



Cardiff & Vale of Glamorgan
**INTEGRATED HEALTH
& SOCIAL CARE PARTNERSHIP**

**PARTNERIAETH IECHYD
& GOFAL CYMDEITHASOL INTEGREDIG**
Caerdydd & Bro Morgannwg

CARDIFF AND THE VALE OF GLAMORGAN

REGIONAL PARTNERSHIP BOARD

Preventative Services Development Session

15th September 2017

Feedback Report



1. Introduction

The Regional Partnership Board (RPB) has identified prevention and early intervention as one of a number of priorities for focused development sessions in addition to its established pattern of formal meetings. Together, partners recognise the shared potential of improving outcomes for citizens whilst achieving significant cost savings to the public purse. A few examples of where health and well-being impacts could be minimised through prevention include:

Older People Context...

Core NHS spending now accounts for 50.3% of the WG budget, compared with 39.1% in 2009-10

Day of care audit:
UHW
 • 826 beds (50% occupied by >70's)
 • 23.6% of beds occupied by patients who no longer met acute care criteria = 182 patients or 4.8 wards
 • 48% of all over 70's in beds at UHW did not meet acute care criteria.
Llendough
 • 43.7% of beds occupied by patients who no longer met acute care criteria

Cardiff 65-84 year olds by 2035 45% ↑
Cardiff 85+ year olds by 2035 88% ↑

Carers
 In 2015, 51,466 people (16-85+) provided unpaid care. In 2025, this will increase to 57,228.

1 in 3 people over 65 will develop dementia

Overall, the percentage of unpaid carers within the population will remain at c. 13%

10 days in hospital leads to... ...the equivalent of 10 years ageing in the muscles for people over 80.

Social isolation is as bad for your health as smoking.

260 the expected number of extra nursing home beds needed in Cardiff and the VOG by 2025

Children and Younger People Context...

Looked After Children

- Average cost of £3,000 a week to accommodate a child in a residential care home, compared with the £800 cost of a fostering placement
- The total cost of looking after a child (without any additional support needs) who remains in the same authority foster placement for 20 months is around £35,000
- The total cost for a child with emotional and behavioural difficulties is more than 6 times higher, at over £215,000.
- In 2016, 195 children were looked after in the Vale of Glamorgan and 645 children were looked after in Cardiff

Adverse Childhood Experiences

Up to the age of 65 years, those with four or more ACEs were 3x more likely than those with no ACEs to be diagnosed with a chronic disease*

For specific diseases they were:

- 4x** more likely to develop Diabetes (Type 2)
- 3x** more likely to develop Heart Disease
- 3x** more likely to develop a Respiratory Disease

Levels of health service use were higher in adults who experienced more ACEs*

Over a 12 month period, compared to people with no ACEs, those with four or more ACEs were:

- 2x** more likely to have frequently visited a GP**
- 3x** more likely to have attended A&E
- 3x** more likely to have spent overnight in hospital

By 2025, 182,170 people will be aged between 0 and 25 across Cardiff and the Vale.

- In Cardiff, this means an increase from 135,350 in 2015 to 145,870 in 2025.
- Within the Vale, there is a projected decrease from 38,250 in 2015 to 36,300 in 2025.

Poverty

- By the age of 3 the educational achievement of children from disadvantaged backgrounds can already be 1yr behind that of their peers from more privileged families.
- By 15, children living in poverty are X2.5 less likely to achieve a good GCSE outcome including passing in English (or Welsh) and Mathematics

Emotional & Mental Health

- 1 in 10 children and young people have a clinically diagnosed mental disorder.
- 50% of all lifetime cases of mental illness begin by age 14

Young People not in education, employment & training (EET)

- The average cost of supporting a young person not in EET is £60,000 with £000's more in lost opportunities
- Young men not in EET are X5 times more likely than their peers to have a criminal record and X3 times more likely to have depression.
- It is estimated 58% of homeless young people are not in EET
- Cost of a homeless YP not in EET is £12,200/yr at 16-17 years old -£8,900 more than for a YP not in EET person.

Young Carers

It is estimated 1 in 12 secondary aged pupils are young carers

Increasingly, it is acknowledged that preventative services will play a crucial role in helping to manage growing demand across all services and ensure that people are accessing help when and where they need it. This Development Session enabled RPB members to hear more about some of the good work that is already taking place. They then considered how together, they might work to expand preventative services in the future as part of the Area Plan.

