me.

Gaining more independence has been a massive change for me and has had a great impact on my life and given me a massive confidence boost in finding my way to being a Dad again!"

'Geraint's House' has quickly become a positive and welcoming environment for everyone who lives in, works at or visits the premises. The nature of the support facilitates real creativity and allows for continuous growth and learning.

As well as being encouraged to undertake household tasks, tenants are also supported to access volunteering opportunities within the community.

'Geraint's House' will continue to be a forward-thinking space, where new ideas are welcomed and tenants can be inspired and supported to enhance their skills and build on their personal wellbeing goals.

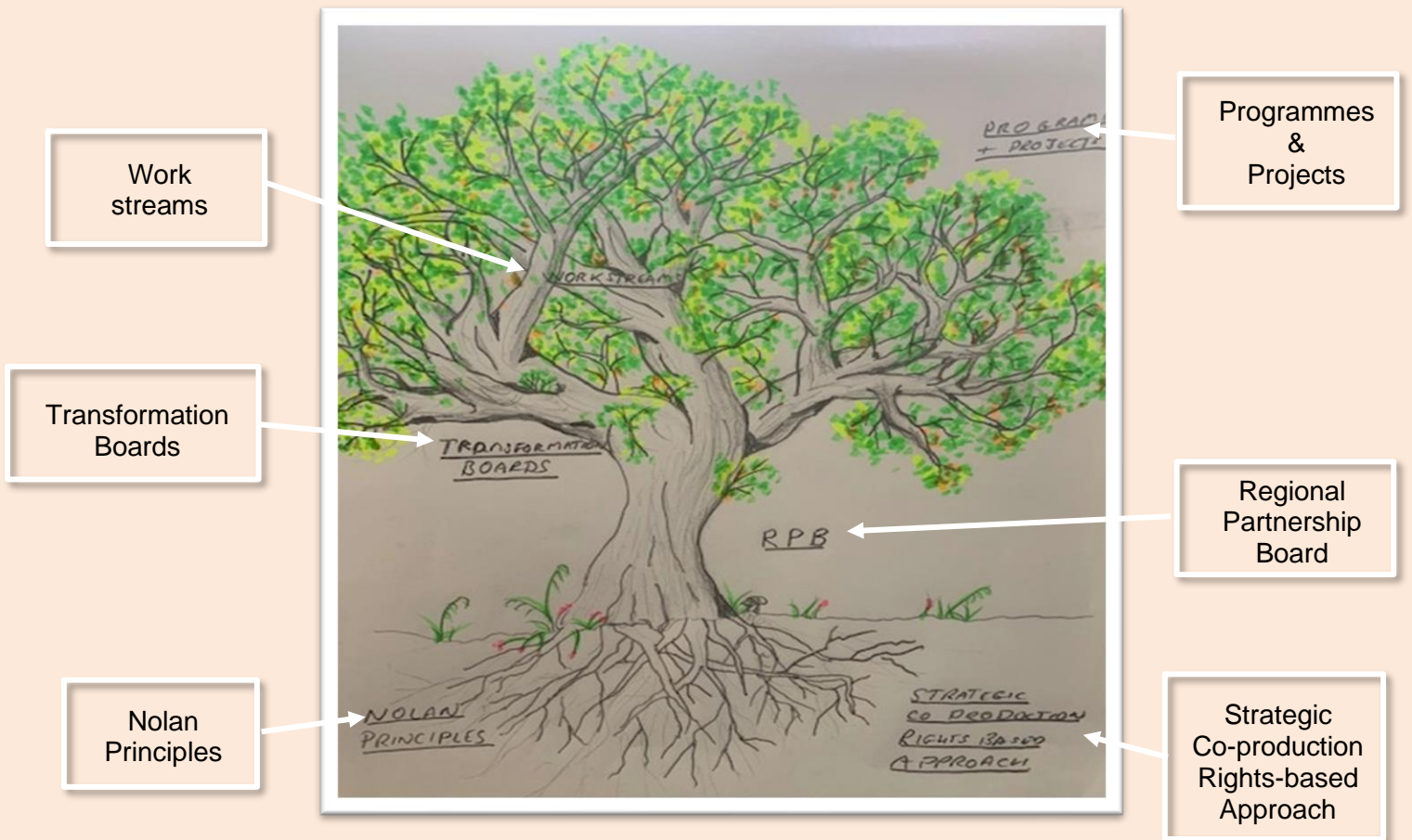
CO-PRODUCTION AND ENGAGEMENT

The West Glamorgan Regional Partnership remains committed to meaningful co-production across all work programmes. Implementation of the co-production framework produced in 2020-21 has been a focus of the partnership's work over the past year, although the emergence of the Omicron variant and the reintroduction of emergency arrangements has hindered the progress of this work to a degree.

