

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 3rd JULY 2019

CARDIFF & VALE OF GLAMORGAN AREA PLAN FOR CARE AND SUPPORT NEEDS 2018-23

1. Introduction

Scrutiny Members scrutinised the Area Plan and corresponding Action Plan in March 2018. This report provides a comprehensive update on the progress of the Regional Partnership Board in implementing the priorities of the Area Plan.

2. Clarity of Governance Arrangements/Structures

In March 2019, Scrutiny Members requested further clarity in terms of governance structures, particularly between the Regional Partnership Board and the Public Service Board. The minutes of both Boards are now shared routinely for information at every formal meeting. In addition, opportunities are being explored for developing further regional working between the Cardiff and Vale of Glamorgan Public Service Boards.

3. Updates/progress on the implementation of priorities that fall under the remit of this Scrutiny Committee, including those being delivered by Partners

Updates on Area Plan priority areas are provided as follows:

a. Older People Priorities

Area Plan Priorities for Older People

OP1.1: Building on the First Point of Contact and Single Point of Access services, further develop digital services along with easily accessible telephone, online and face-to-face access points for the region, for both professionals and the public.

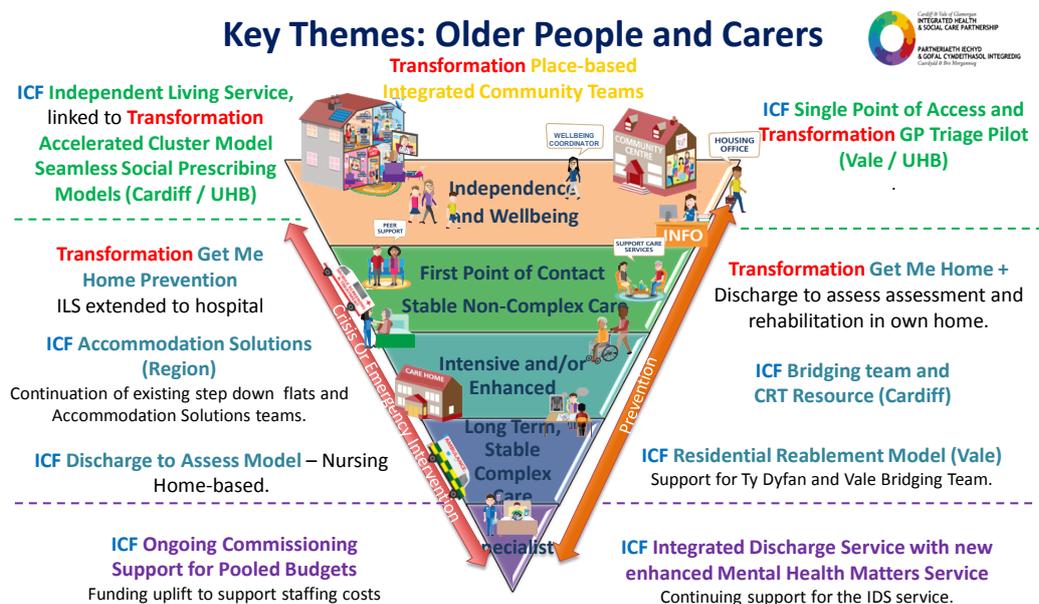
OP1.2: Develop resilient communities with local services, infrastructure and strong community networks to meet local needs where older people live .

OP1.3: Develop and provide a range of future accommodation options to meet demand and enable people to remain at home for as long as possible.

OP1.4: Develop improved assessment, diagnosis and care planning practices which are built upon genuine collaboration with older people and their carers and families, so that their plan reflects what is important to them and achieves the outcomes they seek.

Figure 1 demonstrates how investment from the Integrated Care Fund and Transformation Fund is being utilised to develop preventative practices and community-focused services for Older People across the region.

Figure 1



4,800 visits have been undertaken by Cardiff Independent Living Services to help citizens live more independently. This has contributed to **76%** of all Adult Services enquiries being addressed by ILS directly.

Transformation Funding has been used to expand this service with the ILS Get Me Home team now visiting **8** wards regularly to support discharge planning. **199** patients were supported in the first **3** months of implementation.

