

Working Towards an Age Friendly City



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Cardiff – Working towards an Age Friendly City



The number of citizens in Cardiff aged between 65 and 84 is projected to rise by 44% over the next 20 years, and the number over 85 years old is expected to nearly double.

Vision

Cardiff is a great place to grow older and a place where older people are more empowered, healthy and happy.



**WHO Global Network
for Age-friendly Cities
and Communities**

The World Health Organisation Global Network for Age-friendly Cities and Communities was established in 2010 to connect cities, communities and organizations worldwide with the common vision of making their community a great place to grow older.

Cardiff aspires to membership of the Network as an opportunity to:

- *Inspire change by showing what can be done and how it can be done*
- *Contribute to the connecting of cities and communities worldwide to facilitate the exchange of information, knowledge and experience*
- *Discover appropriate innovative and evidence based solutions to challenges*

The World Health Organisation has identified eight domains that encompass all aspects of community life:

- Outdoor space and public buildings
- Housing
- Transport
- Community support and health services
- Communication and information
- Civic participation and employment
- Social participation
- Respect and social inclusion



Age Friendly Policy Context

The Wellbeing of Future Generations (Wales) Act 2015 required each local authority area to undertake an assessment of wellbeing; encompassing social, economic and cultural factors, to inform a local wellbeing plan.

Key findings from the Wellbeing Assessment:

- Rapid growth in population age 65+
- The number of citizens over the age of 85 is anticipated to double by 2030
- Older people are more likely to have long term conditions and complex care needs, and therefore require additional primary care services
- Health, affordability of housing, public transport and access to services are significant factors that contribute to the wellbeing of older citizens
- By 2035, it is predicted that over 6,000 people in Cardiff will be living with dementia

Cardiff Well-being Plan 2018-2023

Cardiff's Public Services Board (Cardiff PSB) brings together the city's public service leadership and decision makers, including those from the Council, Health Board, Natural Resources Wales, Welsh Government, The Third Sector and the Fire, Police and Probation Services. The purpose of the PSB is to improve the economic, social, environmental and cultural wellbeing of Cardiff by strengthening joint working across the city's public services.

Cardiff's wellbeing plan sets out the priorities of the Public Services Board and focuses on areas of public service delivery that requires partnership working between the city's public and community services, in collaboration with the citizens of the city. Actions related to older people are encapsulated within Wellbeing Objective 6 – *Cardiff is a great place to grow older*.

Wellbeing Objective 6

How a society treats people as they get older reflects its values and principles, and sends an important message to future generations. Cardiff's ambition is for the city to be a great place to grow older, where older people are more empowered, healthy and happy, supported by excellent public and community services and integrated within all areas of community life.

Older people will increasingly become an asset to the city, making a significant contribution to the economy, the life of the city and its communities. As the city grows, it will also be important that new communities are designed in a way that accommodates the needs of older people. This will require joint planning alongside the provision of a range of future accommodation options to meet the demand for housing and enable people to remain at home and active in the community.

A preventative approach will be of central importance. Accelerating the integration of services for older people, and joining up our resources and services at a community level, will ensure that as many people as possible are able to receive care in their communities. Meanwhile, investment can be focused on prevention and the promotion of independent living. This will not only deliver better health outcomes, it is also a more sustainable approach to meeting an individual's needs in later life, by reducing pressures and costs on the city's health and care services.

Voluntary sector groups and organisations are developed and run by the people whose interests they represent. The ageing population, together with growing pressure on the NHS and other public services, will make the voluntary sector's role even more important. The sector already provides a range of preventative and responsive services that contribute to the wellbeing of the population, including older people. From formal services aligned to statutory sector provision, through to informal activities and services, the sector helps to connect people – including older people - within our communities. In doing so, it assists in meeting strategic priorities – such as increasing social cohesion, reducing loneliness and improving levels of activity.

Being an Age Friendly City, and being Dementia Friendly, will mean adapting the city's structure and services to be accessible to, and inclusive of older people with varying needs and capacities. This means ensuring that policies and programmes of work which focus on the needs of older citizens, particularly the most disadvantaged or excluded, are central to the work of service providers. Planning practices will require genuine collaboration with older people, their carers and their families. This will help to ensure that information, support, assessment, diagnosis and care plans are citizen-led, reflecting what is important to them and achieves the outcomes they value. This will include drawing on all of the assets within the public and community sectors, and working in partnership on the basis of an equitable distribution of influence and resources, to ensure this approach is developed sustainably.



Cardiff's Commitments to Older People

We Will:

Ensure that our citizens can live independently, and are connected to their communities, taking into account what matters to them

Create resilient communities and develop strong community networks that can support older people to live well

Deliver services in a locality setting, close to citizens homes as a foundation for the provision of seamless, person-centred services

Work towards a Dementia Friendly City which helps people living with dementia and their families to thrive

Ensure that older people are able to enjoy all aspects of city life and are provided with opportunities to participate in activities and events to improve wellbeing and enrich their lives

Deliver a city that is open and accessible to all, and work towards a transport system that everyone has the confidence to use

Deliver the best housing outcomes for all older people in Cardiff

Collaborate with older people, their carers, support workers and families to improve assessment, diagnosis and care planning practices so that their plan reflects what is important to them and achieves the outcomes they seek



Cardiff—Working Towards the Age Friendly Domains



- Outdoor space and public buildings
- Housing
- Transport
- Community support and health services
- Communication and information
- Civic participation and employment
- Social participation
- Respect and social inclusion

Outdoor Spaces and Public Buildings

Cardiff Council's Replacement Local Development Plan 2021 to 2036

The new Replacement Local Development Plan will help shape Cardiff for the next 15 years to 2036, ensuring the right development happens in the right place at the right time, benefitting communities and the economy and setting out which areas need to be protected. Specifically, in relation to older people, the plan will aim to:

Ensure effective engagement with older people during preparation of plan so their needs are fully considered in the development of the plan.

Ensure that development proposals assist in the delivery of cohesive communities and address the issues of inclusivity and accessibility and make provision for the needs of older people. Measures include:

- Promoting navigable environments with safe walking and cycling routes, open space and spaces to rest and meet which encourage people to meet and interact with each other, helping to address issues surrounding loneliness.
- Provision of public transport to help to reduce the inequality of access to shops and essential services for those without access to a car.
- Promoting safe and age friendly design of buildings and spaces.

Outdoor Spaces and Public Buildings

- Provide a mix of market and affordable housing types to meet the housing requirement set out in the plan and specifically consider the housing requirements of older people.
- Provide sufficient sites suitable to address the identified needs of older people, and promote sustainable residential mixed tenure communities with 'barrier free' housing. For example, housing built to Lifetime Homes standards which enables people to live independently and safely in their own homes for longer.



Age Friendly Planning and Design

The Equality Act 2010 and the Equality Act 2010 (Disability) Regulations set out a clear definition of 'disabled person' from a disability, discrimination, harassment and victimisation perspective. Consequently, Town and Country Planning legislation and Building Regulations encompass this as a primary objective to ensure that our built environment in Cardiff is developed in a sympathetic manner that is as far as possible capable of meeting the needs of everyone.

The preliminary design process must be supported by an Access Statement which sets out the primary objectives of accessible design for the building. An Access Statement will typically consider a number of fundamental issues including; the relationship with transport infrastructure showing how people can get to the building, the external design of the site of the building demonstrating the means provided for people to approach and gain access to the building, and what they should expect to see or experience in that journey. The statement would then go on to describe and explain how people gain access to the primary entrance, negotiating reception or welcome facilities, the location of lifts and accessible stairs that enable people to move easily through the building to enjoy unfettered access to its facilities.

Part M of the Building Regulations 2010 (as amended) sets out a series of minimum standards of compliance that developers are required to achieve in the design and construction of new buildings and when making significant alterations to existing buildings. Approved Document M or alternatively British Standard 8300 provide a benchmark for minimum design features, taking the principles set out in the Access Statement and developing them into meaningful solutions. Each separate aspect of the journey from the perimeter of the site, car parking, approach to the building, entering the building and navigating its interior are all functions of Part M whether it be in relation to a new dwelling or an office block. Accessibility is not limited to physical factors; sensory features also play an important role and in this respect Part M seeks to ensure that features such as clear signage (written and Braille), audible support, good lighting, textures and colour contrast are all part of the wider aspects of good accessible design.

Outdoor Spaces and Public Buildings



Example of good accessible design: Grand Avenue Dementia Day Centre – An illustration of best practice in Dementia Friendly Design

A huge amount of research and planning went into the refurbishment of Grand Avenue Dementia Day Centre in Ely to ensure that it is a cutting edge facility in regards to accessibility and Dementia Friendly design.

Colour & Contrast

Colour is a visual perception of light reflected by surfaces, fixtures, decoration, fittings, furniture and signage within the built environment. The ageing eye has reduced ability to perceive saturation of colour, therefore colour is less vivid. Every colour is given a light reflectance value (LRV); black is 0 and white is 100, and all surfaces should contrast by at least 30%.

Finishes & Features

The internal finishes and features in an environment can have a huge impact on somebody living with dementia. A user will often have reduced sensory, cognitive and physical abilities, and thus require a steady stream of information to compensate for reduced short-term memory loss; however, care should be taken to avoid excessive information that needs to be processed.



Outdoor Spaces and Public Buildings

Example of good accessible design: Grand Avenue Dementia Day Centre – An illustration of best practice in Dementia Friendly Design

Grand Avenue Dementia Day Centre—Main Entrance Corridor

Before



After



Grand Avenue Dementia Day Centre—Activity Room / Lounge

Before

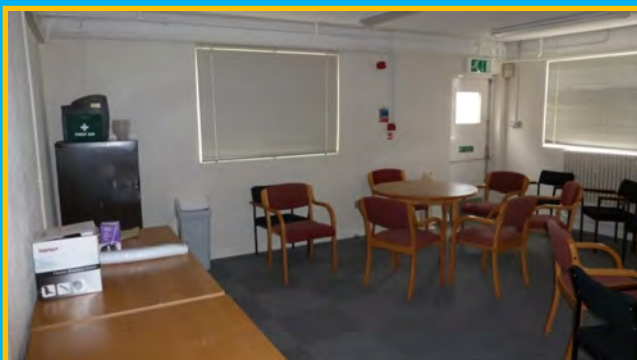


After



Grand Avenue Dementia Day Centre—Activity Room

Before



After



Outdoor Spaces and Public Buildings

Cardiff's 'Age Friendly' Community Hubs

A new approach to building resilient communities within Cardiff was launched in 2011 when the council set out its commitment to the development of Hubs. The Hub project has been very successful, joining up council and partner services to provide sustainable and comprehensive local services based on the needs of the area. This includes library services, housing and benefits advice, money advice, Into Work services and café's.



Initially, the Hub strategy was aimed at areas of greatest need – mainly in the southern arc of the city. Attractive, accessible and vibrant buildings were created that could be enjoyed by everyone in the community. Barriers that can exist for older people in relation to buildings e.g. mobility access, accessible toilets, accessible signage were removed.

With an increasingly older population, there is a need to provide community buildings which have space to deliver improvements to older people's social wellbeing and support healthy and active lifestyles that can help people remain independent and engaged with their communities. The Hub buildings are equipped to deliver on these aspirations with enhancements such as community rooms, outside areas including community gardens, sports halls and cafés.

Work has begun on the implementation of the Hub principles on the North and West of the city.

Whitchurch & Rhydypennau Community Hubs

The most recent Hub projects took place at Whitchurch and Rhydypennau library buildings in 2020. The developments have delivered extensions, new accessible entrances, internal refurbishment, and accessible toilets. The buildings are now more equipped for older people to participate, engage and thrive.

Building improvements include:

- Accessible entrances
- DDA Compliant toilets
- Increased space for community activities
- Tea point areas
- Areas for quiet reading and reflection
- Private interview rooms for sensitive or confidential discussion
- Internal refurbishment to make the spaces welcoming
- Dementia Friendly Design principles

All Hub capital projects have enabled a wider range of Age Friendly activities and services to be delivered within them.

Outdoor Spaces and Public Buildings

Age Friendly Enhancements

Spaces to meet



Spaces to stay connected



Spaces to read



Spaces to get active



Spaces to meet and socialise



Accessible toilets



Outdoor Spaces and Public Buildings

Rhydypennau Community Hub

Before



After



Whitchurch Community Hub

Before



After



Rhiwbina Community Hub

Moving forward, the Rhiwbina Library building will become the latest in the city's network of Community Hubs. The aim of the project is to secure the ongoing sustainability of this valuable facility, where the delivery of a modern library service is combined with the ability for Council and partner organisations to provide a range of services that meet the needs of the community that the Hub will serve.

Successful implementation will build on the achievements of the Council's Community Hubs Programme, which has now embedded joined-up service provision and partnership working in a number of priority neighbourhoods.

The project will deliver the following:-

- New and improved reception facilities
- Dementia friendly internal redecoration throughout the public space, including new library shelving and seating areas
- Additional meeting space to accommodate both service delivery and community activities
- Refurbished public toilets to meet current accessibility standards
- Improved IT facilities and Wi-Fi coverage
- Creation of an attractive and usable outdoor space
- Improvements to the external elevations of the building



The project will commence during 2021 and is anticipated to be completed in early 2022.