In addition to the volunteer co-producers, the Regional Co-production Group includes members of statutory partners Swansea Council, Neath Port Talbot Council and Swansea Bay University Health Board, as well as representatives from the region's third sector organisations.

Now that the position is beginning to stabilise, the group will continue to work towards embedding co-productive practices across the partnership's programme of work.

The following image was illustrated by Kelvin Jones, the RPB's service user representative. It depicts the partnership's various components and serves as an important reminder that our work must be grounded in solid foundations of co-production, rights-based practices and [The Seven Principles of Public Life](#) (also known as the Nolan Principles):



In July of 2021, staff and volunteers were pleased to take a break from their screens and meet face-to-face for the first time in several months. Some restrictions were still in place, so the outdoor space in Singleton Park's Pop-Up site was the perfect venue for an informal gathering.



Coffee and a catch-up at Singleton Park Pop-up

Co-producers' Commentary...

The West Glamorgan Regional Co-production Group has evolved during the last 12 months, with various group members participating and representing a variety of organisations and services that fall under the Partnership. Due to the pandemic, immense online teamwork via Microsoft Teams and Zoom has been undertaken to supplement documentation. This includes the strategic charter and toolkit documents, which have been implemented with various partners, to add value to the Partnership's daily operational business activities.

Group members report there are on-going opportunities:

- 1) To enable individual service user voices and their life experiences to be heard, considered and implemented within the Partnership's daily business and planning/decision-making.
- 2) To monitor and evaluate services, and see if they are fit for purpose in meeting individual needs with transparent, trusting and communication methodologies that support the Partnership.
- 3) To enable individuals to be treated equally and valued, irrespective of whether they are a service user, paid employee, representative or volunteer within the Partnership.

Contributions for group members, that include representatives and volunteers, can add value to the Partnership in a cost effective and timely manner, and with a solution based focus and person centred approach, due to members having integrity with various professional and personal life experiences associated with the services operating within the Partnership.

The Co-production of services continues to evolve, takes time to be done properly and with appropriate monitoring and evaluation, can assist the Partnership with statutory obligations and positively assist partners in meeting aims, objectives and visions pertinent to the services operating within the Partnership region.

RPB Representative's Commentary...

"The last year, much like the previous one, has been challenging and let's be honest – tough, for staff in social services, health, the third sector and the huge number of volunteers and carers who support paid professionals.

However, over the last 12 months increased communication around the challenges has enabled people using services to be kept informed of the very difficult decision being made. We have been able to comment and challenge on these issues and highlight our concerns, which have given a different perspective on how the health crisis has affected people and how it has disproportionately affected some groups in our community.

The next 12 months are expected again to be challenging, but for different reasons. There are, however, solid relationships and a mutual respect that has been developed, which will help us in our drive to recruit, support and platform more diverse voices to co-produce work programmes through the lens of lived experience.

The support received from the West Glamorgan RPB to develop co-production values now has to be translated into action to see a real change in the way people who are affected by the decisions. It's about putting the person at the centre of decisions made, not just by attending board meetings etc., but through different media (drama, art, workshops and events).

If you are interested in being part of our journey, please do get in touch. We'd love to have your input and are always open to new ideas on how we can work together to make things better."

COMMUNICATIONS

The West Glamorgan Regional Partnership's dedicated Communications and Engagement Officer has delivered the following during 2021-22:

-  Coordinated the ongoing development of the new West Glamorgan website – www.westglamorgan.org.uk
-  Supported individual work streams with targeted communications activities.
-  Continued oversight and management of the West Glamorgan Twitter account - [@WGlamPship](https://twitter.com/WGlamPship) and the partnership's [Flickr](#) and [Vimeo](#) pages, including recording and editing new video files.
-  Collaborated with colleagues in the Councils for Voluntary Service to develop a suite of branded materials as part of the [West Glamorgan Volunteering Support](#) project.