In the Vale of Glamorgan, **6,905** cases have been successfully resolved by a nurse-led multi-disciplinary triage team to retain people in the community or to expedite discharge from hospital. This has contributed to **79%** of all adult service enquiries being resolved without the need for further referral.

The Regional Partnership Board has also tested the effectiveness of various Discharge to Assess pathways. **200** people have received reablement and assessment following their hospital stay. 85% were then able to return home with a reduced package of care.

A Get Me Home+ model has now been established to pilot reablement and assessment in peoples own homes for people. **39** people have been supported so far, expediting **32** hospital discharges.

The region is trialling an Accelerated Cluster Model utilising Transformation Funding. This project seeks to improve population health through a joined up system of communities, third and independent sector partners, and primary and community services. The project co-ordinates the well-being workforce at a locality level, including social prescribers, community connectors and a community development resource.

b. People with Dementia

OP1.5: Develop Cardiff and Vale of Glamorgan as a dementia friendly region

Objectives for 2018/19:

Increase the number of dementia friends in the region

Increase the number of dementia friendly services/businesses

In 2018-19 the Partnership has achieved the following progress:

- Launch of Cardiff as a Dementia Friendly City in May 2018
- Ongoing work in the towns of the Vale of Glamorgan to becoming dementia friendly
- Over **25,800** people are now dementia friends in Cardiff and the Vale of Glamorgan.

In addition, the Partnership has initiated **6** key programmes of work to support delivery of its Local Dementia Strategy.

The Partnership has also used ICF Capital funding to create dementia friendly environments in various facilities across the region to assist ongoing assessment, diagnosis and local provision of appropriately-designed accommodation for long term care.

c. Children and Young People (including those with Complex Needs)

Area Plan Priorities

CYP1.1: Improve provision for children and young people with Additional Learning Needs

CYP1.2: Improve integrated provision for children with complex needs, including the transition between children and adult services

CYP2.1: Increase the role of children and young people in decision making and service delivery

CYP2.2: Improve educational outcomes

CYP2.3: Increase the successful transition into employment, education or training of children and young people

The Regional Partnership Board has reviewed its current governance arrangements for children's services and agreed that a new strategic partnership, reporting to the Board, should be established to drive forward key service developments across the region. The role of this multi-disciplinary partnership will be to deliver the systemic changes needed to overcome the barriers we face in achieving our vision for children, young people and families.

The following priority areas have been identified:

- Develop a shared framework with agreed common approaches to working with children and young people across the region;
- Drive the shift in the balance of support and services towards early help;
- Drive a forward-looking approach to service change and enhance the level of influence of children and their families;
- Develop and deliver changes in practice across some agreed integrated care pathways;
- Drive a joint and shared approach to workforce development and deployment.
- Utilise new ICF and Transformation funding to develop key services for children on the edge of care including Family Group Conferencing, Therapeutic Interventions and Re-unification.

The **Integrated Disability Services Pilot** project tests the concept of integrated working between agencies to reduce duplication, streamline services, reduce complexity for parents and potentially identify potential cost avoidance opportunities within existing services.

An integrated pathway aims to formalise the way in which agencies work together to support people with complex needs during childhood and also through their transition phase into adulthood and beyond. Various elements of this pathway have been developed and piloted with a specially identified cohort of **94** children.

This year:

- **318** referrals were received by front door learning disability services, streamlining referrals and need from initial contact with the service.
- **30** parents have received support to deal with children with ASD
- **31** young people have been involved in a trial of pre-diagnostic school interventions within the Vale;
- **74** children have been observed at school to support ND Diagnostic processes;
- **2** 'Unpicking ND Differences' training days have been delivered to ALNCOs across the region.

d. Learning Disabilities and Autism

Area Plan Priorities

- 1.1 People with learning disabilities are supported to maximise their independence**
- 1.2 People with learning disabilities are supported to play an active role in society and engage in meaningful day time activities and employment or volunteering.**
- 1.3 People with learning disabilities are valued and included, supported to have a voice, and able to exercise choice and control over all aspects of their lives**
- 1.4 People with learning disabilities are enabled to stay healthy and feel safe.**
- 1.5 People with learning disabilities are supported to become lifelong learners.**
- 1.6 Develop a new Integrated Autism Service which all agencies working in integrated, multi-disciplinary ways will provide appropriate services for children, young people and adults with an autism spectrum disorder, addressing their education, health, employment, social interaction and emotional needs**

The Integrating Disability Services Pilot project tests the concept of integrated working between agencies to reduce duplication, streamline services, reduce complexity for parents and potentially identify potential cost avoidance opportunities within existing services.