Part 1: What are we doing now?

a. *Ffrind I mi / Friend of mine*

**Tanya Strange, Divisional Nurse, Primary Care
 Aneurin Bevan University Health Board**

Tanya outlined the work of Ffrind I mi, a service which aims to help address social isolation. Her presentation is attached [here](#).

- **Action:** RPB members agreed to consider the potential of joining the Ffrind I mi campaign and extending the service to cover Cardiff and the Vale of Glamorgan. This will now be included within the RPB Work Plan with a first step to discuss the project with the Carers Working Group. **Lead: Programme Manager for Health, Social Care and Wellbeing.**



b. *Overview of current Preventative Services*

RPB members were joined by colleagues from across the partnership who presented an overview on the following subjects:

- Preventative Services / First Point of Contact – Cardiff region;
- Single Point of Access – Vale of Glamorgan / region-wide community health services.
- Wellbeing 4U
- Children and Young People: Information, Advice and Assistance.

Each presentation can be viewed [here](#).



Part 2 – What next? Opportunities for the Regional Partnership Board

RPB members were separated into 4 discussion groups where the following issues were raised.

Table 1: First Point of Contact

What is our vision for delivering preventative services in Cardiff and the Vale of Glamorgan over the next 1-3 years?

- Council staff and GPs meeting at local level to share knowledge.
- Include acute staff so bigger picture seen.
- Pharmacies should be tied in – a lack of compliance in following daily medication routines can be a symptom of loneliness.
- There is a need to ensure that performance of preventative services across the region is measured in the same way to facilitate effective comparison and development.
- Close to people so meaningful to the locality and little gems are known about.
- Approaches Preventative Intervention should be developed in ways that reflect local needs.
- We need to ask what people want and deliver those requirements locally.
- Post offices closing - can we explore the possibility of ‘twinning’ services for neighbouring localities?
- Carers / young carers need to be focused on and find a way to ‘sell’ the carers assessment so those who don’t want to go formal route can still access services.
- Sometimes all people need is connections and support to use them when they need them.
- Diagnosis of a health issues should trigger outreach services to minimise the need for crisis intervention.
- Care home residents still needs services.
- Health visitors for Dementia to stop as many people going into hospital.
- Message in a bottle / care package fridge magnet – both good ways of sharing information between partners in the event of an emergency – can this be developed?
- We need to find ways of addressing data protection issues – the most important thing is that we focus upon delivering services together for people!

What leadership role can the RPB play in helping embed this approach in our core organisations?

- Create alliances (dementia pathway, diagnoses total).
- Start small, locally and grow.
- Make social services and health and other talk to each other.
- One number to call for professionals and citizens.
- Locality prevention to focus on Dementia Alliance
- Just do it in relation to data sharing!!!



Table 2: Single Point of Access

What is our vision for delivering preventative services in Cardiff and the Vale of Glamorgan over the next 1-3 years?

- Know your locations, services, population and find creative solutions.
- Mixture of models depending on service delivery.
- Delivery of services need to be people based.
- Utilise technology for solution.
- User experience should be fit for purpose.
- We need to simplify the model for preventative services.
- Focus resources on getting to people.
- Joined up approach, agreement on 'Preventative Services'.
- More clarity – simple and clear terminology re. prevention.
- More visibility of the services which are already available.
- Options for pooled management structures.
- Scale up 'exemplars'.

Services available at SPOA

Health

- District Nursing (C&V)
- Podiatry Booking Service (C&V)
- Vale Community Resource Team (Vale)
- Continence Service (C&V)
- Wound Management (C&V)
- Treatment Room Booking (C&V)
- Elderly Care Assessment Service (Vale)
- Emergency Dental Line (C&V)

Social Care / Council

- Adult Service Intake & Assessment Team
- Revenues & Benefits
- Shared Regulatory Services Partnership (C&V)
- Environmental Services
- Housing & Homelessness
- Housing Adaptations
- Blue Car Badge
- Concessionary Travel Passes
- Telecare
- Electoral registration
- All other council services
- 72% First Contact Resolution

IT DOESN'T MATTER WHETHER THE CITIZEN WANTS ONE, TWO OR ALL OF THESE SERVICES – THEY CAN BE ACCESSED IN A SINGLE ENQUIRY

As a Partnership, how do we increase the overall emphasis upon prevention?