Outdoor Spaces and Public Buildings

Cardiff Parks in an Age Friendly City

Cardiff is a city of parks with more than 300 named parks and green spaces, and in excess of 1500ha of public green space. Our parks and green spaces provide outdoor community spaces for people to meet up, socialise, exercise and enjoy nature.

The Parks Service was one of the first services in the council to embrace dementia friendly city training for its gardening staff and our parks provide places to sit, enjoy a coffee and discover more about the local environment and heritage of the city.

Parks are by nature sensory spaces, filled with colour, texture, scent and sound. The NLHF Lottery funded 'Parc Cefn Onn: into the garden and beyond', has been developed to promote access to spaces that some, including many older people, may not have considered visiting because of access issues. In Parc Cefn Onn, footpaths have been upgraded, the toilet facilities have been refurbished, a 'Changing Places' facility has been provided (yet to open) and a new 'Tramper hire' service will be operating from later this summer. 4x4 mobility scooters will be provided for people unable to walk up into the park, acknowledging that being outdoors is not just about being energetic; the physical experience of the outdoors is also vitally important for mental health and wellbeing.



The Friends of Parc Cefn Onn have been one of the key elements to the success of the NHLF funded projects. The Cefn Onn group is one of 23 constituted Friends groups across the city, working with the council to sustain and improve individual parks and green spaces. Supported by the Parks Community Ranger Service, our Friends groups hold regular activity sessions carrying out clearance, planting work and litter picking in local parks throughout the year. The groups welcome all ages, but predominantly older people who have time on their hands and want to stay active in their local community.



Cardiff's Allotment Service also provides another aspect of outdoor activity for all ages. The Council's 28 allotment sites contain over 3,000 allotment plots, let to individuals and community groups for growing food. Allotment sites remained open during the Covid-19 pandemic and provided a much-valued venue for continued outdoor activity during that period. They are places where the older generation can pass their skills and knowledge onto new plot-holders, recognising the importance of the sense of community that allotments bring to those in later years. A new Allotment Strategy is in preparation, which will consider ways of supporting ongoing participation in allotment activity for those who can no longer maintain their plots due to advancing age and health conditions.

Outdoor Spaces and Public Buildings

Public Toilets

Public conveniences are of significant importance to the whole community, but particularly for older people in order for them to confidently explore and enjoy the city. Part 8 of the *Public Health (Wales) Act 2017: Provision of Toilets* became law in 2018. As such, Cardiff Council has a responsibility to work with partners to expand the network of public conveniences in the city and strategically contribute towards achieving accessible and clean toilets wherever people live, work or visit. Cardiff's local toilets strategy was published in December 2019. It aims to make more toilets available for public use and work with the private sector to promote their facilities.

Key Aims

- Explore options to expand local toilet provision through partnership working
- Improve awareness of availability of toilet provision within the city
- Ensure accessible, clean toilets are available that meet the needs of everyone
- Consider those with additional needs where standard accessible toilets are not sufficient
- Review and update toilet strategy and provision on a regular basis (minimum of 3 yearly basis)

#BeTheChange

#BeTheChange is a campaign that focuses on raising awareness that not all illnesses are visible, and aims to tackle the discrimination that people can experience when visiting accessible toilets. New toilet signage designed by students from Cardiff Metropolitan University in collaboration with Pelican Healthcare, a leading manufacturer of disposable products for stoma care, was rolled out in Cardiff in June 2021. The broken circle symbolises the various illnesses people experience. The signage is representative of those who require accessible toilet facilities who may not necessarily appear on the outside to need them. The signs have been installed onto accessible toilets in all community Hubs and Libraries across the city to support those with invisible illnesses.

It is hoped that the signage will be rolled out across the city, and private business owners will adopt it in acknowledgement of the 92% of disabled toilet users that have a hidden illness.



Housing



Housing

Older Persons Housing Strategy

The Cardiff Older Persons Housing Strategy sets out the vision of the council and it's partners: "To deliver the best housing outcomes for all older people in Cardiff".

Supporting the vision are a number of key aims:

- Deliver new homes that meet older persons' housing needs and aspirations
- Improve our existing homes to ensure they are fit for purpose
- Plan new homes and communities to address future housing and care needs across all tenures
- Provide person-centred information, advice and assistance
- Help older people maintain their independence for longer
- Ensure the needs of the most vulnerable are met
- Build stronger, inclusive communities and tackle social isolation



Care Ready Housing

New Build Plans

A range of schemes for building new older person/care ready homes are already planned and these will deliver 729 new homes by 2030, of which 629 are rented.

Area	Type	Total Units
City and South		
<u>Grangetown</u>	Care Ready*	60
<u>Butetown</u>	Care Ready	54
East		
<u>St Mellons</u>	Care Ready*	82
<u>Rumney</u>	Care Ready*	45
North		
<u>Llanedeyrn</u>	Care Ready*	45
<u>Llanishen</u>	Extra Care/Care Ready	60
<u>Llanishen</u>	Care Ready Over 50	70
South East		
<u>Roath</u>	Care Ready Over 50	45
South West		
<u>Caerau</u>	Designated Older Persons	18
<u>Ely/Caerau</u>	Retirement Village*	250

If all schemes go ahead, these could meet need for rented accommodation of 585 units if designed appropriately.

Housing

Cardiff Council is working towards delivering the following commitments:-

Work in partnership with Health and RSL partners to develop an evidence based, city wide plan for the future development of affordable housing for older people

Deliver a minimum of 728 new homes for older people by 2030 and develop additional proposals as part of the council's commitment to building 2,000 new homes

Increase the provision of extra care housing, and use this as direct alternative to the use of general residential care beds

Increase the supply of 'care ready' housing for older people that is suitable for ageing and which allows domiciliary care to be provided as required

Care Ready Housing—Meeting Future Demand

What is it?

A home for life which accommodates changing needs and is future proofed to allow for the expansion or introduction of care. It includes high quality communal space to support social interaction.

New Schemes

Maelfa

41 Flats and ground floor communal facilities



Housing

St. Mellon's Community Centre

82 flats and ground floor communal facilities



Channel View Replacement Scheme



Housing

Rehousing Solutions Team

As part of the Older Persons Housing Strategy, a number of issues relating to current advice and support for older people were identified.

“Older people are often unaware of the different housing options available and concerned about the financial, legal and practical issues associated with moving” (client survey).

- There is a need to improve the specialist housing advice available to older people.
- There is also a need to help older people downsize and to promote the benefits of extra care housing.
- There is a need to join up existing services to form a new unit to assist older people and those with disabilities.
- There is a requirement to address the rehousing issues for other complex housing issues.

The Strategy set out the commitment to provide person centred housing information and assistance by developing a “Rehousing Solutions Team”

Key Aims of the Rehousing Solutions Team

Provide specialist housing advice for all older people, to help them better understand their housing options.

Ensure that high quality advice and information is available on the council website, in Hubs and via information sessions and events.

Support disabled people to access adapted properties.

Actively promote Extra Care Housing as an alternative to residential care and as a step down from hospital—raising awareness of the advantages with older people and professionals .



The new team will bring together existing services and expertise to provide a more streamlined approach to meeting some of the key aims and objectives of the Older Persons Housing Strategy.

Care & Repair Cardiff

Care & Repair Cardiff's mission is to support older people to repair, adapt and maintain their homes.

They aim to ensure that all older people are able to live in safe, secure, warm and comfortable homes which suits them and their lives and maximises their independence.

Care & Repair provide a number of services that support and help older people to complete repairs, improvements and adaptations to their homes, through the provision of expert advice, support and practical assistance. Works range from very small jobs such as the repairing of a small water leak or the installation of handrails, through to major jobs such as bathroom conversions or replacing a roof.

They are committed to providing and delivering holistic, problem-led services that are tailored according to the individual needs of older people.

Care & Repair visit older people at home and listen to what they want and need and will then put together a package with support to make it happen.

The team provides advice on home repair and maintenance solutions, adaptations, security, home safety, falls prevention, fire safety, energy efficiency and possible sources of funding for completing works. Welfare benefits checks are also offered to maximise people incomes.

Technical expertise is given on building works including help to find a suitable tradesperson, help to plan works, get quotes, arrange contracts and monitor works while on site.

Services are available to individuals aged 60 or over.



Housing

Home Visiting Service

Older people aged 60 and over are able to secure free advice, information and support tailored to their individual needs. A team of experienced case workers will assess people's needs and can provide advice on the phone, via email or in person in people's homes.

What's available?

Support – Caseworkers can provide personal support and encouragement as clients prepare for and deal with the disruption that may be caused by any adaptations/building work.

Liaise on the client's behalf – staff are able to act as a point of contact between the client, family or carer within various organisations and statutory bodies that provide support.

Applications – staff can visit the client's home to help fill in forms such as Local Authority Grant applications and Attendance Allowance applications.

Signposting – staff can refer to and liaise on client's behalf with appropriate organisations for support which is tailor made to the client's needs, e.g. Energy Advice Centre, Department of Works and Pension, Royal British Legion, Age Cymru.

Advice and Information on local contractors and services.

Grants/Funding options – advice can be provided on sources of funding such as Disabled Facilities Grants, self-funding or benevolent funding for the identified works to be carried out and can assist with the completion of forms or other paperwork.

Affordable Warmth – staff can provide energy efficiency advice, support and solutions including funding options, fuel debt, switching tariffs and suppliers, Warm Home Discount and Priority Service Registration.

Benefits Check – Older people are offered a welfare benefit check to maximise income welfare benefits calculator link

Transport



Transport is recognised as a key enabler to provide the ageing population a means of independence to access services, shopping, leisure and health. The Cardiff Transport White Paper supports improvements that will facilitate better access under the following themes:

- **The Cardiff Metro** (integration of public transport with Action Travel and wider choice of destinations)
- **Bus Growth** (reduced fares, clean and green, supported services, concessionary bus pass, accessible bus stops)
- **Active Travel and Streets for People** (segregated cycle network, Cycle Hire, Streets for Health, 20mph)
- **The Future of the Car** (e.g. technology for on-demand transport services)

“Travelling around our city is not always as easy as it should be, especially for people who are often the least mobile in our society. People with disabilities or reduced mobility, those with specific access needs, older people and children and young people should be able to enjoy all our city has to offer and get to the places they need to go easily and affordably. Jobs, training, schools, health-care services, leisure opportunities and childcare facilities should all be connected by our transport network. We need to make sure that everywhere in our city is open and accessible to everyone.”

“Walking regularly can reduce the risk of type 2 diabetes, stroke and high blood pressure, contribute to good mental health, and lower levels of anxiety and stress. Encouraging walking and cycling, and reducing air pollution, should result in significant improvements in cardiovascular health. Rates of diabetes, obesity and cancer should fall, our mental health should improve and overall life expectancy should increase.”

Transport

The Wales Transport Strategy 2021, ‘Good for people and communities’ commits to a “transport system that contributes to a more equal and healthier Wales, that everyone has the confidence to use.” It will remove barriers through meeting legal, regulatory and policy requirements on accessibility, by adopting best practice on inclusive design and through staff training and service standards. This will align with equality, language and human rights duties, incorporating the six accessible and inclusive Public Transport Objectives and the priorities set out in Action on Disability – the Welsh Government framework for independent living.

Transport Friendly Cardiff Commitments

- Engagement on schemes and initiatives through Access and Equality Group for Transport
- Partnership working with Welsh Government, Transport for Wales and Operators
- Improving walking, cycling and public transport infrastructure
- Improving transport related signage, messages and communications
- Improving safety and security of transport giving people confidence to travel



Community Support & Health Services



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

Regional Partnership Board

The Regional Partnership Board has a key role to play in bringing together partners to determine where the integrated provision of services, care and support will be most beneficial to people across Cardiff and the Vale of Glamorgan.

The membership of the Board is made up from the following partners:

- City of Cardiff Council
- Vale of Glamorgan Council
- Cardiff and Vale University Health Board
- Welsh Ambulance Services NHS Trust
- Local Third Sector – Cardiff Third Sector Council and Glamorgan Voluntary Service
- National Third Sector – Llamau and Gofal
- Independent Sector – Care Forum Wales
- Representatives of people with needs for care and support – YMCA Cardiff
- Carer representative

The objective of the Regional Partnership Board (RPB) is to ensure partnership bodies work effectively together to:

Respond to the Population Needs Assessment undertaken to review care and support needs, support for carers and preventative services across the region

Ensure partnership bodies provide sufficient resources for the partnership

Promote the establishment of pooled budgets where appropriate

Prioritise the integration of services including:

- Older people with complex needs and long term conditions, including dementia
- People with learning disabilities
- Carers



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

New programme delivery partnerships

Throughout the year, the Regional Partnership Board continues to develop its programme governance arrangements to ensure that change is driven across the region and at a national level.

The introduction of new programme delivery partnerships will ensure that the partnership focuses on improving outcomes for people at different stages in their lives: Starting Well, Living Well and Ageing Well.

This new approach will ensure that the partnership thinks collectively about ways to improve outcomes for people and their experience of the services they receive.

Engagement

We will continue developing our Engagement Framework through the implementation of practice examples of co-production. Workshops will inform the next phase of development which will include identifying pilot areas for ongoing practical work.

The emerging engagement framework will move towards a fundamental change in service delivery that is focused on the assets of people and places.

Particular emphasis will be placed upon ensuring that our new Ageing Well governance structure is based upon a foundation of co-production and engagement.

