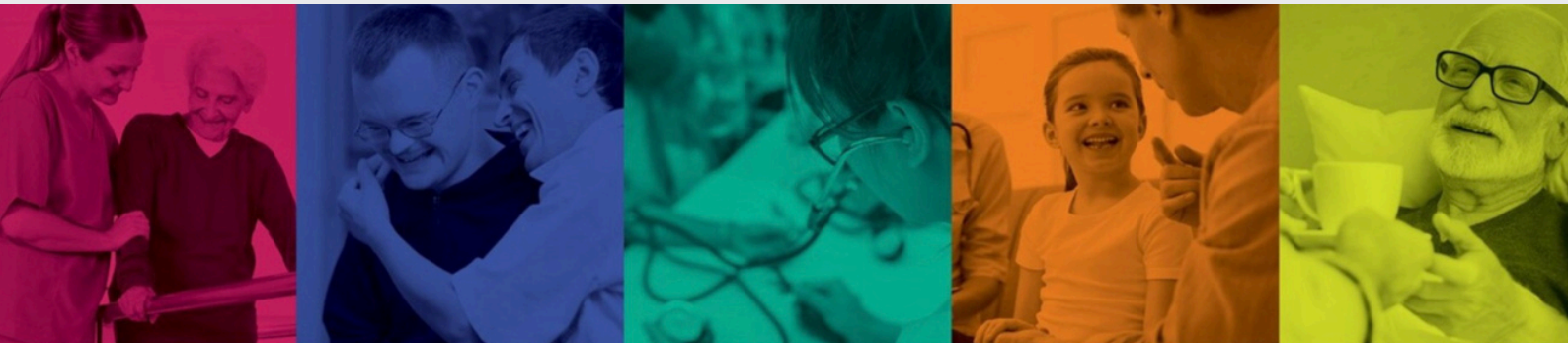




NEWSLETTER

SEPT 2025



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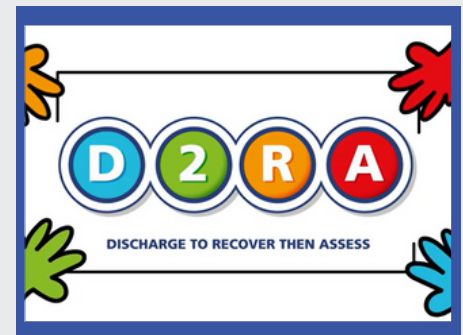
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EFFICIENCY GAINS REDUCE HOSPITAL STAYS

GAME CHANGING 'D2RA' MODEL LEADS TO IMPROVED OUTCOMES FOR HOSPITAL LEAVERS

Welcome to the latest edition of the West Glamorgan Regional Partnership Newsletter!

In this issue, we are pleased to report on the fantastic progress made in reducing unnecessary delays in hospital discharges as part of the Communities and Older People's programme.



DISCHARGE TO RECOVER THEN ASSESS

Discharge to Recover then Assess (also known as D2RA) is a hospital discharge model that focuses on getting patients home or to an appropriate setting for rehabilitation and recovery before further assessment of their longer-term needs. It uses the principle of 'Home First' and facilitates timely discharges to improve outcomes for patients and their families.

This model has been implemented across West Glamorgan and has led to a dramatic reduction in the number of delayed discharges.

Over the past six months, the number of delayed discharges has fallen from **280** to around **180** - an improvement of around 45%. Even more striking is the drop in the number of recorded 'days delayed' - from **18,000** to **9,000**.

Continued overleaf...



'D2RA' CONTINUED...

This impressive outcome is all thanks to the dedication and joint efforts of health and social care teams across our region, and we've even been commended by Welsh Government for our innovative and collaborative approach.

HOW HAS THIS BEEN ACHIEVED?

Key drivers for improvement in this area have been:

- **Strengthened Community-Based Support:** Enhanced integration with community health and social care teams have enabled more individuals to access support at home, avoiding unnecessary admissions and enabling swifter returns to independence. Initiatives such as the **Integrated Discharge Hub** and the relaunch of the **Trusted Assessor Model** have been instrumental in delivering more efficient services.
- **Improved Digital Integration:** The region has also embraced digital transformation, with new shared databases and the launch of an integrated performance scorecard accelerating the flow of information. Care professionals now benefit from immediate access to vital data, empowering them to make timely, informed decisions and deliver more responsive, joined-up care.
- **A Culture of Continuous Learning:** Weekly meetings to review Pathways of Care delays and implement solutions have helped achieve ownership, understanding and progress on an ongoing basis.

While there is still work to be done, the incredible impact we've seen over the past six months is a testament to the region's commitment to and capacity for positive change. We look forward to bringing you further updates in a future edition our Newsletter.

TEAM EFFORTS SHINE IN END-OF-YEAR PRAISE

We're proud to share that our partnership received more glowing feedback from Welsh Government for our 2024/25 end-of-year reporting earlier on in the summer.

The past year has been a busy one, with colleagues working tirelessly to capture progress through our Stories of Change and programme-specific infographics. The detailed reports demonstrate the impact of our work, as well as showcasing the voices of those with lived experience, third sector partners and unpaid carers.