- Engage other departments (influence secondary care) to see the value of preventative care / services.
- Be clear about what prevention is.
- Budget line to preventative services.
- Commit long term funding with information re. demand to facilitate co-produced solutions.

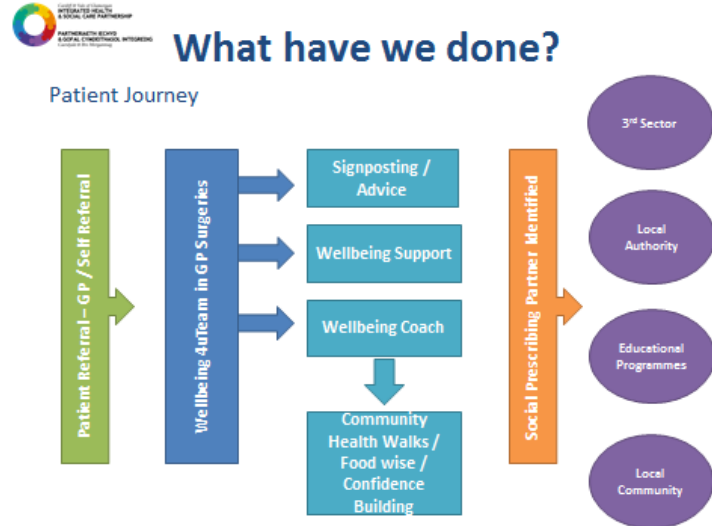
What leadership role can the RPB play in helping embed this approach in our core organisations?

- Share information.
- Use differing perspectives (secondary, preventative, user) to shape service.

Table 3: Wellbeing 4U

What is our vision for delivering preventative services in Cardiff and the Vale of Glamorgan over the next 1-3 years?

- Fundamental needs – we can do this – we just need help – empowerment!
- Social isolation and mental wellbeing is a fundamental priority.
- Information sharing is a fundamental priority e.g. sharing information on immunisations and screening between GPs and the Wellbeing 4U Team – information governance issues that need to be resolved.
- Need for wider support network to be seen as integral part of the team.
- Legal advice continues to be sought on ways to resolve information sharing issues.
- In principle it's agreed; yes – we can share! But we need a practical way to do that. We need to give people confidence at GP level that it's safe to share.
- Informed consent – how do we get it?
- New data protection issues need to be clarified and understood.
- How do we access people who are not in contact with our services?
- Is an honorary contract a way of being able to share information?
- Relevancy of the data needs to be tested.
- This needs to be a priority to resolve! Can we try to apply in this service so that we can then mould and roll it out? This has the potential to help address other needs too.



As a Partnership, how do we increase the overall emphasis upon prevention?

- Scale and impact. Need for measurement to show impact of the service on demand – only by doing this can we create more capacity!
- Collectively, the RPB needs to have a range of indicators that we're all signed up to e.g. no. of referrals / admissions.
- If we have this, then we accurately scale all preventative services to the appropriate size!

Table 4: Children and Young People

What is our vision for delivering preventative services in Cardiff and the Vale of Glamorgan over the next 1-3 years?

- Need to ensure people are aware / clear on referral processes.
- Do wider organisations / teams feel part of IAAs service?
- Face to face conversations are important to build relationships and trust.
- Are our strategies fit for purpose to meet changing demands / trends?
- Role of education – needs to be more closely involved (including schools).
- Still need to break down silos.
- We need to feedback to partners on the outcome of referrals (we need to share that 90% of referrals are not coming into social services as a result of the services we've developed).
- WCCIS could play an important part but at differing stages across Cardiff and the Vale.
- Youth carers, sexual health, Families First services – not co-ordinated cross Cardiff and the Vale – could be opportunities for greater joint working?
- Facilities – where would a disengaged young person go? – they won't go to a Local Authority building!
- How can we get more sustainability in services? (Too many short term contracts).
- Seeing increasingly complex needs in Young People – including mental health / substance misuse issues/ Challenge to be asked to provide more at less cost.
- Problem that organisations may deal with 'easiest' people as can't deliver outcomes otherwise.
- Making use of community buildings – provision of multi-agency services.
- How do we identify ideas in the community – could we use a Dragon's Den approach?
- We need to explore with Education colleagues how best we can improve engagement with young people – perhaps community hubs might be one way, or potentially via collaboration with the Third Sector?



Feedback and Next Steps

The following priorities were agreed for inclusion within the forward work plan of the Regional Partnership Board.