Community Support & Health Services

Ageing Well

The Local Authority has created an Adult Services and Housing and Communities Directorate which brings together Adult Services, Housing and Communities under one Directorship. Services are working closely together to further develop and mature the whole system approach.

We want to understand what the past and future tells us, and learn from the research and practical experience available. Our ambition is to embed research based practice into our structure and to use learning and research to influence the way in which we approach commissioning services in social care and other areas of the council.

We want to deliver services in the locality setting that bring together a combined set of skills from Community Wellbeing, Social Care and Primary and Acute Health Services into easily accessible locations, close to our citizen's homes, as the foundation for the provision of seamless, person-centred services. We will achieve this by working hand in hand with Health, in both primary and acute care settings, empowering people to have a voice and control, and delivery a network of supported based on what matters to the citizen.

Our locality vision will be delivered in two stages, with Stage 1 well underway, Stage 2 has now started in a joint working programme with Health, therefore aligning our joint approach by March 22.

Stage 1: LA Driven Changes

Ensure our citizens can live independently, and connected to their communities, aligned to what matters to them.

Provide easily accessible locations within the community for colleagues, citizens & partners to deliver shared priorities.

Provide flexible services that adapt with needs of the citizen.

Expand and diversify expertise, sharing best practice across the community and hospital.

Galvanise a whole systems approach to supporting independence, by bringing together a combined set of specialist skills as one locality focused team, ensuring equality of access to those who need care and support.

Develop close relationships by working in partnership with domiciliary care providers to ensure warm handovers and right-sizing based on what matters to the citizen.

Develop working relationships and practice with the six health clusters.

Ageing Well

Stage 2: LA and Health Integrated Changes

Enhance the galvanised whole systems approach by including primary and acute health services, ensuring equality of access to those who need all types of care and support.

Deliver rapid response services to prevent hospital admissions and support people to remain safely in the community.

Reduce demand for statutory services (including hospital avoidance) through prevention.

Remove unnecessary barriers and challenge the system to refocus on what matters to the person.

Provide easily accessible services for health and community solutions at point of entry.

Deliver an efficient and cost effective service, reducing red tape and embedding our learning from the pandemic.

Put the person at the heart of what we do.

Locality working also supports the Social Services and Well-being (Wales) Act 2014, part 2.15; Prevention. The localities will mirror those of the six GP clusters within Cardiff, but the service will be split into two locality settings. These will cover three clusters per locality; North West and South East. To enable this approach, accommodation options are being looked at, which could also enable the facility to be used as a locality hub for Health, Housing and Social care and as one of our locality offices.

We would also aim to procure additional step down accommodation for the purposes of reablement and respite, to support hospital discharge and avoid admissions. We should extend the use of the Smart House (currently in Llanishen) to become a functional assessment suite. This will enable citizens, families/carers and clinicians to envisage how they or their clients/loved ones will be able to live an independent life and be right-sized into the community, as well as support discharge home.

To align with our domiciliary care providers, we would recommend that all commissioned care receives the same level of training as in-house. This would mean all carers, whether internal or external, would have the Cardiff Passport to care.

Ageing Well

The aim is to create a delivery model which can be managed in the locality, delivering a whole systems approach to supporting people in conjunction with our partners and providers:

- To remain at home
- Support safe discharge from hospital
- Provide step up support to avoid admission
- Rightsizing services in the right place at the right time
- Prevent people from moving into more longer term service such as domiciliary, residential care until such time in their life where there is no alternative
- The service model will have a strong focus on person centred, whole systems support

Our ambition is for Cardiff to be a Dementia Friendly City and to work in the best way for citizens who have any cognitive impairment. We want to offer the best service for the capital city and to do this we need to understand the “as is” level of provision post-pandemic across local authority services.

The local authority recognises the opportunity to restart post-pandemic and to ask the following questions:

- What does good care look like when delivered in the community in peoples home?
- What does good care look like when delivered in a care home?
- What opportunities are there for the development of day centres for older people?
- What is the benchmark of good service provision? Are there examples around the UK, specifically, core cities of care standards that Cardiff can benchmark against?
- How has the local authority built connections and networks with all communities within the city, including Black, Asian and Minority Ethnic?
- How can we strengthen partnerships with the health service, third sector and private sector to better develop sustainable services?
- How can the local authority improve practice across its services to enhance the Team Around the Individual way of working, and deepen its partnerships to provide a sustainable service?



Community Support & Health Services

Older People and those with Dementia

The development of integrated services for older people with complex needs and long-term conditions, including dementia, is one of the key priorities for the Regional Partnership Board.

Our vision is to improve the health and wellbeing of older people, no matter how complex their needs, so that they are supported to maintain their independence and live a fulfilling life. Enabled by the Welsh Government's Integrated Care Fund and Transformation Fund, our projects have the following objectives:

- Improving care and support, ensuring people have more choice and control
- Improving outcomes and health and wellbeing
- Providing coordinated, person centred care and support
- Making more effective use of resources, skills and expertise

Projects include:

Get Me Home

People, their needs and preferences are at the heart of the First Point of Contact Service's 'Get Me Home' project. Run by Cardiff Council in partnership with Cardiff and Vale Health Board, it brings health, social care and independent living services closer together.

The team, nicknamed The Pink Army, focus on empowering patients, giving them a voice and helping them to gain control of their hospital journey. The team works to intervene at an early stage, with an aim to get people home, safe and independent. The team help people to go from hospital to their home with the support they need. Advice on benefits, social isolation, home adaptations, housing, telecare, meal management and working with the third sector are just of the areas that the team help people and their families with.

Accelerated Cluster Model & Social Prescribing

One of our Transformation Fund projects has allowed a group of GP practices in the Cardiff South West cluster to develop new ways of working. The key developments for the cluster have been:

- Supporting people better on discharge from hospital
- Improving links to independent living services through a multi-disciplinary approach
- Pioneering a new social prescribing platform

Whilst delivery was hampered by COVID-19, work continued to improved outcomes for local citizens:

- 4,740 patients contacted to offer support and signposting
- Community-based, multi-disciplinary teams discussed 231 individual patients
- GPs referred 277 patients through the social prescribing platform (alternative to traditional approaches) for assistance and support

Future Planning

2021-22 provides a unique opportunity to learn and build on the exemplary work that has been taken forward in response to the pandemic, and to plan for the future as we work to inform priorities for our next Area Plan.

Preparatory work will include:

- Completion of a Market Stability Report
- Delivery of our Population Needs Assessment
- Risk analysis and business case development for priority services currently funded via our short-term funding streams
- Considering the findings of the Welsh Government Volunteering Recovery Grant Report and the best way of working and building on work with the third sector.

We are also increasingly building the links between the work of the RPB and the two Public Services Boards (PSBs) in our region. We recognise that to improve the health and wellbeing outcomes of our population, influencing the determinants of health and wellbeing are of equal importance.

Our focus on what it takes to start well, live well and age well is a joint agenda with the PSBs, and our revised governance arrangements and programmes of work planned will enable us to have a greater impact on the outcomes that matter to people.

Community Support & Health Services

Carers

Cardiff & the Vale of Glamorgan Integrated Health and Social Care Partnership -

Regional Carers Work Stream



Vision

“To identify and recognise carers for the vital contribution they make to the community and the people they care for, and in doing so enable carers to have a life alongside caring”

Commitment to Carers

The Cardiff and the Vale Integrated Health and Social Care Partnership recognises the vital contribution that carers make to our communities and the people they care for. The partnership is committed to ensuring that carers are recognised, and that every step is taken to ensure that the region is an environment that supports the highest quality of life both for those providing and in receipt of care.

A Strategy for Carers

The Partnership is putting together a five year strategy to help improve support for carers. The strategy is a plan of action which sets out what needs to be done, and how this will be achieved.

Priorities

Based on the information that has been collected, seven priorities have been developed that the strategy will focus on

- ▶ Carers are identified and recognised within our communities
- ▶ The right information and advice is given to carers at the appropriate time
- ▶ We will work to improve the quality of support provided to carers
- ▶ Voices of carers are heard and inform the development of services and support
- ▶ We will develop and improve the skills of our workforce to help carers achieve what matters to them
- ▶ We will make best use of the resources available to contribute to caring for people in our communities
- ▶ We will ask you to tell us what you think

Community Support & Health Services

"We will"

Following extensive consultation with the 'Regional Carers Work Stream', a number of actions have been committed that fall under these priorities.

Ensure the inclusion of carers within hospital admission and discharge planning.

Develop the GP carer accreditation scheme and support more GP Practices in the region to achieve Bronze and Silver levels.

Improve access to carers' assessments and reviews when circumstances change.

Establish a Cardiff and Vale Carers Gateway as a single point of contact for providing carers with information about support available to them in the region, and further develop appropriate training for staff.

Ensure that advocacy is proactively offered, explained, and independent from the advocacy for the person they care for.

Further develop appropriate training for staff.

Utilise carer network groups as a mechanism for sharing information and feedback with front line carers' services.

Further develop support mechanisms and networking opportunities for carers across the region.

Further develop preventative support to avoid carers reaching crisis.

Offer carers an assessment and ask them whether they are willing and able to care.

Plan and deliver actions to provide additional respite.

Promote training and development opportunities for carers and identify any training and development needs which aren't currently being met.

Community Support & Health Services

"We will"

Use the Cardiff and Vale Gateway Carers Engagement Panel as a mechanism to engage with carers.

Deliver a coherent and consistent strategy with a clear lead identified for the ongoing development and investment in carers' services.

Identify the physical and emotional support needs of carers, and further develop support mechanisms for them.

Raise awareness amongst professionals of the different needs and experiences of carers from diverse communities.



Community Support & Health Services

Cardiff and Vale Carers Gateway

The Cardiff and Vale Carers Gateway [Cardiff and Vale Carers Gateway | Carers Trust South East Wales \(ctsew.org.uk\)](https://www.ctsew.org.uk)

provides information and support to unpaid carers in Cardiff and the Vale of Glamorgan.

The aim of the service is to improve the quality of life for carers, and the cared for, in Cardiff and the Vale, helping carers to make the most of their life alongside their caring role and maintain their independence.



The team work with carers and professionals across the region to help carers with things like:

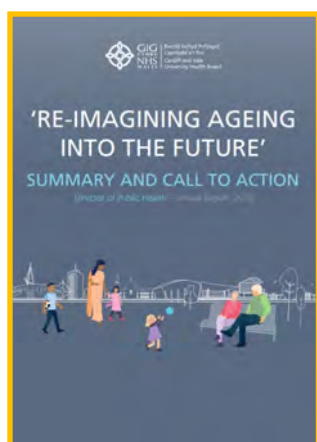
- ▶ Understanding what support is available for carers across the region
- ▶ Supporting people to access local services
- ▶ Identifying new services that are needed to help carers
- ▶ Raising awareness of who carers are and the issues they may face
- ▶ Providing training and development opportunities for carers

The service works with partner organisations across Cardiff and the Vale of Glamorgan to ensure carers in local areas get the best possible support. Staff also work from community venues across the region to ensure carers receive support in the places that matter to them.



Community Support & Health Services

'Re-imagining Ageing into the Future' - Executive Director Public Health; Cardiff and Vale University Health Board Annual Report



The annual report of the Director of Public Health 2019 identifies key themes that influence people's ability to experience healthy ageing. It calls for all stakeholders to work together to ensure that older people enjoy where they live, develop good connections, and stay active and independent.

What is Healthy Ageing?

Giving recognition to the important role that lifestyles, screening and immunisations play in healthy ageing is key, but there are other factors that play a part in health and wellbeing in later life.

This report focuses upon three areas which we know matter to older people and which can support them to experience good health and wellbeing in later life:

- having purpose
- having social connections
- having healthy places to live

Purpose in Life

Purpose drives us to achieve goals, giving us a sense of meaning and direction. It is also known to contribute to good health as evidence has shown a strong link between being purposeful and living longer. Having a purpose in life might help us to deal better with negative or stressful events by helping us to learn from these experiences constructively and to refocus on wider goals. Purpose and meaning can be found in many aspects of our lives, and as we age that could include our work and retirement.

Keep healthy in later life

People with higher levels of purpose are more proactive in taking care of their health, have better impulse control, and engage in healthier activities. In order to keep healthy in later life, it is important that people have sufficient health literacy. This equates to having enough knowledge, understanding, skills and confidence to use health information, to be active partners in their care, and to navigate health and social care systems. People should be able to access information in a way that they can understand and be able to learn skills around improving literacy, including digital literacy.



Community Support & Health Services

Purpose in Life: Recommended Actions for Cardiff :

Cardiff and Vale of Glamorgan Public Services Boards: Advocate for the development and implementation of age-friendly policies across public services.

Cardiff and Vale University Health Board: Improve support for health literacy and consider accessibility of information when designing or providing services, providing information and advice, or when prescribing medication.

Workplaces and employers: Develop an age-friendly framework for the organisation, which incorporates the adoption of Ageing Better's guide to become an age-friendly employer, or uses the Welsh Government toolkit;

Be flexible about flexible working.

Hire age positively.

Ensure everyone has the health support they need.

Encourage career development at all ages.

Create an age-positive culture.

For employers of physically demanding job roles, consider how jobs can be adapted or assistive technology used to support people in their employment when needed.