Digital stories also play a pivotal role in bringing real people's experiences to life, and we've shared numerous examples in the Stories of Change. Our Communications and Engagement Team have produced dozens of videos over the past year, which are available to view online on our Vimeo channel - www.vimeo.com/westglamorgan

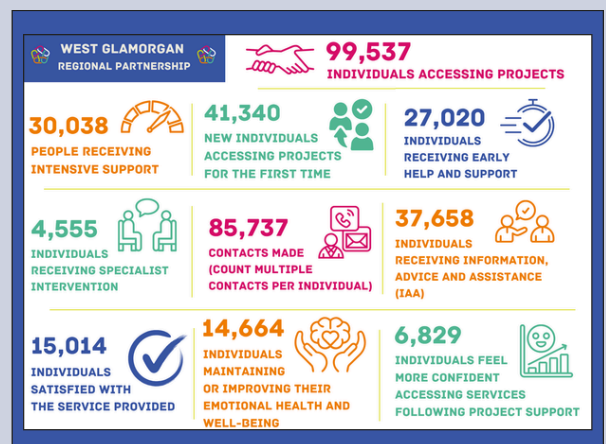
You can explore the full reports and view the infographics by clicking on the following link:

- [End of Year Reports 2024/25](#)

Our Annual Report for 2024/25 was also published recently and can be found on our website:

- [Annual Report 2024/25](#)

A huge well done to everyone who contributed - the recognition received is testament to the commitment and creativity of all involved!



One of many colourful infographics  outlining the partnership's achievements.

MEET GEORGIA – A VOLUNTEER REPRESENTATIVE

In each edition of our Newsletter, we shine a spotlight on the inspiring individuals who help shape our partnership.

This time, we're delighted to introduce Georgia Miggins, a passionate advocate and Lived Experience Volunteer Representative on our Wellbeing and Learning Disability Board.

Hi Georgia – tell us a bit about yourself...

Hello, my name is Georgia Miggins, I am 21 years old and I live in Swansea. I am a Lived Experience Volunteer Representative on the West Glamorgan Wellbeing and Learning Disability Board. I have a learning disability and I am Neurodivergent.

I am passionate about giving my lived experience and making things better for people in the region.

I was a member of the Welsh Youth Parliament where I represented Learning Disability Wales. I am also now the youngest trustee of Learning Disability Wales, and I started that role at the beginning of this year.

A 'fun fact' about me is that I have met the King and Queen Consort as part of my Youth Parliament role. In my spare time, I sing in a local choir and am currently doing my grade 5 singing exam. I also like reading and love to be creative and draw or make art. I like fashion and vintage shopping, as well as going to concerts, festivals and to the theatre.



Georgia Miggins

I like that my views are being heard and valued, and I can see the difference that I am making.

Do you enjoy what you do?

Yes, I enjoy being a volunteer for the West Glamorgan Regional Partnership. I find it a really rewarding role, trying to make things better for people with a learning disability and those who are neurodivergent. I like it because I get to meet new people, and I have an impact on developing important strategies and policies for people in my community.

I like that my views are being heard and valued, and I can see the difference that I am making.

I find it really helpful being part of the board and there is a lot of support for me to be able to participate.

What is your favourite thing about volunteering with West Glamorgan?

Everyone is nice and friendly, because of this I have the confidence to say how I feel without being judged. I know that having a learning disability means we are very often left out of important and valuable discussions and conversations that surround our needs, and we are often given minimal input and say into decisions that involve and impacts our lives and future. Having the confidence to speak during meetings is an important part of my role. I have the opportunity in this role to meet some really important people that will help make real change for people with a learning disability in the region.

It is also good to have volunteering experience for my CV. College wasn't the right environment for me, so I feel I am able to develop my skills and experience by volunteering instead. This role allows me to learn new things and I like listening to other people's views and learning from them. This will help me with job prospects in the future.

MEET GEORGIA – CONTINUED...

Is there anything you think could be done better?

More meetings in person would be beneficial for me as I prefer seeing people face-to-face. Some meeting rooms haven't been great for people's needs in the past, so that needs to be considered in the planning stages. More meetings in locations where public transport is accessible would also be great.

Sometimes it can be hard to keep up with everything – things can get quite 'wordy' in meetings. The money side of things can sometimes be confusing. But there are people in the West Glamorgan team that I can go to for help, which is good.

Other than that, we have regular meetings and the papers for the Board are in an 'easy read' format, which is really helpful.

Finally, why do you think it's important to have Volunteer Representatives on the Regional Partnership?

Because we need a diverse range of people on the Boards, sharing their views and lived experience. My lived experience of having both a learning disability and being neurodiverse means I have first-hand experience of the obstacles and barriers myself and others with a learning disability or neurodiversity face on a regular basis.

We understand the struggles that people face across the region. We have experience using the services, so it is a good opportunity to say what is working well and what isn't working so well. It is also good that West Glamorgan involves people with lived experience in their work because it shows their commitment to making real change for people.

Big thanks to Georgia for taking the time to speak to us!


If you've been inspired to get involved in the partnership's work, we'd love to hear from you!

Our contact details can be found below.

JOURNAL GLOW-UP

We're excited to share that our '**Joint Working Journal**' has been refreshed and expanded over the summer. It now includes a broader range of items to better reflect the fantastic work happening across the region, as well as featuring the usual updates on the outcomes of our monthly Steering and Advisory Boards (SABs).

We're super pleased with the feedback we've had about our new approach – it's clear the changes are landing well, and the journal is proving to be a valuable read.

If you'd like to stay in the loop and receive updates directly to your inbox, just click below to join our growing list of subscribers: 

[Join our Journal Mailing List](#)



For more information on the West Glamorgan Regional Partnership, please email west.glamorgan@swansea.gov.uk

This Newsletter is available in different formats – please contact us with details of your requirements.