This year:

- **25** parents with learning disabilities were supported to improve outcomes for children in their care and prevent family breakdown;
- **231** existing packages of care were reviewed to facilitate community-based alternatives to ongoing support needs.
- **24** adults with Learning Disabilities received family-based respite provision as opposed to Residential Home-based approach.
- **7** adults with complex needs gained regional access to existing day opportunities having previously been excluded as a result of complex needs.

The Integrated Autism Service offers support to adults with autism and their parents and carers, as well as parents of children with autism. This includes advice & signposting, consultation to professionals, individual work and a range of group interventions. The teams pathways and processes are now well established. Many positive working relationships have been made. This has led to joint-working and additional services for people with autism, such as a bespoke Confidence Building course designed by Innovate Trust.

Throughout 2018-2019 the referral numbers for diagnostic assessment have steadily increased. The team have reviewed the process for diagnostic assessment and made changes with a view to improving efficiency, whilst maintaining a high standard. Despite this, the waiting list continues to lengthen due to demand exceeding the capacity of the team.

Referral rates for support fluctuate; however, the number of people receiving support continues to gradually increase.

e. Carers

Area Plan Priorities

AYC1.1: Identify and implement a carer engagement model based on best practice

AYC1.2 Improve physical and emotional support for young carers, including emergency and pre-planned respite and reducing the risk of Adverse Childhood Experiences (ACEs)

AYC1.3: Improve physical and emotional support for adult carers, including emergency and pre-planned respite

AYC1.4: Involve carers, including young carers, in the planning of hospital admission and discharge if the person they care for is in hospital

AYC1.5: Provide easily accessible information to carers and relatives in a range of formats and languages, through existing information points, such as primary care and libraries.

AYC1.6: Raise awareness around caring and carers among public and health and social care professionals, (e.g. adopting an approach similar to Making Every Contact Count), to ensure that carers are identified as early as possible and all involved are aware of their rights as a carer

A proposal was submitted for a Cardiff and Vale Carers Gateway, following work undertaken by Carers Trust SEW which looked at the need for this service and the preferred model of service. An ICF proposal has now been allocated funding and this service will be procured from the third sector in 2019.

The Carers Trust SEW Carers Expert Panel is meeting regularly and engaging with more carers. The Panel has supported recruitment of a carer representative to the RPB in liaison with GVS and C3SC.

Project workers with our partners at YMCA have undertaken a number of awareness raising sessions at school assemblies, with GP's, University students and with professionals to raise awareness and to identify 'hidden' young carers.

Carers Trust SEW have continued their Young Carers in Schools accreditation project, successfully supporting schools to achieve the accreditation and supporting them to become more young carer aware.

The UHB's Patient Experience Team undertake education sessions to encourage staff to recognise carers and to involve them in discharge planning. To date **3,193** newly appointed staff have undertaken the carer awareness training and **741** staff have attended additional sessions.

In February 2018 the Health Board commenced the principles of John's Campaign, looking at how we can support carers when the person they care for is admitted into hospital, and value their input in to the patients care plan.

The young carers work to identify carers in schools and GP practices has seen a demonstrable increase in our early identification of young carers and our ability to provide support for their roles.

A series of **14** bilingual Fact Sheets for Carers have been produced in five languages and made available to support Carers.

f. Other Priority Actions

In addition to the Priority Population Groups highlighted above the following progress has also been made against key priorities to enable integration:

i) Housing

The Health Housing and Care Board has been formed to address the needs identified in the RPB's Housing Learning and Improvement Network (LIN) report commissioned for the region using ICF funding in 2017-18. The membership consists of all Registered Social Landlords (RSLs) within the Region, Local Authority Housing and Building leads and the UHB primary and community care leads.