Support employees to ensure transition to retirement is well planned. Provide holistic information on financial planning, healthy lifestyles, volunteering opportunities, learning opportunities and activities.

Offer retirement courses for employees to be able to receive specialist advice and information, at various stages in their employment, not just when they are close to retirement age.

Seek support from Business Wales on training and skills development for the workforce.

Connections in Life

Being connected to others is also important in having a happy later life. Positive social connections with family, friends, community and colleagues help us to feel that we belong, give purpose to our lives and increase our sense of wellbeing.

Social Connections

People differ in the way that they seek out company of others, but humans have a fundamental need to interact. People who have meaningful relationships are happier, have fewer health problems, and live longer than those who do not. Helping people to establish and maintain social connections can be complex, and a range of interventions can support people, such as adequate transport and access to technology. The enablers to this can include volunteering, which can lead to new connections being made, and community connectors in organisations who can signpost people to activities and services that they need.

Connections in Life: Recommended Actions for Cardiff

Welsh Government: Develop a national campaign to raise awareness about loneliness to compliment 'Connected Communities. A strategy for tackling loneliness and social isolation and building stronger social connections'.

Cardiff and Vale of Glamorgan Regional Partnership Board:

- Map the risk factors for loneliness and isolation and identify geographical areas to target interventions across Cardiff and the Vale of Glamorgan.

Cardiff and Vale of Glamorgan Public Services Boards:

- Support those with low levels of digital literacy through involvement with the Digital Communities project, targeting those most in need of support.
- Sign the Digital Inclusion Charter and implement its six principles.
- Implement principles of Age Friendly Communities.

Community Support & Health Services

Connections in Life: Actions for Cardiff

Cardiff and Vale University Health Board:

- Promote the Royal College of General Practitioners 'Tackling Loneliness. A community action plan for Wales' amongst primary care colleagues and partners. This will help to raise awareness of loneliness and advise how lonely patients can be identified and supported.
- Ask patients about social connections during their appointments in primary or secondary care and signpost them to social prescribers or community organisations when needed.

Workplaces and employers

- Encourage all staff to 'make every contact count' and ask older clients and service users if they would like support to make social connections, as well as being aware of triggers for loneliness.
- Raise awareness of the opportunities and resources available in local communities to tackle loneliness and isolation. Promote www.Dewis.wales using accessible and appropriate communication tools for older people.
- Support the provision of 'Time Credits' schemes to encourage older people to take up volunteering opportunities.
- Use intergenerational activities to bring older and younger people together to learn from one another, tackle loneliness and improve community connections.
- Promote volunteering opportunities for older people in the local community using methods such as fliers, posters and the local press alongside digital promotion.

Places for Life

The physical environment and where we live plays an important part in how well people are able to connect with others, and maintain health and wellbeing. Being able to get to shops, services and see friends and family enables people to have a good quality of life in a practical sense, but it also supports emotional needs as we can connect to others. Mobility and having social support are key to healthy ageing, and to improve these, there is a need to consider how we can create age-supportive environments. Quality of housing is also one of the key things that can impact on health and wellbeing.

Age Friendly Spaces

When planning and designing outdoor spaces and buildings, there are ways to ensure that the environment is age-friendly and supportive for people as they move into later life. Urban design can be highly beneficial for people with dementia, as well as wider society, to ensure that the local environment is as easy to navigate as possible. With approximately 5,000 people currently diagnosed with dementia living in Cardiff and the Vale of Glamorgan, this is an important element to consider.

Places for Life: Recommended Actions for Cardiff

Welsh Government: Develop more detailed guidance around the design of age-friendly spaces and communities, addressing the needs of older people in urban planning and design. Develop stronger and clearer planning policies and guidance which will facilitate the provision of a wider range of homes for older people, and promote the use of quality design standards such as Lifetime Homes or HAPPI (Housing our Ageing Population Panel for Innovation) to ensure housing for life is available across tenures. Enable older people to be able to access advice and information to guide them in moving home, whether purchasing or renting. This should include specialised financial advice and help to declutter and pack up their homes, and also get advice about maintaining their homes if they are not moving.

Cardiff and Vale of Glamorgan local authorities:

- Undertake community engagement with older people as part of the local development plan review process and local developments.
- Include specific policy in local development plans to address the needs of older people. To include urban design standards such as the Age-friendly World Health Organisation checklist and housing requirements for older people, including intergenerational developments.
- Apply urban design standards and accessibility criteria when redesigning existing infrastructure, for example increasing timing on light controlled pedestrian crossings to 0.8m/sec to make it safer to cross at slower speed.
- Create partnership opportunities to further advance planning and design opportunities for older people through progressing a World Health Organisation Age Friendly approach in both Cardiff and the Vale of Glamorgan.
- Incorporate urban design principles for older people when designing new buildings or redeveloping existing buildings, both in community and acute sites.



Community Support & Health Services

Focus on Falls Prevention

As people age, they may start to find that they become a little unsteady or do not feel as strong as they used to. Other things may be happening too, such as the increased use of medications or changing eye-sight. This can increase the risk of having a fall, which, although for many people may not result in significant injury, it can mean that it will happen again.

A third of people aged over 65 will fall every year. However, the good news is that falls are not an inevitable part of ageing, and many are preventable.

Extensive collaboration takes place across a range of key stakeholders in the city to reduce people's risk of having a fall as they age.

Example of work underway:

Cardiff Hubs

- Increase reach of targeted Public Health Wales Health Information to at-risk groups in communities
- Train staff to deliver Age Cymru Low Impact Functional Training (LIFT) to older people
- Delivery of events programme which aims to keep older people active – including low impact events, walking, football/netball etc.
- Raise awareness through supporting national campaigns – including Falls Awareness Week

Stay Steady Clinics

Sometimes people need support to understand the risk of falling and the steps required to reduce the risk.

Clinics have been set up in Cardiff, run by falls specialist physiotherapists, who provide assessments and then advise on falls risk reduction. These have been offered virtually so people do not need to leave their home, either by phone or a secure video link during the pandemic. They are now being re-introduced on a face to face basis in collaboration with South Wales Fire and Rescue Service, utilising their fire station community rooms.

Individuals over 50 can self refer to the clinics:

- Self refer via telephone: 02921 832552
- Self refer via email: staysteady.cardiff@wales.nhs.uk

Falls Brief Intervention Training

Cardiff and Vale local public health team also deliver a two hour training course for those who work and/or volunteer with those living in the local communities. The aim of this session is to highlight the risk of falls and help individuals understand how to reduce the likelihood of a fall as we age.

Community Support & Health Services

The training upskills staff who work in the community and provides:-

- ▶ Practical information to identify falls risk and those at risk of falling.
- ▶ Understanding of where people can get support to reduce their risk of falling.
- ▶ Useful skills and techniques in starting conversations about falls.
- ▶ The course helps reduce risk of falls, by providing advice and signposting to appropriate services.

Elderfit

Elderfit are an award-winning, Cardiff based Community Interest Company that specialises in exercise for those aged 50+. Elderfit is particularly focused on maintaining strength and balance, which slowly decreases as people age due to the loss of strength and joint flexibility. This is why it is so important for people to keep active as they get older. Elderfit uses principles from OTAGO training and helps to improve strength and balance for individuals that need it the most. The classes draw on a variety of techniques, including mobility exercises, resistance bands and hand/leg weights. All exercises are adapted to suit individual needs, to ensure that participants feel the full benefits of the classes.

STRENGTH. BALANCE. WELLBEING.

Elderfit run community sessions throughout Cardiff, including within Community Hubs. Classes have been offered virtually during the pandemic but face to face sessions have returned.



Community Support & Health Services

Independent Living Services

To improve the health and wellbeing of older people, no matter how complex their needs, so that they are supported to maintain their independence and live a fulfilling life.

First Point of Contact Community

With the increase challenges of Covid 19, the First Point of Contact Community have continued to provide valuable information, advice and assistance to the vulnerable citizens of Cardiff. They have helped people avoid getting into crises by identifying “what matters” to them. The range of information, advice and assistance has also expanded to consider the new needs caused by the pandemic, such as collecting prescriptions and shopping, achieved through an ever-expanding knowledge of community services.



43,842 calls dealt with by First Point of Contact Community

99% answer rate

87% of issues resolved at first point of contact without onward referral to social care

“I am so grateful for the quick help in accessing my prescription and shopping”

First Point of Contact Hospital

Providing a single access point in hospitals in Cardiff to support the transition from hospital to home, meeting the patients needs through “what matters” conversations.



1,862 patients have been supported through discharge

Services expanded to Llandough Hospital, Emergency Unit and Baby Dragon Hospital



“We are forever grateful for your teams support in getting my husband home. At one point it didn’t seem a possibility and without your input we wouldn’t have known where to start.”

Community Support & Health Services

Independent Living Services Visiting Team

A team of multi-skilled officers who visit people in their homes to undertake holistic assessments to identify solutions to support clients in removing barriers to independent living.

2,921 assessments to support independent living.

Provided regular welfare calls to Cardiff's most vulnerable citizens to ensure they were managing through lockdowns.

Increased emphasis on telephone and virtual assessments to minimise contacts, but continued Covid safe visits to avoid people getting into crisis.



"Thank you for your care and professionalism when you helped us with Mum's care and finances. You made a massive difference in the help you gave at a very traumatic time in anybody's life"

Occupational Therapy

A client centred profession concerned with promoting health and wellbeing through occupation by enabling people to participate in the activities of everyday life through aids, equipment, and adaptations.

304 critical assessments supporting services under increased pressure, supporting breakdown of care, hospital discharge, end of life arrangements and high—end safeguarding.

Introduced rapid hospital discharge care reviews to maximise patient flows.

Introduced desktop virtual assessments for low level need, to reduce level of face to face visits.



"I am thrilled to bits with the work done, I feel like I've been let out of prison"

Joint Equipment Service

The provision of equipment to enable speedy hospital discharge and help citizens to live independently in their communities.

572 same / next working day deliveries to support hospital discharge, admission avoidance and breakdown of care (97% increase in demand 19/20)

Rapid implementation of Covid safe deliveries.

Community Support & Health Services

Community Resource Team

Providing interim re-enablement support in the community, empowering individuals to live their best independent life.

984 hospital discharges supported

518 service users supported to remain living in the community

Stepped in to support private care homes by providing staffing resource to cover employees shielding or with Covid 19

“Everyone was so nice and caring. I was very happy with the service and its so nice to chat to the carers”

Community Engagement

Encouraging and enabling older people and those with physical impairments to participate in community activities, and removing barriers that prevent community participation.



- Due to restriction of social distancing, the service transformed itself to reduce social isolation through digital platforms. Online sessions included reminiscence, mindfulness, adult learning and low impact exercise.
- Supported community groups to deliver services and activities via online platforms.
- Provided digital inclusion training
- Delivered two virtual Action Body, Healthy Mind festivals that older people could join online, each showcasing a range of services.

“Being able to join in with the groups that are organised by Independent Living Services has helped me make so many new friends”

Gwasanaethau Byw'n Annibynnol

Independent Living Services

Community Support & Health Services

Dementia Friendly Cardiff

Dementia Friendly Cardiff is a cross-sector collaboration between Cardiff Council, Cardiff and Vale Health Board and Alzheimer's Society, as part of their Dementia Friendly Communities work strand. This work supports people in Cardiff that are living with dementia, enabling them to live better with the disease. The [Dementia Friendly Cardiff](#) website was launched in October 2020, bringing a further collaborative approach with partners across sectors within the city. It provides a one stop shop for health information, services and events as well as promoting exciting, innovative developments such as Cardiff & Vale Health Board's 'Read About Me' scheme ([Read About Me - Cardiff and Vale University Health Board \(nhs.wales\)](#)) and Cardiff Metropolitan University's HUG Project ([HUG by LAUGH](#))

Working with the Programme Partnerships team within Alzheimer's Society, Cardiff Council adapted the Dementia Friend digital learning and made it available to Council Staff through the Council's Academy Learning Pool. This training became mandatory for non-school council staff in order to achieve Dementia Friend status and pledge to positive dementia action. Progress is monitored on a quarterly basis and currently 3,223 friends have been created, as well as a greater understanding of the needs of those living with dementia engaging with council services. At the same time, partners within the city's public and third sector have responded positively to the invitation to sign up and pledge their commitment to supporting Cardiff to become a more dementia friendly city, and raise awareness amongst their staff, membership and service users.