- 🌐 Produced regular summaries of the matters discussed at the emergency Community Silver Command group meetings for dissemination among partner organisations.
- 🌐 Worked closely with communications leads from the partnership's statutory organisations, third sector, colleges and universities and South Wales Police as a member of the regional communications cell.
- 🌐 Ongoing maintenance of the dedicated web page for Care Homes, featuring all the latest Covid-19 related information and guidance.
- 🌐 Supported the development of the Population Needs Assessment and Market Stability Reports.

OUR NEIGHBOURHOOD APPROACH (ONA)

The ONA programme is a three year multiagency programme which involved a collaboration between both local authorities and the third sector County Voluntary Councils in the West Glamorgan region, with 2021/22 being year three and the final year of funding. The programme continued throughout 2021/22 working to support the transformation of care into integrated system that can respond appropriately for those who interact with it.

This was achieved through the development of partnerships between a range of organisations and people from the public, private and third sectors to deliver support, through a range of projects across the eight clusters in the region.

Covid-19 had a significant impact on ONA project activity with some projects paused or requiring refocussing to address the impact of the pandemic on our communities.

Despite the challenges the refocussing the programme was able to support community response activities, as well as a pivotal involvement in the implementation and delivery of the pandemic rapid discharge services alongside the ongoing development of the regional Home First model. This was made possible through the linkages with community assets and associated resources to underpin the community focussed element of hospital admission avoidance and supporting the timely discharge programme.

The projects delivered included:

Community Based Care and Review: With a focus on home-based care, this project was created to offer a community-based service that enables older people to remain as independent as possible for as long as possible. Activities were adjusted and scaled up to assist with the increase in demand due to the pandemic. Home-based care and review remained a priority within the area. The team therefore accelerated the planned transformation of social work roles and functions with a temporary structure that ensured review and outcome focused conversations with patients. The project provided resources and support functions critical in ensuring the right intervention at the right time to support people to remain independent for as long as possible. This included direct payment

resource, review officer roles, assistive technology resource and domiciliary care commissioning roles as well as appointing a reablement officer within sensory services for visually impaired patients.

Early Help Hubs: The aim of this project was to implement locality-based integrated hubs to provide family support services across sectors, and to support Children's Mental Health Teams linking with substance misuse services. The Early Help Hubs were redesigned in April 2020, creating a locality-based structure where workers are sourced from multiple disciplines to a hub that works on a geographical basis, rather than by age group. The pandemic had a significant impact on embedding the Hubs and co-located multiagency teams, particularly as teams were unable to use physical locations as originally planned. The increase in capacity created by this activity was used to support Child in Need of Care and Support (CINCS) cases that were being managed by Supported Care Planning. The hubs were able to begin in-person activities as Covid-19 restrictions eased.

Building Community Assets: Swansea Council for Voluntary Service (SCVS) worked with the Local Area Coordination and third sector to enhance the provision of interdependent and sustainable solutions to everyday challenges, creating connected and active communities. During 2021/ 22 specifically volunteers were recruited to support with Covid-19 vaccinations. SCVS also worked with the Health Board to coordinate transport to vaccination centres for those who were unable to get to their appointment. Preventative health and wellbeing work continued, with lifestyle and wellbeing assessments for individuals, and a focus on supporting individuals waiting for surgeries during the pandemic. There was greater emphasis on hospital discharge policy, with the team involved in the creation of Pathway 0, designed for individuals with low levels of support who needed help with tasks like meal preparation and shopping. The CVS, alongside Swansea Local Authority also supported the establishment and development of microenterprises in Swansea, linking with private independent partners.

Place Based Approach: In Neath Port Talbot during 2021/22, this aspect of the programme continued to focus on building safe and resilient communities, on cross sector basis, including early intervention and prevention, asset mapping, and community development and engagement. Transformation activities were paused due to Covid-19, but the team was able to use assets developed by the programme in the community to aid pandemic response. There was a focus on critical aspects of social care, community development, asset mapping, mapping vulnerable populations, and strengthening links with GP clusters. Resource was focussed on the Safe & Well service, which offered support to those who were isolating and in need of practical help. This involved coordinating community champions, recruiting volunteers, and linking with the third sector to respond to the community-based needs of high-risk individuals. Key activities included the collection and delivery of medication, dog walking, emotional support, and signposting to other services. Services were also adjusted to allow for continued support through lockdowns and social distancing, with the provision of virtual support. Local Area Coordinators and community support services in the Social Services Directorate were redirected to respond to the needs of vulnerable citizens known to the service.