Key Priority	Next Step	Lead
1) Consider the potential of joining the Ffrind I mi campaign and extending the service to cover Cardiff and the Vale of Glamorgan.	This will be included within the RPB Work Plan with a first step to discuss this possibility with the Carers Working Group.	Programme Manager for Health, Social Care and Wellbeing.
2) Work to bring together the Single Point of Access and First Point of Contact	Initial work is already underway via the RPB work plan with a focus upon agreeing the overall vision for the service before establishing an implementation plan.	Operational Manager, Preventative Services, Cardiff Council / Locality Manager / Head of Adult Services, Vale of Glamorgan Council.
3) Develop solutions to allow data sharing between partners and organisational boundaries.	This will be included within the RPB Work Plan with a first step to gain a baseline position statement from PCIC in relation to work that is underway to facilitate data sharing on screening and immunisation.	Programme Manager for Health, Social Care and Wellbeing.
4) 'Prevention' needs to be defined clearly. We must identify and agree shared data measures to demonstrate the effectiveness of preventative services and ensure that they are scaled up appropriately to meet need.	Work is already underway to develop a Performance Dashboard with agreed common activity indicators. The next draft will be considered by the Strategic Leadership Group in November 2017.	Senior Partnership Analyst, IHSC.
5) Build upon the youth engagement work that is underway currently through education and community hubs. The benefit of wider discussion with Third Sector partners needs to be explored.	Consider the development of a workshop to focus on how benefits of working with the Third Sector in relation to Children and Young People might be explored.	Head of Service, Vale of Glamorgan Council / Head of Childrens Services, Cardiff Council.

The workshop ended with a reference to a Roundtable Loneliness Report which had just been announced by Jane Bryant AM. The report, which was developed in collaboration with Age Cymru is available [here](#).

Appendix 1: Attendees and Apologies

Organisation	Name	Title
Age Connects	Jeff Hawkins	Chief Executive
Aneurin Bevan UHB	Tanya Strange	Divisional Nurse, Primary Care
Cardiff Council	Cllr Susan Elsmore	Cabinet Member for Social Care and Health
	Cllr Graham Hinchey	Cabinet Member for Children and Families
	Daniel Jones	Operational Manager, Multi Agency Safeguarding Hub
	Carolyn Palmer	Operational Manager, Preventative Services
	Cllr Lynda Thorne	Cabinet Member for Housing and Communities
Cardiff 3rd Sector Council	Sheila Hendrickson-Brown	Chief Executive Officer
Cardiff and Vale UHB	Maria Battle	Chair
	Chris Darling	Programme Manager, PCIC
	Abigail Harris	Executive Director of Strategic Planning
	Judith Hill	Head of Integrated Care
	Simone Joslyn	Engagement Lead, Planning
	Anna Kuczynska	Community Director, PCIC
	Len Richards	Chief Executive
	Lynne Topham	Locality Manager, North / West Cardiff
IHSC Team	Meredith Gardiner	Programme Manager, Health, Social Care and Wellbeing.
	Alison Haden	Joint Commissioning Project Manager
	Rachel Jones	Assistant Director, Integrating Health and Social Care.
Independent	James Livingstone	Carers Representative
Llamau	Sam Austin	Deputy Chief Executive and Director of Operational Services
United Welsh	Karen Tipple	Specialist Housing and Wellbeing Lead
Vale of Glamorgan Council	Lance Carver	Director, Social Services.
	Sarah Congreave	Assistant Locality Manager
	Tony Curliss	Operational Manager for Customer Relations
	Rachel Evans	Head of Service
	Cllr Andrew Parker	Cabinet Member for Housing and Building Services
	Cllr John Thomas	Leader of the Council
	Rob Thomas	Managing Director
YMCA Cardiff	Andrew Templeton	Chief Executive
Welsh Ambulance Services NHS Trust	Darren Panniers	Head of Operations, Cardiff and the Vale of Glamorgan

Apologies:

Tony Young	Director, Social Services, Cardiff Council
Malcolm Perrett	Vice Chair, Care Forum Wales
Cllr Gordon Kemp	Cabinet Member for Social Care, Health and Leisure, Vale of Glamorgan Council



Cardiff & Vale of Glamorgan
INTEGRATED HEALTH
& SOCIAL CARE PARTNERSHIP

PARTNERIAETH IECHYD
& GOFAL CYMDEITHASOL INTEGREDIG
Caerdydd & Bro Morgannwg