
HEALTH, HOUSING & WELLBEING STATEMENT

Collaborative Trial with Welsh Ambulance Service Trust (WAST)

I am pleased to announce a collaborative trial between Telecare Cardiff and the Welsh Ambulance Service Trust (WAST). Telecare Cardiff is a 24/7 service run by City of Cardiff Council, providing a response and warden service to over 4,000 Cardiff residents.

Telecare is a system of equipment that helps vulnerable and older people to stay safe in their home. The system is made up of a number of sensors around the home, which send an alert to the emergency response service when triggered – for example, if someone falls or leaves on a gas hob. We currently provide the Telecare service for residents of Cardiff, along with an optional mobile response service. The mobile response service consists of a unique team of highly trained wardens who are able to come directly to the aid of an individual 24 hours a day, anywhere in the City. The service is classed as a preventative measure, enabling vulnerable people to stay safe and independent in their own homes.

The Welsh Ambulance Service receives a high volume of calls from patients who have fallen and need assistance to get back on their feet, but who have suffered no injury. Patients categorised as falls, but not injured, will be seen by a clinician in a timely manner, based on clinical need. Sometimes, however, this leads to delays in ambulance response, when higher priority 999 calls are categorised as having higher clinical need.

The goals of this trial are vitally important. Its main aims are to relieve pressure on the Welsh Ambulance Service, reduce waiting times for residents, reduce hospital admissions, and to enhance our prevention services / measures. As part of the trial, further partnership links have been developed with the Council's Independent Living Service, which will refer patients to an Occupational Therapist who will investigate and advise upon available prevention methods.

This trial strives to improve the experience of individuals at every stage of the falls process. At the initial emergency call, Telecare Cardiff are able to respond twice as fast as WAST, reducing levels of stress and discomfort to that individual. Telecare Cardiff refers each suitable case to Occupational Therapy, which aims to contact patients within 5 days to make an assessment for prevention measures. Thus reducing the risk of patients experiencing further falls that may lead to hospital admissions and injury. Ultimately, we believe the improvement of the entire service will lead to substantial savings for the NHS.

The trial was launched on 31st October 2016 and ensures a more efficient use of resources. Indicative spends suggest a saving for the NHS of more than £150 per referral. Therefore, the scope and potential for the trial is huge, and both

Telecare Cardiff and Welsh Ambulance Service are looking forward to reporting further positive outcomes throughout the trial period.

Frequent Flyers Project

I am pleased to update colleagues on one of the successful joint working initiatives that has been undertaken in Housing & Communities. The Homelessness Service has started working with Cardiff & Vale UHB on the frequent flyer project. This project was established to address the complex needs of the most vulnerable individuals who frequently attend the Accident & Emergency department, call the Out-of-Hours GP service, or for an ambulance.

Where an individual does not have secure accommodation, the health's ability to work with them is limited. Therefore, it is vitally important that agencies work together to achieve the best outcomes and solutions for these individuals.

The project has increased communication between key partners from Health and Homelessness Services, in addition to third sector agencies, and enabled all partners to bring their combined expertise to address the issues. This has resulted in person-centred plans that assisted vulnerable clients to access appropriate services at the right point of entry, and has led to individuals being better supported by the right agencies.

Data collected on progress so far demonstrates that this collaborative approach has achieved:

- an 84% reduction in frequent flyer contacts
- a 91% decrease in the amount of hours frequent flyers spend in A&E
- A 95% decrease in health costs for frequent flyers identified as part of this project.

These are considerable achievements and colleagues will recognise how this will reduce pressures considerably on the NHS. Ultimately, the success of the project resulted in a nomination for the award: *Working Seamlessly across Organisations* in the annual NHS awards. Not only did the project win, but it also won the overall NHS award for *Outstanding Contribution to Prudent Healthcare*.

It is an excellent example of improvements for both service users and organisations through effective joint working.

Llanishen Gets Together – as a community to support older people

I was pleased to attend the event *Llanishen Gets Together* on Saturday, 21st October. Almost forty exhibitors came to showcase great activities, groups and services available to people aged 50+ living in Llanishen and Thornhill. Over a hundred local people came and visited the various stands.

People joined in with free singing and samba drumming sessions put on by Goldies and the Vale School of Samba, helping to create a lively atmosphere. There was plenty of information and lots of fun freebies – everything from pens to jar openers and fire alarm testers. There was also the chance to sign up for the activities and groups on offer, including volunteering. Seventy percent of

those who filled in our survey told us they were going to try a new activity or group, which is fantastic!

There was a free café area, generously stocked by Starbucks, Sainsbury's and M&S, where people took the time to chat to one another over a cup of coffee and a mince pie. They also had the opportunity to enter a free prize draw to win a Sainsbury's or M&S hamper, or one of four runner-up prizes of a bag of Christmas goodies.