Cardiff Council Corporate Plan Dementia and Age Friendly Commitments

Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City Ambitions

As a Dementia Friendly City, support those affected to contribute to and participate in the life of their community by:

Undertaking Dementia Friends training across the authority with the aim of full compliance amongst council staff (March 2022)

Developing a school engagement programme to encourage more intergenerational activities and events

Encouraging businesses to become Dementia Friendly by delivering the council's awareness and engagement programme

Delivering Dementia Friendly events – both digital and face-to-face – when restrictions allow

Community Support & Health Services

Cardiff and the Vale of Glamorgan Market Position Statement and Commissioning Strategy: Care and Support Services for Older People 2017-2022

Dementia Learning and Development Team Activity

Activity	Input	Outcome
Development and delivery of the learning competencies within the Good Work Framework for Wales (informed, skilled and influencer)	- To support organisations, teams, and individuals to understand the role and remit of the Good Work framework for Wales and how this can engage and bring communities together. - To engage, co-ordinate and deliver training offerings across partners. - To establish a standardised approach to dementia learning across the locality that is understandable and recognisable. - To connect with dementia specialists and provide opportunities for wide sharing of knowledge. - To complete evaluations that input into evidence-based practise and improve service delivery - To inform the dementia delivery group of potential services gaps, risks, and recognition of good practice. - To promote the use of local service improvement projects - To promote service collaboration of people with lived experience. - To support organisations, services, or areas to be dementia inclusive - To support organisations, services areas to be 'carer' aware and work towards carer accreditation - To provide online and face to face opportunities to ensure that education of dementia is ongoing across the community. - To promote engagement in dementia friendly communities.	To achieve the vision in the Good Work Framework for Wales
'Expert teams' development	- To mentor/coach individual or teams who provide or want to provide dementia education and ensure the governance and standards are maintained. - To support facilitators to develop as dementia trainers and engage groups through learning. - To monitor and highlight areas of success/improvement	To establish a systems approach to dementia learning and development
Online 'One in a million' virtual facilitator guide. All Wales access (CAV, HEIW, PHW)	To develop and produce an online facilitators guide that supports facilitators in their confidence and skills to deliver sessions online	A supportive guide for facilitators to adapt to online delivery
All Wales continence eLearning module	To support the Wales continence Network to develop an evidence-based eLearning module	To have an evidence based All Wales continence eLearning module



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WALES

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Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Community Support & Health Services

Dementia Learning and Development Team Activity

Activity	Input	Outcome
Informal carers education project with Improvement Cymru	- To scope out informal carers education across partners. - To understand what care education means to informal carers - To compile data from informal carers and professionals on current education offerings and accessibility. - To understand national third sector developments and offerings within groups in the community. - To un recommend what is needed by informal carers during the diagnosis period. - To map a vision of an education that meets the needs of informal carers, with a particular focus 12 weeks post diagnosis. - To develop resources that support an educational pathway and enable carers to continue providing care. - To develop a structure and resources that support staff in providing informal carers with education in a compassionate manner. - To evidence 'gaps' of education and provision and propose this for further development.	All Wales informal carers education programme. Dementia standard 9 'Growing conversations'
By My Side activity resource project with Improvement Cymru	- To scope out public engagement and accessibility - To understand organisation – service requirement - To develop activity and inclusion 'best practise guidance' for services - To develop resources that are supportive of people living with dementia and enable positive connections. - To identify 'gaps' in service or resource and provide recommendations of development.	All Wales activity and occupation resource 'By My Side'
Get There Together project 'National Bevan exemplar'	- To co-ordinate the local CAV group in the governance and management of the project. - To connect organisations and individuals in offerings for training and development - Highlight priority areas of community need and connect this to volunteers in production of resources. - To raise awareness of the resource through communication streams.	All Wales GTT Project



Community Support & Health Services

South Wales Fire and Rescue Service

South Wales Fire and Rescue Service is committed to protecting our communities and reducing deaths and injuries from fires and other emergency situations.

Reducing such injuries is more than providing an efficient emergency response service. It is about providing education to prevent the type of behaviour that leads to the situation in the first instance. The Community Safety and Partnership department provides this education via a number of initiatives.

The department are also statutory partners of the local authority Community Safety Partnership (CSP), and work with partners to engage with local authorities, police, probation services and the local health board to effectively target those communities most at risk from fire and road traffic collisions. This includes targeted support for citizens in the age range of 65+.

Self- Assessment Initiative

Members of the public are able to complete an assessment of fire safety arrangements within their homes. This is completed online and covers a variety of safety and health elements including, smoke alarms, cooking, smoking and electrics. The results of the assessment will potentially sign post the individual to a 'Home Safety Check'.

Home Safety Check

The Fire Service covers all aspects of fire safety in the home and also includes a falls assessment. The results of the Home Safety Check are scrutinised and support provided where necessary. This includes items like smoke alarm systems for the deaf and hard of hearing. Referral also takes place to partnership organisations from the falls assessment results or if the visit highlights a safeguarding issue where further support is clearly required.



In Cardiff over the last 5 years, the service has carried out nearly 13,000 Home Safety Checks, with 29% of them for people aged 65+.

During the pandemic, engagement with the community has continued. This has included the provision of advice over the phone and delivery of items when needed. For the more vulnerable who are classed in the high risk bracket, Covid compliant visits took place.

South Wales Fire and Rescue Service are aware that not all vulnerable individuals are digitally included. This became of increasing concern when accidental dwelling fires increased during lockdowns, with cooking being the highest cause. As a result of this, 4,000 home safety publications were distributed via the Resilience Hub along with other safety information to reach those that were self isolating who may not have digital access.

The road safety team, who work closely with local authority road safety officers, include older drivers education in their targets.

Community Support & Health Services

Safe, Confident and Empowered Communities (*Wellbeing Objective 3: Cardiff Wellbeing Action Plan*)

The Cardiff Community Safety Partnership brings together key partners, including Cardiff Council, South Wales Police, South Wales Fire & Rescue Service, the Cardiff & Vale University Health Board and Cardiff 3rd Sector Council to support the citizens of Cardiff to develop resilient, confident and empowered communities.

Locality Model

Locality working pilots focusing on community safety have progressed with residents in Butetown, Grangetown and Splott. These initiatives bring together multi-agency working groups to deliver a targeted approach in tackling crime, bringing resources together and empowering local people.

A key development used community workshops to establish the barriers faced by some residents in reporting crime, particularly by older or vulnerable members of society who may have a fear of retribution or lack of confidence of English as a second language. To address this the Community Safety Team has worked with Crimestoppers to develop an inclusive campaign aimed at all members of society.

Crimestoppers is uniquely placed to address the concerns held by some of our more vulnerable members of society and allows reporting in over 150 languages while allowing residents to remain 100% anonymous. Finding ways to support residents in speaking out about crime will provide valuable evidence to the Police and partners and help to create safer and more resilient neighbourhoods that can be enjoyed by all.



Protecting Older People



For older people, the experience of domestic abuse can vary. For some it will be abuse that has been perpetrated by their partner for many years or it may be happening in a relationship that has developed in later life. They may be abused by a family member and for some, the abuse may have started as they have become more frail and/or cognitively impaired. Sometimes the person perpetrating the abuse is also viewed as their carer.

Evidence from criminal cases, domestic homicide reviews and serious case reviews highlight that domestic abuse perpetrated against older people often goes unrecognised. As a result, older victims are often not offered the protective and supportive measures that can be individually tailored to best support them and also reduce the risk of harm.

The Violence Against Women, Domestic Abuse and Sexual Violence (Wales) 2015 legislation has introduced the National Training Framework which places a mandatory duty on those engaged in public services within Cardiff to undertake training, regardless of their role in Violence Against Women, Domestic Abuse and Sexual Violence awareness. This training includes 'myth busting' and an emphasis is placed on highlighting that **anyone** can be affected by violence and abuse, including older people.

Additional training is also available to frontline staff so that they are equipped for situations where the signs and symptoms of Violence Against Women, Domestic Abuse and Sexual Violence are suspected. This enables them to 'Ask and Act' to ensure that referrals to specialist services and safeguarding services can be made.

A specialist service is also available in Cardiff to provide support for older people who are experiencing violence and abuse. Rise (Recovery, information, Safety, Empowerment) is committed to a Cardiff as a place of safety for women and those affected by all forms of violence against women.



South Wales Police—The Herbert Protocol

The Herbert Protocol is an initiative introduced by South Wales Police and other agencies which encourages carers to compile useful information which could be used if a vulnerable person goes missing.

Carers, family members and friends can complete in advance, a form recording all vital details, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of a family member or friend going missing, the form can easily be sent or handed to the police to reduce the time taken in gathering this information.

The form can also be emailed to the Force Control room so information can be quickly shared with the searching officers.



South Wales Police recognise that caring for vulnerable people, including those with dementia or Alzheimer's, can be challenging. There is a risk that people can get lost and go missing. This may of course be only for a short period of time, but can be very stressful for everyone concerned. The Herbert Protocol helps to support carers during these distressing circumstances, as well as in most cases, reunite families as quickly as possible.



THE
HERBERT
PROTOCOL
Safe & Found



Operation Signature

Fraud is becoming more complex and much of it is targeted at vulnerable and older people. Technology now enables fraudsters to carry out attacks more quickly and to employ more complex behaviours to remain undetected.

Operation Signature, an initiative led by South Wales Police, focuses on the protection of vulnerable members of our communities, preventing them from becoming victims of such fraud and subject to financial loss.



South Wales Police recognises victims of all fraud and provides preventative measures to support and protect from further targeting. They work in partnership with major banks and building societies who alert the police of any suspicious transactions which may indicate an attempt to criminally exploit older or vulnerable people.

Perpetrators may include rogue traders, online scammers and even manipulative relatives or carers. Patterns of criminality are met with a swift and preventative response.



Cardiff Hub & Library Strategy 2019—2023

To develop the strategy, Hub and library users of all ages were asked for their views on improvements to the Hubs and Library Service in Cardiff via a survey. The survey included questions on improvements that could be made in our Hubs and Libraries in a variety of areas including resources, reading, digital inclusion, information and advice, health and wellbeing, activities and ‘getting involved’.



Vision

Delivering high quality services and support in the heart of the community

The vision is underpinned by key aims and ‘we will’ commitments. These include:

- Continuing to develop our network of Hubs to provide services across the city, based on local need
- Providing a wide range of literature and other resources to meet the needs and aspirations of our citizens
- Encouraging reading through a wide range of events and activities
- Providing high quality information/advice and promoting digital inclusion
- Tackling poverty by helping people into work and encouraging learning
- Promoting health and wellbeing
- Bringing communities together
- Celebrating our heritage and culture

Supporting Older People

Many users of community facilities are older people, as reflected in our user survey of which 35% of respondents were over the age of 55. The Hubs and Library service supports older people with their specific needs by providing bespoke advice and support. The service also supports the Hubs to positively impact on the Ageing Well agenda and support the aims of the Dementia Friendly city approach.

Bespoke advice and support services for older people currently delivered at Hubs and Libraries include:

- Health information and independent living advice
- Community groups, such as knit and natter and lunch clubs
- Intergenerational activities
- Support for carers to maintain their own wellbeing through events and activities

Community Support & Health Services

Health and Wellbeing Service

A health and wellbeing service is now being provided within our Hubs.

Providing Health Information

We work collaboratively with Public Health Wales and the local health board to provide a wide range of information within our Hubs that aims to prevent poor health.

Health books and resources are provided to help individuals understand and manage their health and improve their wellbeing through self-help reading.

The Hubs are working with the local health board to support social prescribing. Health professionals are able to refer their patients into a range of services, social opportunities and health information targeted at alleviating social isolation.



Health and wellbeing events take place in the Hubs to raise awareness of key national health and wellbeing campaigns. We link to partners within the community to ensure that activities and events that take place within the Hubs and Libraries are fully promoted. **Events include:**

- Smoking cessation sessions at Llanishen Hub in partnership with the NHS
- Drop in sessions at Ely and Caerau and STAR Hubs by the Adult Services Carers' Team
- A Community Resource Team drop-in session at Llandaff North and Gabalfa Hub to provide information about mobility-related assistance such as fall management clinics
- A Stroke Association Coffee Morning at Llanishen Hub to raise awareness and highlight the support available

Fitness Activities

The Hubs support the Healthy Living Agenda by providing venues to partners to provide a wide range of sports activities within a relaxed community setting. This includes a range of activities aimed at people over 50. Staff within our Hubs are trained to host Low Impact Functional Training (LIFT) sessions. LIFT is a series of fun activities and games designed for people who are over 50 to improve their health and wellbeing in a safe and sociable manner. We will provide further sessions in the future with a particular emphasis on taster sessions that encourage participation, particularly for older people.



Mental Health

Supporting good mental health is a key element of wellbeing. Reading Well for Mental Health Books on Prescription are now available in all our Hubs and Libraries, providing helpful information and support for managing common mental health conditions.



Community Support & Health Services

Carer Networks

The Hubs also facilitate the development of carer networks, which provide peer support to carers. Carers are provided with bespoke advice and can attend social activities with those that they care for in a safe and friendly environment.



Dementia Friendly Hubs

- Creating Dementia Friendly Hubs: Dementia Information points to be created in all Hubs in collaboration with Alzheimer's Society which will include targeted resources aimed at supporting people with a diagnosis of dementia.
- Implementation of dementia support sessions within community Hubs, in collaboration with Health partners, to provide informal opportunities to those affected by dementia and their carers to receive help and information in order to enable individuals to "live well with dementia".
- Supportive dementia friendly environments will be established in all of our Hubs. We are committed to ensuring that 100% of Hub staff will receive Dementia Friends Awareness training and this will be included in staff inductions and service training plans on an annual basis.
- Dementia Cafés will be delivered within all our Hubs, providing a safe and supportive space to those affected by dementia and their carers, to meet and learn from other people in similar situations, access health information, keep active and make new friends.
- Reading Well for dementia books are free to borrow from all our Hubs and Libraries. They include information and advice for people living with dementia and their carers, or anyone worried about their memory.



Health & Wellbeing Promises: We Will

Continue to work collaboratively with Public Health Wales to provide health information within our libraries that meets the needs of the local community.

Continue to develop further book collections and resources that support the health and wellbeing targeted groups in our communities.