Neath Port Talbot County Voluntary Service (CVS) Place Based Approach: The CVS aimed to provide grant funding to support local networks and organisations encouraging people help themselves and each other, as well as delivering training and

support to third sector organisations to apply for funding. This project work continued over the course of the pandemic, with a focus on ensuring the money was used to respond to supporting and building community need. Neath Port Talbot CVS also worked closely with GP clusters to develop new services. For example, a pilot service was trialled with the District Nursing team to assist with the collection of blood forms from GP practices. The project also supported key anchor organisations to adapt the services offered to support the local community in a co-ordinated way. There was also greater emphasis on Home First and the team were involved in the development and implementation of Pathway 0, providing individuals with low level support to enable them to return home from hospital.

CLUSTER WHOLE SYSTEMS APPROACH (CWSA)

Cluster Whole System Approach (CWSA)

This programme was designed to increase local focus on self-care and prevention, the integration of health and social care systems, and the delivery of care closer to home and align with the Primary Care Model for Wales. The CWSA programme is led by the Swansea Bay University Health Board in West Glamorgan. Over the course of delivery projects within CWSA were rolled out across all eight clusters in West Glamorgan in a phased approach with 2021/22 being the final year of three.

During 2021/ 22 due to Covid-19 disruptions, the delivery of projects has been challenging with many projects commenced but then paused or readjusted and some only recommencing in the second half of 2021/2022.

Projects undertaken include:

Social referral: This project involved each cluster being allocated budget to assess the opportunity to develop a social referral and/or community engagement model. Feasibility studies were commissioned through Community and Voluntary Service (CVS), and as a result for example, a community interest company was established in Cwmtawe prior to Covid-19 disruptions and remains active and commissioning services on behalf of the population.

Multidisciplinary Team (MDT): Through this project, GP practices were able to develop and trial the appointment of multidisciplinary teams. The project was scaled up due to Covid-19 with fifteen MDTs being recruited. Due to the varying demands and demographics of the clusters, practices were given the freedom to deploy the MDT resource on an individual basis, adapted to their patient needs. Recruitment included physician associates, pharmacists, care navigators, and nurse practitioners.

Audiology: This service was designed to improve the accessibility and demand management for audiology services by establishing a central cohort of professionals based at a community-based location, shared by the Cluster. It allows the triaging of patients to the service and improves the efficiency of the audiology service through onward referral to appropriate resource. The service covers hearing assessments and advice, tinnitus assessment and counselling, hearing conservation advice, ear care and wax removal.

Echocardiogram: Due to high demand, the local wait for a standard echocardiogram was eight weeks, frequently delaying diagnosis and management of patient conditions. This project was designed to provide a community echocardiography at a local accredited centre within primary care, moving the service from a hospital-based setting to a community location. This project commenced in Quarter 2 of 2021/22, based on proposals from Swansea University based on a range of measures including Patient Reported Outcome Measures (PROMS), Patient Reported Experience Measures (PREMS) and the effectiveness of Point of Care Ultrasound as an alternative to full echo screening.

Virtual Wards: The Virtual Ward was designed to create a multidisciplinary team and associated review forum to provide advice and care to vulnerable and complex patients in the community. This allows patients to be treated at home, preventing hospital attendance and expediting early discharge where possible. The project commenced in four clusters in 2021/22. Staff have been recruited, hubs established, and the project continues to progress. Additional funding was provided by the Health Board during 2021/22 and the project was extended in scope and scale as part of a wider Home First strategy.

Sexual Health: To limit the number of patients attending sexual health clinics in hospitals, the team introduced a mobile service that visits different areas locally. This aimed to bring sexual health services closer to the community and provide outreach to vulnerable people. The team delivers contraceptive pills, administers contraceptive injections, STI treatments, and medication for termination of pregnancy. Due to limitations during the pandemic further outreach projects were developed with staff visiting colleges to provide advice to students and IT systems upgraded to digitalise records and allow patients to book appointments online.