The Board has been set up to consider and respond to the recommendations of Housing LIN's Report and consider the development of future Capital Plans across the region. Two RSL representatives from the board have been selected to sit on the RPB

Cardiff Council and Vale of Glamorgan Council's Older Persons Housing Strategies for 2018-2022 have been developed.

The Board will now prioritise the following:

- Delivery of the two local authority Older Persons Housing Strategy work streams
- Inform the development of new Cluster Care Models which promote Asset Based Community Development (ABCD), early intervention and prevention, social prescribing/well-being services and independent living.
- Consider opportunities to develop new housing and well-being 'hubs', to include virtual housing options services, and which may include consideration of social enterprises and joint working with General Practice services.
- Consider opportunities for the development of technology enabled health care and support within housing and accommodation.

ii) Social Value

The Social Value Forum is supported by a Steering Group with the membership consisting of representatives from Cardiff Council, Vale of Glamorgan Council, Cardiff and Vale UHB, appointed Social Value Champions and the Third Sector representatives of the Regional Partnership Board.

The Forum has met on 4 occasions in the past year and has developed [Maximising Social Value in Cardiff and the Vale of Glamorgan. A toolkit for commissioners, Procurers and Providers](#)". Designed for any person or team involved with commissioning, procuring or delivering services seeking to create social value, its aim is to highlight some of the great work going on within and outside of the Cardiff and Vale region and to help achieve a consistent approach to the understanding and maximisation of social value.

iii) Regional Commissioning Programme

The Regional Commissioning Board directs a programme of work on behalf of the RPB to ensure the partnership bodies work effectively together to:

- ensure that services and resources are used in the most effective and efficient way to improve outcomes for people in their region;
- Promote the establishment of pooled arrangements where appropriate;

- Consider regional contracting and fee setting.

In 2018-19 the Board has continued to oversee a Transactional Pooled Fund for Care Home Accommodation Services for Older People and has made arrangements to continue this practice in 2019-20. Revised Terms of Reference for the Board were approved by the RPB in June 2019 along with a programme of work with the aim of aligning provider engagement, fee negotiations and uplift for Care Home Accommodation Services and Domiciliary Care Services in the long term.

4. An update on any Plan on Asylum Seekers and Refugees

Together, Cardiff and Vale of Glamorgan Councils receive annual funding from Welsh Government to deliver the national Community Cohesion Strategy and accompanying delivery plan. A Regional Refugee Leadership Committee is now in place with oversight of the Resettlement Programme. Chaired by the Cabinet Member for Social Care, Health & Wellbeing in Cardiff, the Committee meets quarterly and includes all public sector partners including Health and Police, and also faith group and third sector representatives. The delivery plan for 2019-2020 includes the following action regarding refugees and asylum seekers:

Objective 3: Supporting migrants, refugees and asylum seekers and host communities during the integration process

Action 3.1 *Community Cohesion Co-Ordinators will support Local Authorities to mainstream activity in relation to Refugees and Asylum seekers in existing and new dispersal areas, the Vulnerable Persons Resettlement programme, children's schemes and other schemes so that Local Authorities can meet emerging needs*

The delivery plan is suitably flexible to enable Cohesion Co-Ordinators to respond to emerging issues, trends and opportunities. A summary of actions delivered within the Cardiff and Vale of Glamorgan cohesion region is provided below as illustration of the local activities that have recently been delivered to support refugees and asylum seekers.