Support our customers to better understand and manage their health conditions, through health and wellbeing events and resources.

Work with partners to deliver support groups, e.g. for those with mental health issues and carers.

Community Support & Health Services

Cardiff Wellbeing Support Service—Responding to the Effects of the Pandemic

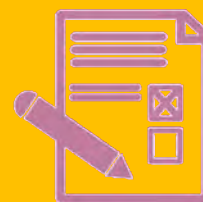
Covid-19 has had a negative impact on people's health and wellbeing. This is even more pronounced for those that are socially isolated and/or do not have access or the skills to use digital platforms.

According to the recent Ask Cardiff 2020 survey:

57.5% of respondents reported that their sense of wellbeing has declined over the past 12 months (this is over double the figures from the 2019 survey (25.4%))

11.7% of respondents described their mental health as poor (up from 9.1% in 2019)

Respondents in the most deprived areas were three times as likely to describe their mental health as 'poor' or 'very poor' (**25.7%** compared with 8.4%)



To help mitigate some of the negative impacts of the pandemic detailed above, a new team within the Hubs and community service will be created to deliver on the below objectives:

- Provide short term, one to one mentoring to clients helping them to access the right support they need. This will enable and empower them to take an active role in managing and maintaining their own personal wellbeing.
- Survey clients to understand the impacts of the service on their health and wellbeing and what events/sessions they would like to attend that do not already exist.
- Support and enhance the grassroots and community volunteering offer.
- Map current provision, identify gaps and plug these with additional sessions either through internal trainers or by purchasing from third sector providers.
- Create a specific health and wellbeing section on the Hub website to contribute to the accessibility of activities.



Cardiff Wellbeing Support Service : Partnership Working

The service will actively engage with a variety of partners to expand the reach and diversity of the provision to support as many people as possible.



Timetabled sessions will be held across Hubs and other community locations. These will be open access as well as referred from the Health and Wellbeing Mentors.



Outcomes

During the first year of delivery the service aims to achieve the following:

Actively promote the project in the southern arc and other deprived areas of Cardiff

Support 800 socially isolated individuals re-engage with the community

Refer 75 individuals from local authority provision to third sector organisation projects

Receive 100 referrals from GP's and Community Health Nurses

Actively support 500 clients from underrepresented groups (i.e. BAME, people aged 50+, low income, disability, socially isolated, digitally excluded)



Recruit 180 community volunteers



Providing equipment to loan / be gifted to 800 clients who do not have access to kit / broadband

Support clients to become digitally included

Support 200 number of clients to upskill in digital



Community Support & Health Services

Bringing Communities Together

Tackling Social Isolation

Activities to bring networks of people together are being developed and delivered within the Hubs and Libraries. These include **friends and neighbours groups, singing groups, Knit and Natter, reminiscence sessions, cafes, art classes, coffee mornings and wellbeing days.**



Although our event programme was impacted by the pandemic, staff worked quickly to create online lockdown activities for all ages, delivering virtual sessions via Facebook and establishing a click and collect library service.

More than two million virtual visits were made to Cardiff library services during 20/21. A total of **2,207,772** interactions have been racked up since April 2020, while the total number of physical visits to library and hub buildings takes the overall figure to **2,490,498.**

Virtual visits to library services included visits to the service's pages on the Cardiff Council website, the service's own ibistro reservation portal, use of online ancestry services, interactions with social media and loans of eResources such as e-audiobooks and ebooks.



Almost one million loans of eResources were recorded over the 12 months.

Four core Hubs remained opened throughout the various lockdowns, while other facilities reopened as circumstances allowed, offering essential services to people in need, such as emergency food parcels, emergency face to face advice and support and provision of waste bags to residents.

A return to a face to face programme of activities was made quickly following relaxation in Covid restrictions, in response to a clear need to help communities re-engage and help vulnerable groups that may have experienced greater levels of social isolation. This will continue for those who prefer this method of participation.

The Hubs and Libraries Service are committed to consultation with local communities to ensure that the activities and events at each Hub meet the needs of all age groups.

Cardiff – a focus for research to make a difference to the lives of older people

Cardiff University Dementia Research Centre

The UK Dementia Research Institute (UK DRI) is a joint £290 million investment into dementia research led by the Medical Research Council (MRC), alongside founding charity partners, the Alzheimer's Society and Alzheimer's Research UK.

The UK DRI delivers a step-change in the scientific understanding of dementia, generating new targets for drug development, reinvigorating the therapeutic pipeline and helping to transform care.

The national institute covers dementia across the research spectrum, spanning Alzheimer's disease, Parkinson's disease, frontotemporal dementia, vascular dementia, Huntington's disease and beyond.

Bringing together over 300 world-leading scientists in biomedical, care and translational dementia research, the institute carries out a rich, varied and integrated programme of research.

As one of six UK centres, the research centre at Cardiff University is a significant section of the UK Dementia Research Institute (UK DRI).



The UK DRI forms a vibrant and interactive community, centred on neuroscience, working on around 50 five-year research programmes across the UK in order to:

- Accelerate the pace of discovery research to identify new targets for drug development
- Develop new approaches for delivering effective clinical trials to targeted patient groups
- Create new partnerships with the biopharmaceutical sector to develop new therapeutics and diagnostics
- Develop and promote strategies for interventions that prevent the development or progression of dementia
- Provide new insights and technology-based approaches to delivering more effective care and support to people with dementia and their carers.

Cardiff University Dementia Research Team

We have played a pivotal role in the discovery of more than 70 genes which contribute to the risk of Alzheimer's disease, and we will use that knowledge to work on new theories and discoveries. Building on our world-class expertise in genetics and immunology, led by Professor Julie Williams, the team at Cardiff will use these discoveries as the starting point for understanding disease mechanisms and producing new therapies. **Our strength in understanding Alzheimer's disease, Parkinson's disease and Huntington's disease comes from our collaborative culture.** We would like to thank our funders and everyone who has participated in this research over the past 20 years, as without your support, we would not be able to make the discoveries we are today.



The **CARIAD team** are a multidisciplinary group of researchers, lecturers and research students based across all schools at Cardiff Metropolitan University.

CARIAD projects involve academics from across all schools in Cardiff Metropolitan University, and enable us to share our substantial subject specific expertise to create truly interdisciplinary approaches to research. For example, combining ethnographic tools from Psychology with performance analysis tools from Sports Science and other Art and Design approaches has enabled us to embrace alternative perspectives on design problems.

The LAUGH project

The LAUGH (Ludic Artefacts Using Gesture and Haptics) research project is developing innovative playful devices that amuse, distract, comfort, engage, bring joy, and promote 'in the moment' living for people with late stage dementia.



The project's flagship product, HUG® is a soft, wearable sensory device embedded with electronics, designed to provide comfort when cuddled by a patient.

HUG® is being evaluated alongside experts from Cardiff and Vale University Health Board and Sunrise Senior Living. Designed as a playful object that can be cuddled, it is also equipped with an electronic beating heart, and plays the owner's favourite music. Dr Ben Jelley is currently evaluating the device with 20 patients at the Stroke Rehabilitation Centre at Llandough Hospital. A further 20 HUGs® are being trialled with residents living with dementia at Sunrise Care Home, Cardiff to extend the evaluation of the product.



Community Support & Health Services



"We began our project in May 2019 and gradually introduced HUG® over 3 months, with 15 residents now using it. Ten of the residents have shown an improvement in wellbeing, which is evident not only in their scores, but also in the experiences reported by staff and families. Five of the residents have shown a small improvement in cognitive function, too." **Jackie Pool, Director of Memory Care from Sunrise Senior Living**

"Finding something for people with dementia to do that connects them with who they are and the people around them is very important. That's what our products aim to do: provide comfort, joy, pleasure and re-connection. We focus very much on engaging the senses. Most people in the late stages of the disease are confined to a chair or bed. If you can increase someone's wellbeing, it often impacts on their health in a really positive way." **Professor Cathy Treadaway, Cardiff Metropolitan University**

Sensory E-Textiles

This project investigates the development of sensory textiles for people with dementia. The aim is to embed electronics within tactile textile substrates to create innovative yet simple garments that will comfort, soothe, engage and stimulate people in late stage dementia.

The purpose of these e-textiles is to promote positive emotion and support subjective wellbeing of people with dementia. These people are often difficult to care for, and consequently can be some of the most neglected and marginalised members of society.

The project brings together a range of experts including occupational therapists, carers, older people, designers, technologists, and computer scientists and involves collaboration with Gwalia Cyf, a leading social care provider for elderly people in Wales. The project is also supported by Dementia Positive, Age Cymru and David Jones Associates.



Community Support & Health Services

Announcing the ACTIF study (known as ACE—Active, Connected, Engaged)



Physical inactivity is one of the strongest predictors of physical impairment in older adults. An older person who remains fit and active is more likely to retain physical and cognitive function, prevent disease and disablement, and enjoy independence, mental well-being and a higher quality of life. A key to successful ageing is to find effective ways of helping older people to maintain greater levels of physical activity to break the downward spiral into disablement that is increasingly characteristic of old age.

ACTIF is a low-cost programme where older volunteers (55yrs +) support older people (65yrs +) to improve their mobility by becoming more active within their communities. The older people recruited to the study will be living in the community with functional limitations (i.e. who are at risk of major mobility limitations), but who can still walk independently (including with a walking stick). Participants will mainly be recruited via invitations sent by GPs to patients who meet the ACTIF inclusion criteria.

During the ACTIF programme, volunteers will meet with participants twice to get to know each other, find out about and discuss local community-based activities that the participant would like to join, and identify and address any barriers to taking part. Then, over a 3-month period, the volunteer-participant pairs will attend at least three local activities chosen by the participant. Over the following three months, volunteers will support the participants to continue attending these activities independently through regular phone calls, with further joint visits to activities scheduled if needed. Volunteers will attend a two day ACTIF training course prior to taking part.

Participants will be randomly assigned to either the ACTIF programme or a comparison group who will receive information about healthy ageing, attend two social events including a health ageing presentation, but will not be paired with a volunteer.

ACTIF/ACE volunteer management In Cardiff and Vale is undertaken by Sport Cardiff.





Dewis Cymru

Have choice and take control

Dewis Cymru

Dewis Cymru is an online directory that allows residents in Cardiff to access information on services in areas such as health, care, benefits, money management, clubs, activities and support for families.

With more than 1,500 wellbeing resources already registered with Dewis Cymru, it is designed to help residents find what they need without going to a professional or calling for help.

Dewis Cymru is funded by local authorities (including Cardiff Council) across Wales, and people and organisations make use of the website by uploading information, activities and events that help people with their wellbeing.

The screenshot shows the Dewis Cymru website homepage. At the top, there is a navigation bar with links for 'Sign up', 'Sign in', and 'What services can you get on a Gynnydd?'. The main header features the Dewis Cymru logo and the tagline 'Have choice and take control'. Below this is a large banner image with the text 'Find local and national organisations and services that can help you...'. A search bar is prominently displayed with the placeholder text 'Search...'. Below the search bar, there are two input fields: 'I'm looking for...' and 'Where...'. A 'Search now' button is located to the right of these fields. Below the search bar, there is a section titled 'A-Z of common search terms' with a list of letters from A to Z. Below this, there are two columns: 'Most recently added' and 'Most recently updated'. Each column lists several services with their names and update dates. At the bottom, there is a section titled 'What matters to you?' with two sub-sections: 'Children and young people' and 'Adults'. Each sub-section has a corresponding image: a group of children for the first and a group of adults for the second. At the very bottom, there is a footer with links for 'Accessibility', 'Contact Us', 'Site Map', and 'Terms and conditions', along with a copyright notice for 'Copyright 2021 Dewis Cymru v1.0'.

Age Connects

Age Connects Cardiff and the Vale are an independent registered charity who have a vision to live in a society where older people are respected and enabled to meet their aspirations. Help is provided to support older people, especially those who are vulnerable, isolated and in poverty.

The charity's aims are to:

- Enable older people to secure and uphold their rights at times when they may be vulnerable.
- Provide independent, accurate and up to date information.
- Offer a wide range of information and a variety of services through volunteers.
- Recruit, train, support and supervise volunteers.
- Support older people to remain living in their home of choice for as long as they wish.
- Promote health and wellbeing through the delivery of a range of holistic activities.
- Provide opportunities for older people to participate and engage as active citizens.



Services Include:

- **Ageing Well** – providing recreational activities and classes.
- **Advocacy** – supporting people in care homes.
- **Cancer and Older People Advocacy** – providing independent advocacy for those affected by cancer.
- **Hospital Discharge** – a registered domiciliary care service supporting people after a stay in hospital.
- **Keeping People Connected** – helping people to remain engaged in the community or to provide home visits for those who are housebound.
- **Nail Cutting Service** – The service costs £12 and there are some medical restrictions.
- **Advocacy Service** – in care homes for people living with dementia.