Speech and Language: The project was designed to increase the knowledge and skills of parents/ carers and professional teams about speech, language and communication development, ensuring early identification and treatment for children. The initiative was operational in all eight clusters, but was significantly affected by Covid-19 restrictions, moving to a digital platform in response to restrictions with a reduced number of appointments. Funds for 2021/22 were used to attempt to address delays due to reduced appointments by recruiting resources on fixed-term contracts.

Overall, many CWSA project activities were slowed in 2021/22 due to Covid-19, and some were adjusted or scaled to support the pandemic response. Examples of this shift in focus towards Covid-19 activities include the MDT model, a revised phlebotomy service, and the adoption of askmyGP digital triage and consultation system.

THIRD SECTOR

Commentary from the region's Councils for Voluntary Service

The third sector continued to support the Regional Partnership Board (RPB) in responding to the pandemic, providing emotional and practical support to individuals in the community.

The third sector provided support with the vaccination roll-out, ensuring that under-served groups and population groups with a low uptake had equal access to vaccination. They also helped to address the disproportionate impact that Covid-19 has had on key groups such as those from minority ethnic backgrounds, people with disabilities, people who live in poverty and those with vaccine hesitancy.

The sector helped to identify specific barriers that individuals had, such as getting to vaccination centres, and was able to quickly develop a transport service to ensure these barriers could be addressed.

Emergency planning took place over the winter months in anticipation of the disruption the Omicron variant could cause to health and social care services. A call out was made to third sector organisations to identify staff who could be redeployed into front line roles should there be staff shortages.

Facilitation of the Home First community discharge pathway continued with individuals being referred to third sector organisations for support as they were discharged from hospital.

Citizens and service users continued to be involved in the RPB, helping to coproduce services and ensure people's voices are listened to. In addition, the Carers Liaison Forum was set up to ensure Carers are listened to and opportunities developed for individuals to represent the voices of carers within the RPB.

The Building Resilient Communities Group facilitated opportunities for community members to come together which provided solutions to supporting community needs and challenges. This helped to shape the focus areas of the group going forward and to establish a more consistent approach to supporting communities through Our Neighbourhood Approach.

Following on from the Volunteer Recovery fund, the regional volunteer project has engaged with care homes across the region, providing volunteer and third sector support.

Grants were made available to the third sector for organisations and community groups to identify services that support the RPB's priorities and improve the health and wellbeing of the population across the region.

The sector continued to be involved in the RPB's work streams, including mental health, children and young people, learning disability and social value.

INTEGRATED AUTISM SERVICE (IAS)

Western Bay Integrated Autism Service consists of a small team of highly skilled professionals and support staff from health and social care backgrounds. The service covers Swansea, Neath Port Talbot and Bridgend and was launched in 2019.

The service's philosophy centres on working in partnership with autistic individuals; with all sectors and with the wider public to promote understanding around autism and acceptance of difference. Its aim is that through awareness raising and training, environmental barriers will be removed so that autistic individuals can achieve their potential in life.



Western Bay Integrated Autism Service has an open referral system, which means people can self-refer for an assessment of autism or support and therefore do not need to access a medical professional beforehand. Referrals are also accepted from professionals and others. Whilst there is a significant waiting list for diagnostic assessment, the IAS is able to expedite some cases depending on individual circumstances.

Excellent partnership relationships with many sectors across West Glamorgan and parts of Cwm Taf continue to be fostered. Services include Department of Work and Pensions, Swansea University, Parc Prison, Local Area Coordinators, ASDES (Autistic Spectrum Disorder Employment Support) and a range of services across Swansea Bay University Health Board, including Children and Adult Social Care and third sector organisations.