The key actions planned for delivery during 2018-2019 are as follows:

- Monthly participation in meetings with the Home Office regarding the transition of asylum accommodation, including at a Chief Executive level, to inform future delivery and improve the quality of asylum accommodation in Cardiff and the service offered to asylum seekers by the accommodation and support providers;
- Creation of a 'move-on' task and finish group to create clear and consistent pathways for refugee families, to transition into suitable accommodation as they leave asylum accommodation. This seeks to reduce late presentations to homelessness services through early advice and referral to appropriate agencies at the right time;
- Council officers participate in the following quarterly strategic forums convened by the Welsh Local Government Association: Resettlement Forum, Wales Migration Stakeholders Group, Wales Asylum Board; Wales Strategic Migration Partnership Executive Board;
- Delivery of four thematic workshops, including partners from the private, voluntary and education sectors, to inform the development of Cardiff's Inclusive Cities Action plan, which includes refugees as one of many groups of newcomers in the city who may face barriers in accessing services and employment or experience social exclusion. The plan focuses on the themes of employment, communications, social contact and language acquisition, and aligns

to the council's Corporate Plan and Cardiff's Well-Being Plan where possible. The plan is due to be published later in the year and will detail multi-sector actions to promote inclusion and welcome in the city. Cardiff will continue to participate in the Inclusive Cities project during phase 2 from 2019-2022 and mentor another UK city to transfer our best practice in this area as a founder city of the programme.

- Cardiff Council successfully applied to Phase 2 of the URBACT III Rumourless Cities Project, a European Regional Development Fund (ERDF) programme. This funding provides additional capacity to develop local communications on Cardiff's migration story and develop further opportunities for new and established communities to come together through sport and arts. The project is being delivered in partnership with a number of local organisations, including Oasis and Cardiff City Foundation.
- Council officers advised on the Welsh Government's application to the Asylum, Migration and Integration Fund, which successfully secured £2 million to deliver additional support to refugees in Wales through the *Re:Start Refugee Integration* project. Cardiff and Vale College are working closely with Cardiff Council and other partners to deliver this, and the council hope to soon host an employer-engagement officer on a part-time basis to align the *Re:Start* refugee support programme with the Inclusive Growth Board and opportunities through the Cardiff City Deal to deliver better employment outcomes for refugees in the city and region.

In 2019-2021, Cardiff and Vale of Glamorgan, as a cohesion region, will receive an additional £95,000 per year from the Welsh Government, through an expanded community cohesion programme, financed through EU Transition Funds. This additional resource has enabled the two councils to employ an additional three officers, who will deliver grassroots engagement within communities across the full spectrum of cohesion themes. This includes work to support EU nationals to apply to the EU Settlement Scheme, monitor community tensions and implement mitigation actions in response to any local tensions. The inclusion of refugees and asylum seekers will remain a particular priority for Cardiff, as an asylum dispersal area, throughout the lifespan of the expanded programme."

5. Update on how consultation and engagement methods have been streamlined

The Integrated Health and Social Care Partnership have taken forward a number of consultation and engagement programmes in the past year which have been co-ordinated regionally. These include:

- Development of a Learning Disabilities Strategy which was launched formally in June 2019 and included participation by a number of services users and their families;
- Regional Commissioning Arrangements for Care Home Provision have included a consultation with providers on an initial draft service specification;
- A consultation on 'Supporting Young Carers' is underway currently.

The Partnership has secured some additional funding for 2019-20 onwards to support the development of a framework for engagement which will lend further structure to the ongoing engagement plan.

6. Ministerial Meeting

The attention of Committee Members is drawn to a recent meeting between the Minister for Health and Social Services, the Cabinet Member for Social Care, Health and Well-being at Cardiff Council and other members of the Regional Partnership Board. Partners were able to update the Minister on the positive working relationships which had developed across the region and cited the beneficial impact of shared plans to address winter pressures over 2018 to 2019.

In comparison with other regions Cardiff and the Vale of Glamorgan had been able to demonstrate a sustained reduction in Delayed Transfers of Care and in the length of stay for emergency patients admitted to hospital. This is in part due to the additional investment provided via the Integrated Care Fund and the Transformation Fund which are due to end in March 2021 and September 2020 respectively. The Partnership will be seeking to factor continued support for these services into financial planning rounds over the coming months. In addition, it continues to pursue negotiations with Welsh Government as to the attainment of additional Transformation funding for Children at the edge of care and Older People

7. CONCLUSION

The Community and Adult Services Scrutiny Committee is asked to note the update in relation to progress and implementation of the Cardiff and Vale of Glamorgan Area Plan for Care and Support Needs 2018-23.