Dementia Friendly Cardiff Website

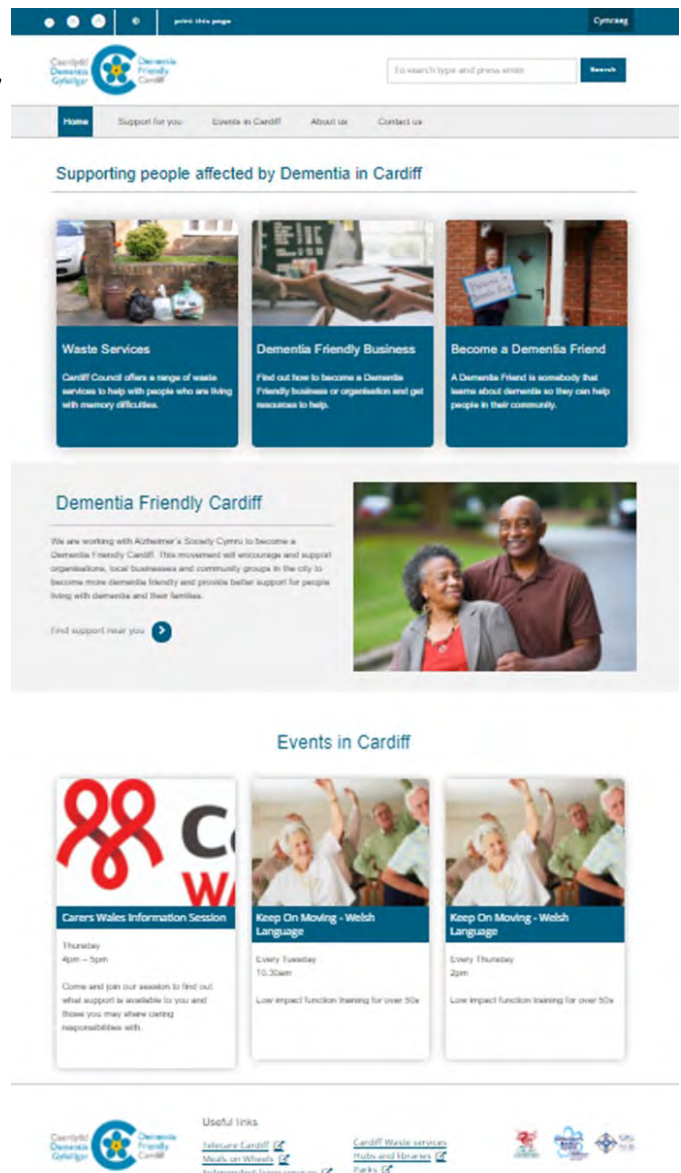
A website to provide information and advice for people with dementia and their families in Cardiff was launched during the pandemic in 2020.

The Dementia Friendly Cardiff website is a 'one-stop shop' of valuable information about services and support in the city to assist people living with dementia to live well.

Dementia Friendly Cardiff is a partnership between Cardiff Council, Alzheimer's Society Cymru and Cardiff and Vale University Health Board, that over recent years has been working towards making Cardiff a more dementia-friendly community.

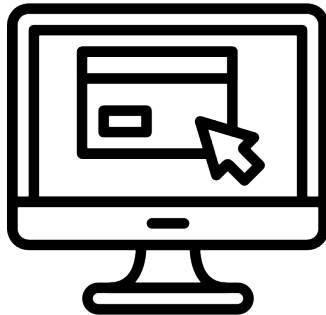
The accessible website was developed in consultation with partners, businesses and those living with dementia and their families. It provides localised information on support available in the city from organisations such as Alzheimer's Society Cymru, the Memory Clinic, Public Health Wales and Carers Wales, as well as services such as the council's Independent Living Services, Meals on Wheels and Telecare.

The site includes details of dementia-friendly events, initially on digital platforms at this current time, but physical events will begin at a later date when appropriate.



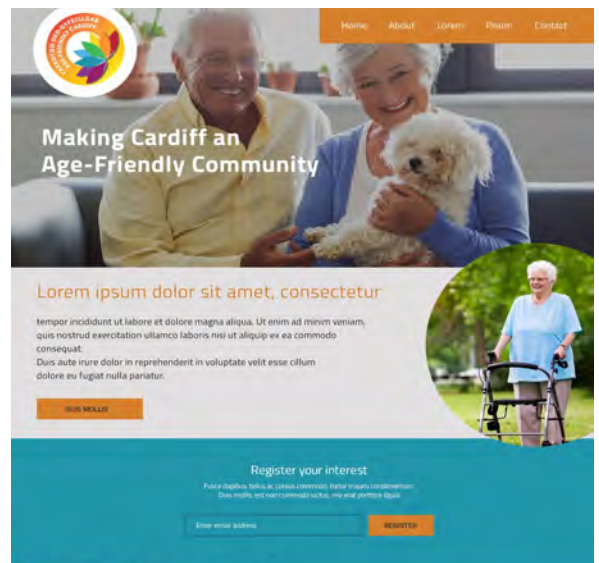
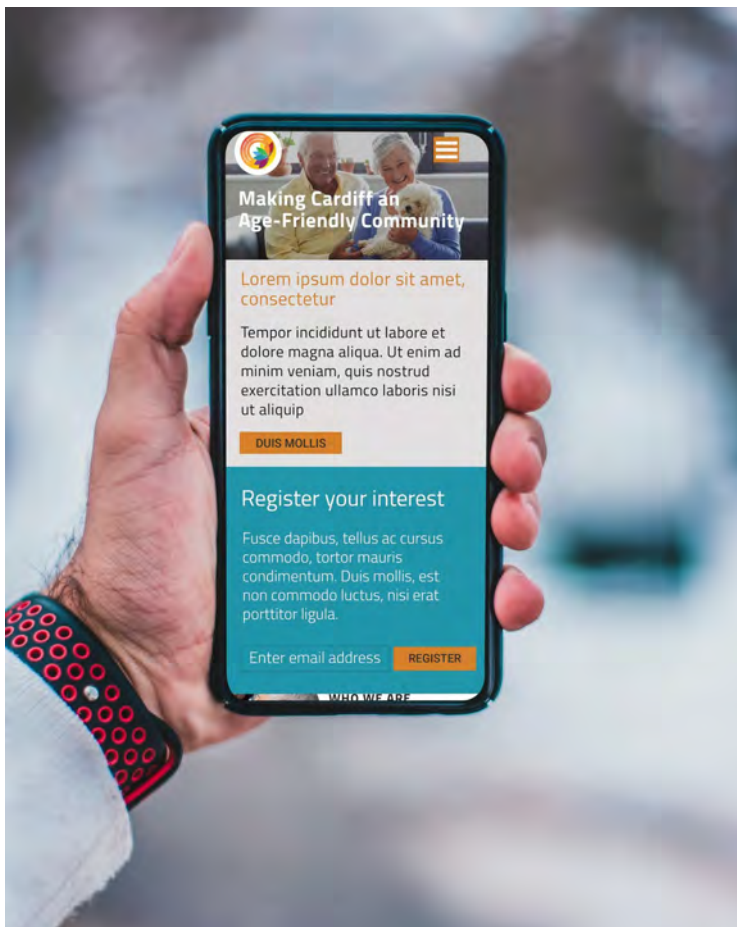
Communication and Information

Cardiff Age Friendly Website



A dedicated website will be created that will detail the commitment to become an age-friendly community and demonstrate the work of the Public Services Partnership to create and sustain an Age Friendly City.

This will help with partnership collaboration, as well as raising awareness of services available for older people within the city.



WHO WE ARE

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SOME IMPRESSIVE NUMBERS

365

London guide

98%

London guide

69

London guide

1,642

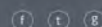
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OUR PARTNERS



LOGO

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Civic Participation and Employment

The 50+ Forum

Cardiff has a 50+ Forum. There are just over 100 people who regularly receive opportunities to contribute to council/Welsh Government and partner organisations consultations/campaigns.

In the last 12 months, the 50+ Forum have contributed to:

- ▶ The Cardiff Council Access Group on Opening up the City Centre and Shopping Centre
- ▶ The Cardiff White Paper on Transport
- ▶ The campaign against prescription delivery charges
- ▶ Cardiff Council's Equality and Inclusion Strategy
- ▶ Cardiff & Vale Ageing Well Group
- ▶ Community Health Council Meetings
- ▶ The Older Peoples Commissioner 'Leave no-one behind: Action for an age-friendly recovery

The forum has also fed back on the Older Peoples' Commissioners Strategy and various surveys on a range of relevant matters, including the ASK Cardiff Survey.

Contributions are also made by the other 50+ groups that are prevalent within the city; Conway Road 50+ group, Llandaff North 50+, Friends and Neighbourhood Groups and Lunch Clubs. There is also a citizen panel that feeds into the co-production of services.

Although Cardiff does have a 50+ Forum, engagement also takes place via our general engagement mechanisms e.g. for the most recent resident ASK Cardiff survey, of the 4627 responses, 1273 of the respondents were over 55.



Civic Participation and Employment

Ask Cardiff

Cardiff Research Centre (CRC) delivers a research and consultation service for Cardiff Council and partners. This includes:

- Management of the Cardiff Citizen's Panel
- Focus group facilitation
- Quantitative and qualitative research and consultation projects
- Collection, analysis and interpretation of primary survey data

Ask Cardiff 2020

Ask Cardiff is an annual survey that gives people living and working in Cardiff, and those visiting the city, the chance to share their experiences of public services.

The 2020 survey included questions on how citizens think Cardiff should recover from the impact of Covid -19. This is a once-in-a-lifetime opportunity to reshape the future that residents want for the city following the disruption caused by the pandemic.

The experiences and ideas for all residents in their neighbourhoods, as well as Cardiff as a whole, are vitally important in helping to plan the future of the city.

The survey gives a voice to citizens and helps the local authority to:

- Better understand how people experience the city and our public services.
- Understand what is important to themselves and their local communities.
- Make changes and improvements to Cardiff's public services.

The Survey for 2020 asked for input on the following aspects of living within Cardiff:

- Public Services
- Your Neighbourhood
- Jobs & Economy
- Local Environment
- Health and Wellbeing
- Community & Social Activity
- Travel

Ask Cardiff 2020 was successful in securing 4627 responses. **1273 of these respondents were aged over 55.** Ask Cardiff actively target face to face participation to ensure that over 55 voices are heard, attending locations such as Hubs when there are events where participants fit this demographic, such as knitting and singing groups.

Civic Participation and Employment

Cardiff Citizens Panel

Cardiff's Citizens' Panel is currently made up of 5,000 representative members of the public across the city. The panel is a forum of residents who advise the council on local policy to shape our city's future. 35% of the panel are aged 55+, ensuring that older people's voices are strongly represented on the panel.

Panel members complete up to five questionnaires a year.

Panel members are also invited to attend group discussions or workshops on particular issues they're interested in or affect their area.



Everything our Citizen Panel share regarding any proposals is presented to decision makers to help them understand the impact of any change to services in the city. **The panel:**

Shapes local decision making

Feeds information to the decision makers

Generates new ideas and plans for the city

Represents local communities

Recent Example:

Over a third (36.0%) of Ask Cardiff respondents felt 'unsafe' when cycling in Cardiff during the day. Such feedback helped to shape the decision for the first separated cycleway on Senghennydd Road, with work commencing on March 18th 2019. This is the first phase of five proposed separated cycleways in Cardiff, and could make up 13 kilometres of designated cycling space.



Caerdydd
**Cymorth
Digidol**
**Digital
Support**
Cardiff

Into Work

The Council's Into Work Service is a key element of the Hub provision. The team provides employment support to individuals actively seeking work or looking to upskill, in a flexible way tailored to the individual. The service can help job seekers plan a route to employment or access training courses that develop their skills. Job clubs are delivered across the city and assist those who need help with creating or updating their CV and with job searching. Support is also given to those who need to claim or maintain their Universal Credit online. The Into Work Advice Service also has specialist adult mentors who support some of the most vulnerable people back to work. Some of those using the service have never worked, or have not worked for a very long time.

All adult employment projects support people who are 55 and above into employment. Being 55 or over is officially classed as a complex barrier to employment, which is why none of the employment projects have an upper age limit. The Into Work service supports older job seekers to switch careers – including 70+ year olds. The service runs employment events and training aimed at the older jobseeker (e.g. **'No Desire to Retire'**) and recruitment events with age friendly employers.

During the pandemic, Into Work launched a befriending service with funding from Age Cymru

The volunteering team contacted older people who were shielding to check if they required additional support, but also for a chat to reduce social isolation. In addition, over 200 tablets were given to those on low incomes who were socially isolated during the pandemic. The tablets were set up with apps and links to training and council services ready for the customers to use.



Social Participation

Goldies

Goldies CYMRU put smiles on hundreds of faces through their daytime singing and activity sessions. These take place across Cardiff, in partnership with a number of other organisations.



Everyone is welcome at Goldies CYMRU sessions. They are not a choir but use the popular hits of the 50's onwards at sessions to get people singing out and (quite often!) getting up to dance.

"I looked after my nan for 12 years and am fortunate enough to not have to work but I have anxiety problems and this has been the best thing I've ever done. It's helped me so much. I live for it."

"I have been looking for a group for eight years and it's all choirs and having to have auditions which is not what I want. Finding this group makes me the happiest I've ever been."



"I cannot properly put into words how much the Knit & Natter group has made a difference to my health and mental wellbeing. I will always be thankful to the council and the dedicated staff for all their help. Without it I would have felt isolated and would not be enjoying the sense of community, friendship and wellbeing it gives to me."

Knit & Natter Groups

Knit & Natter groups provide an excellent opportunity to get together with like-minded people, connect with others and take part in knitting, crocheting and joint projects.