Over the last year, the service has delivered:

- Virtual advice hubs on a weekly basis where people are offered a 30 minute appointment with skilled support workers to discuss autism related queries. These sessions are available to anyone within the region and do not require a referral.
- The IAS has listened and responded to service user feedback and reviewed and improved the Post Diagnostic Support Course. Over the course of 5 virtual sessions, people are supported to understand their autism diagnosis and what it means for them.
- Themed Forums for autistic adults have been introduced and facilitated by members of the IAS. The Forums are held monthly and have covered topics including: Interoception, Executive Functioning, Communication, Masking and the Female Presentation. There have also been guest speakers from ASDES, The National Autism Society and Autism Wellbeing.
- Bespoke assessments to identify autism support needs have been conducted.
- Individualised one to one support packages have been designed and followed.
- A Parent Carers Partners and Siblings of Autistic Adults Forum is in the process of being developed. The IAS is keen to include and hear from supporters of autistic adults in Western Bay.
- Virtual and face to face diagnostic assessments are provided.
- Joint diagnostic assessments in order to more fully understand complex individuals. The IAS is particularly passionate to dispel the myths around autism and help professionals understand subtle autism presentations.

- 🌐 Professional consultation to other services to discuss support needs for autistic individuals in confidence.
- 🌐 A specific training package has been reviewed and delivered to teams across Adult Mental Health and Social Care services, which helps professionals to understand how they can tailor support for autistic adults who present with mental health needs.
- 🌐 Training has also been provided to Swansea Bay Health Board Health Visitors, Neath Port Talbot College, Halo Leisure, Community Mental Health Team Bridgend, newly qualified mental health nurses, and Perinatal Response and Management Service staff.

Covid-19 recovery money and underspend from within the service has been utilised to help address the exceptionally long waiting list for diagnostic assessment for autism. An external agency, Healios, has been commissioned with an aim to help reduce the diagnostic waiting list.

Over the past year there has been an increased need for services and input for autistic parents. The IAS aims for better outcomes for autistic parents and strives for better understanding in services supporting them. Its role is to support the individual but also to increase knowledge and understanding of autism in wider services and communities.

RESEARCH, INNOVATION AND IMPROVEMENT HUB

To help develop the approach to better co-ordinating research, innovation and improvement, each region across Wales was given a three-year grant via the Transformation Fund to develop Regional Innovation & Improvement (RI&I) Hubs to jointly support health and social care research capacity.

The Research, Innovation & Improvement Hubs are expected to:

- 🌐 Better coordinate and align the cluttered landscape of research
- 🌐 Evidence integration, new way of workings and quality-led approaches
- 🌐 Strengthen Research, Innovation and Improvement infrastructure
- 🌐 Provide better quality and higher value Research, Innovation and Improvement.

Each Hub is expected to do this by:

- 🌐 Providing a comprehensive and current overview of all R,I&I activity across the RPB area
- 🌐 Developing a coherent strategic analysis of this activity
- 🌐 Ensuring that leaders, partners and stakeholders are informed and engaged
- 🌐 Working with other regional hubs as a national network, with an emphasis on driving the adoption and spread of activity
- 🌐 Working with national bodies such as the Life Sciences Hub, Health Technology Wales and 1000 Lives Improvement.

Some of the highlights for 2021-22 include:

- 🌐 Overview of research, innovation and improvement activity and aligning with regional and national priorities
 - Collaborated and co-ordinated project for the mapping and use of research, innovation and improvement assets by Swansea University for the West Glamorgan region.

- 🌐 Adopt and spread: Supporting the transformation programmes, Integrated Care Fund (ICF) and regional priorities
 - Developing robust performance framework to align to RIF funding principles including new database for improved collection of evidence.

- 🌐 Supported the programme with literature searches and advice and support with setting up on line surveys and data analysis.
 - Continued development of Regional Care Home App including infection prevention control data capture in care sector.
 - Dementia: Researched dementia activities and new ways of working.
 - Continued to refine the RIEF to improve decision making across the region to support all key stakeholders in planning for future pandemic issues.

- 🌐 Adopt and spread: improving use of evidence and working with national networks
 - Developed list of sources for research, good practice and innovation to share with partners
 - Attended national events such as the [TSA conference](#), researching new technologies for the Health and Care sector.
 - Continued to attend regular national catch-ups, worked with other leads to share plans and information and develop local and national networks.

- 🌐 Population needs assessment (PNA) and market stability reports (MSR)
 - Completed draft Population Needs Assessment.
 - Completed MSR template, test and co-ordinated with MSR providers.
 - Supporting PNA and MSR projects with data collection, analysis and literature searches.

- 🌐 Innovation
 - Working as part of a national group to develop a Social Care Hack to encourage innovation in the social care sector.