Those who came really enjoyed the afternoon, with almost all those who took part in our survey telling us that they thought the event was good. One resident told us, 'It's great to have so many things under one roof. I didn't know about half of these.' Another one said, 'We've been here for two hours – I thought we'd only be here for about half an hour!'

Local groups and businesses who attended also told us that they enjoyed Llanishen Gets Together. One of our exhibitors said, 'I think it was good and I think you should do it again,' and another simply described the event as 'brilliant!'

Following on from the event, the team will continue to work with local businesses, groups and public sector organisations within Llanishen to support the Alzheimer's Society's 'Dementia Friends' initiative, and to help local people access groups and activities.

Scrutiny Members' Workshop – The Role of Scrutiny after the Implementation of the Social Services and Well Being Act 2014 (SSWB)

Councillor Lent and I were pleased to join with the chairs and members of the Children and Young Peoples Scrutiny and the Community & Adult Services Scrutiny Committees at a workshop designed to look at the implications for performance measurement and accountability of the new national outcomes framework for Social Services. Members may recall that this framework follows implementation of the Social Services and Well-Being Act in April 2016.

The workshop was led by the Director of Social Services supported by the Head of Performance and Partnerships, Joe Ray, Social Services Performance Manager, Kim Brown and expert WLGA Independent Advisor, Graham Williams. The workshop provided a stimulating insight into the new Act in terms of the role of scrutiny and enabled a constructive debate in relation to the following:

- The Council's approach to performance improvement in the context of the SSWB Act / National Outcomes Framework including:
 - National wellbeing outcomes
 - Links with the Well-Being & Future Generations Act
 - Personal outcomes for citizens
 - Quality standards and how we will measure future performance
- Role of the Director of Social Services
 - Statutory responsibilities / core accountabilities
 - The approach to the Director's Annual Report

- Role of Scrutiny to support the Director whilst also holding him to account in developing strategic direction for services and securing continuous improvement

Members reflected on their role as Scrutiny members, what supports them / what barriers they face. The reliance on performance information was noted and lay members in particular commented that they found Committee pre-meetings useful.

Members also gave consideration to what might they might be able to do differently. One of the issues discussed in relation to this was the possibility of the structure of the Committees changing, so they would become a Social Services Committee. It was noted that this would require a change to the terms of reference of the Committees as it would not be feasible for them to merge and retain all their existing “non-Social Services” responsibilities. It was agreed that this would be fed into the ongoing review of Scrutiny for consideration.

Members’ Safeguarding Workshop

A similar workshop was provided for all members concerning this essential topic. Those attending were provided with an opportunity to discuss and explore the support that the members’ safeguarding protocol is designed to provide.

There was also an opportunity to hear from our newly appointed Operational Manager for Safeguarding concerning the implications of the Social Services and Well-Being Act 2014 in terms of its impact for vulnerable adults. In relation to children’s safeguarding issues, an SSIA guide to safeguarding provided a basis for exploring some of the fundamental features of national policy, and this was supported in addition by a brief insight into the new model being introduced in Children’s Services – ‘Signs of Safety’.

The role of the Corporate Safeguarding Board in promoting awareness amongst non-social services or schools staff was illustrated by a training video made for the purpose and based on real case scenarios.

Alongside Councillor Lent I hope that all members recognise the importance of attending this training when it is provided again in the first quarter of 2017-18.

Links with Public Health – Dementia

The work with our Public Health colleagues on Dementia Friendly Communities is underway and we are progressing action plans for each Neighbourhood Partnership Team to be delivered by March 2017. The ‘Good Work’ Dementia Learning and Development Framework has been developed and is currently rolling out a number of Dementia Friends sessions.

Following on from the dementia needs assessment there will be a refresh of the Dementia 3 Year Plan. There will be a full partnership approach in terms of delivery of the new Plan, it is anticipated that there will be an implementation group and sub-groups to ensure success. The Care Council for Wales Training and Development Framework will be utilised to upskill health and social care staff, and is currently undergoing a process of gap analysis for existing courses. There will be consultation with key groups, including service users and carers, as before, on the refreshed Dementia Three Year Plan. Furthermore, I will be happy to share the End of Three Year Report on the current Dementia Plan, which should include carer stories and day centre references.

Independent Member (Local Authority) to Cardiff & Vale University Health Board

I am pleased to advise colleagues that I have been invited by Vaughan Gething AM, Cabinet Secretary for Health, Well-being & Sport, to serve as an Independent Member (Local Authority) to Cardiff & Vale University Health Board.

Councillor Susan Elsmore
Cabinet Member (Health, Housing & Wellbeing)
23 November 2016