A number of Knit & Natter groups meet within Cardiff Hubs and Libraries, with participants reporting many benefits to their wellbeing.



Social Participation

Friends and Neighbours (FAN)

FAN Groups exist in Cardiff, South Wales and further afield. Each group holds a weekly meeting where local people and those from around the world come together to meet, talk and listen to each other in a friendly and relaxed way.

FAN Groups are for anyone who wants to meet up with other people living in their community and who are willing to listen with respect.



FAN Groups are for people of any religion (or no religion), background, nationality and age. They provide an opportunity for people to meet who may not otherwise have had the opportunity, and are useful for those who have recently moved to the area or are feeling lonely. For those who are learning English, they offer a supportive environment to practice new skills.

FAN Groups launched in Cardiff in 2003 and prior to the pandemic, 38 FAN Groups met in person every week in community settings including Hubs and Libraries. Although activities were curtailed at an early point during the pandemic, virtual FAN Groups were made available using Zoom. Face to face groups returned in May 2021.

Coffee Mornings & Meet Ups

Coffee Morning and Meet Ups are delivered within community Hubs in the city. They are a safe place where members of the community can sit and socialise with others, have a cup of tea, relax and make new friends. The aim is to tackle social isolation within the community, particularly amongst the older generation who live on their own and do not necessarily have a big family network around them. They also provide an opportunity to improve their general health and wellbeing.



Due to work that has taken place with Age Cymru and Public Health Wales, several staff members have achieved CPD Skills Active-endorsed Low Impact Functional Training (LIFT) qualifications. LIFT is a series of safe seated and standing exercises designed to get older people or people with physical impairments taking part in physical activity, specifically for people who are 50+. LIFT sessions have been introduced into the Meet Ups.

Attendees occasionally have problems with their mobility and face significant physical challenges. Hub staff encourage them to take part in LIFT sessions. Within a few weeks, it is often evident that improvements in their physical movement can be achieved.

Anecdotal feedback has been received from family members of attendees who have commented on the improvements to their loved ones' quality of life as a result of regularly attending the sessions.

Respect and Social Inclusion

“Intergenerational practice aims to bring people together in purposeful, mutually beneficial activities which promote greater understanding and respect between generations and contribute to building more cohesive communities.”

Generations Working Together

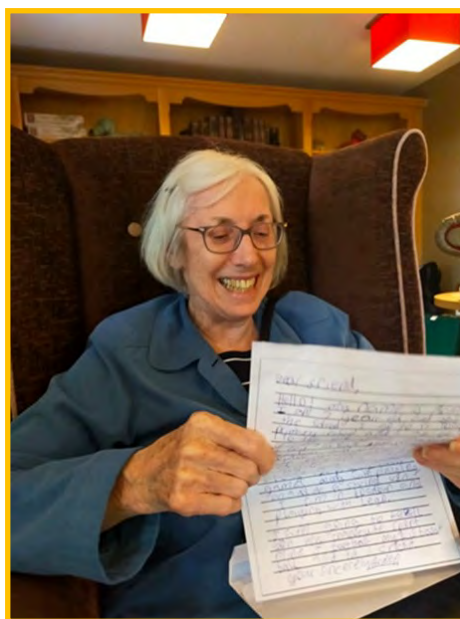
Cardiff recognises the benefit of intergenerational work as a vehicle to challenge stereotypes and ageist attitudes. All partners within the city recognise that bringing generations together offers an opportunity to remove barriers that could make older people withdraw from participating in community life. It also contributes to a healthy community by creating positive relationships.

Older people and younger people have so much to offer each other through sharing their knowledge and life experiences. Cross generational projects give an opportunity for learning and the provision of support.

Pen Pals; Keeping in Touch Amidst Covid

Undoubtedly one of the hardest hit demographics throughout the pandemic has been care home residents. They have been most at risk of dying and becoming ill, and many have been unable to see relatives and loved ones for months on end as visits were not allowed due to public health guidance. This has led to feelings of isolation.

With this in mind, a new pen pal scheme was launched with St Joseph’s RC Primary School and Millbank Primary School. Pupils put pen to paper to draft letters to residents at The Forge Care Centre, Heol Don and Ely Court care homes to share their experiences and find out more about their new pen pals. There has been some very positive feedback so far from the residents who are developing relationships with the children!



**Mona reading a letter from
the children**

Greater Love : Research, Reflect, Remember

A year-long project bridging the generations to remember local people who served in the Great War culminated with an Armistice Memorial event at Cathays Heritage Library.

To mark the centenary of the end of the First World War, children from St Monica's Church in Wales Primary School in Cathays worked with older members of the community and Cardiff Hubs and Libraries to explore and commemorate people from their area who fought for their country from 1914-1918. Pupils from the school worked closely with Penttyrch Street Baptist Church, The Table, and Cathays Branch and Heritage Library to trace the history of individuals whose names are listed on a memorial plaque in the church.

The project involved Year 5 pupils embarking on their own mini 'Who do you think you are?' investigations using the Heritage Library collection at Cathays to find out about the lives of those featured on the plaque. With access to the wide range of resources, from old public records to photographs and maps, and the expertise available at the Heritage Library, the pupils uncovered a wealth of facts. This included family trees, addresses and jobs to compile biographies of their subjects. Pupils also composed poems about the Great War and used their art skills to design medals to be awarded for attributes including kindness, bravery and friendship. They also made poppies and recruitment posters.

Members of the lunch club who meet at the church shared their memories of the local area from years gone by with the children, and also discussed their experiences of what it was like to live in the city following the conclusion of the Second World War.

The project concluded in a special Remembrance event with a service at The Table, during which the children showcased some of their work. Both generations discussed how they worked together on the project, before proceeding to move to the school for a variety of activities including crafts, readings, games and discussions.

In the final part of the event, the children embarked on a Suffrage march carrying placards they had designed from the school to the library where Year 6 pupils acted as curators in an exhibition of their project work.

St Monica's Primary Headteacher, Abi Beacon, said:
"The children have gained such a lot from the project. Many of our children live far away from their own families and intergenerational conversations can be few and far between. They have made genuine friendships with older people in our community, their faces light up when they see each other and there is a palpable air of anticipation and excitement when they know they will be working together again."



Staying Steady Schools

School children across Cardiff and the Vale of Glamorgan have been holding sessions for older people in the local community to raise awareness of and reduce the risk of falling.

Staying Steady Schools was launched in 2018 by Cardiff and Vale University Health Board, with the help of Cardiff University students. A number of sessions took place in local primary schools where children taught older people about the risk of falls and how to reduce them.

Following a successful pilot earlier in the year, Staying Steady Schools was named a Bevan Exemplar for 2019. The Bevan Commission, Wales' premier think tank for health and care, supports NHS professionals in Wales each year to test out their own innovative ideas through its Bevan Exemplars scheme.

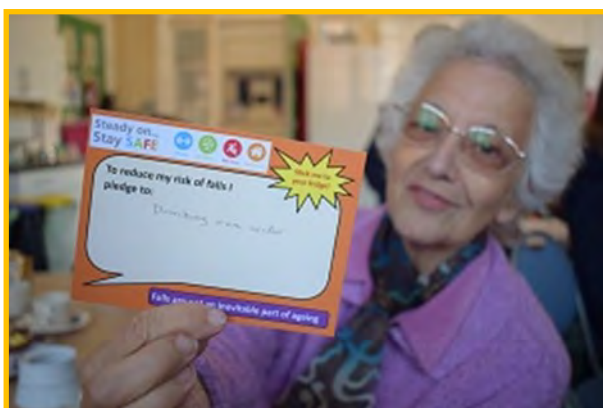


The project is based around the Steady on Stay SAFE campaign, the national falls prevention campaign in Wales.

Pupils from local primary schools invited older people from the local community to the schools to learn about strength, balance, falls history and environment.

Sixteen schools held a session involving adults, medical and occupational therapy students and children.

The children taught the adults that falls are not an inevitable part of ageing and there are many things people can do or put in place to reduce the risk of them falling. During the sessions, children and older people discussed and learnt about strength and balance exercises, clearing away clutter and trip hazards, ensuring they are wearing the correct footwear and telling people when they have had a fall.



This project was designed to get the messages out into the local community so people are aware of how to reduce their risk of falls before they end up in hospital which can mean a loss in confidence and independence.

Although the pandemic has restricted the delivery of further sessions, Cardiff and Vale UHB will be commencing additional Staying Steady with Schools sessions in the near future.

Respect and Social Inclusion

Re-Live

Re-Live is an award-winning charity that provides a dynamic programme of Life Story Theatre, Arts in Health group work and experiential training.

Based in Cardiff, they work alongside people and communities, supporting participant performers to share their experiences, so that audiences young and old can witness the untold stories of our time.

Their creative process takes people on a transformative journey and places their story centre stage. This process can be thrilling, cathartic and life-changing.

Re-Live theatre productions have included veterans with post-traumatic stress, people diagnosed with a terminal illness and people living with dementia.



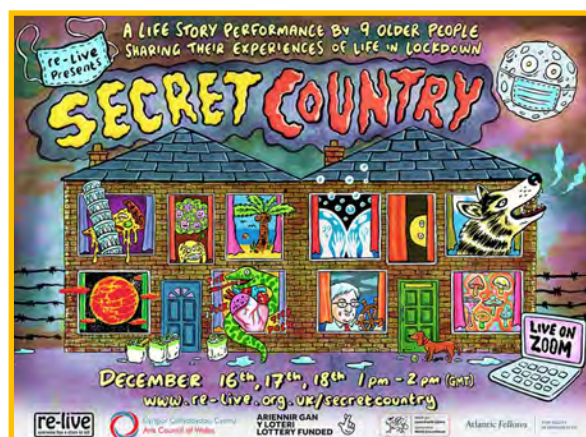
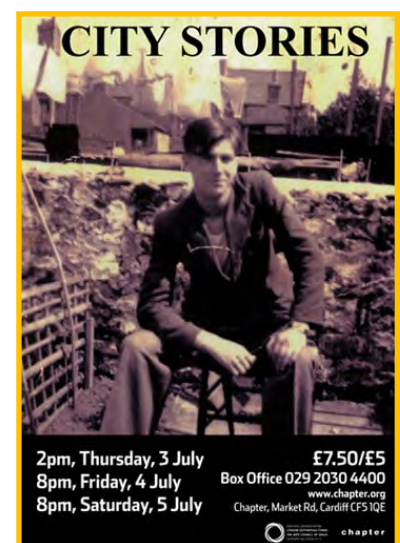
City Stories

An advert was placed in the local paper - The South Wales Echo - looking for older people in Cardiff who wanted to share their stories of life in this city with a theatre audience.

30 people squeezed into a circle at Chapter Arts Centre for our taster session. The Re-Live Team facilitated a lively debate on Cardiff past and present.

The stories that emerged were funny as well as tragic, heroic and life changing. We discovered a real passion for Cardiff and a yearning for these stories to be heard and not forgotten.

City Stories culminated in three performances at Chapter Theatre, Cardiff, which sold out quickly, with a high demand for additional performances.



Respect and Social Inclusion

Dementia Friendly Businesses

Helping people to live well with dementia – being part of the community and being able to continue with everyday tasks are important factors that help people to live well with dementia. Becoming a dementia-friendly business means enabling people to carry on doing the things they want to do.



Businesses and organisations across Cardiff are being supported to become Dementia Friendly, as part of the Welsh Government's commitment to building Dementia Friendly Communities throughout Wales. Businesses and organisations are provided with resources to identify simple, low-cost changes that can be made to ensure services and premises become more welcoming and accessible for people living with dementia, as well as the people caring for them.

This can mean that people affected by dementia can use their local services with confidence, and businesses can be assured they are helping to make a difference to the lives of customers and staff who are living or working in Cardiff.

Staff are given the opportunity to access free training to become Dementia Friends.

Love Where You Live

Love Where You Live Litter Champions is an ever-growing network of volunteers across Cardiff who want to make sure the city is the best possible place to live and work. Love Where You Live Champions do not only tackle the litter in their area, but create places that show they care about their community.

Volunteering should be open to all regardless of age, gender, ethnicity, ability, religion or political beliefs. Love Where You Live do everything reasonably practicable to make volunteering available to everyone and conform to all relevant legislation. For those interested in volunteering as part of a social group, there are also many 'Keep Tidy' groups that volunteer regularly around Cardiff.

There are currently over 400 individual Litter Champions registered in Cardiff making a difference to their local area and 36% of our champions are aged 55+.



Covid –19 Pandemic—Supporting Older People

Cardiff has risen to the numerous challenges that the crisis has presented to every citizen. This has included assistance for older people who have been supported and helped to remain as connected as possible to their communities.



This support will continue until it is no longer required.

- **Bespoke Advice Line** ensuring vulnerable citizens have access to immediate support
- **Food Support**—emergency local food deliveries and support for Welsh Government food box scheme.
- **Welfare Checks**—both in person and through telephone contact
- Support for shielding individuals including **Prescription Collection & Delivery**
- Co-ordinated, logistical **PPE support** for care homes and domiciliary care settings
- **Digital Social Inclusion** programme including opportunities for social contact delivered by Independent Living Services and the Hubs and Library Service
- **Click and Collect** library home delivery programme
- **Tablet Loan schemes**
- **First Point of Contact team**—Facilitating the discharge of patients to care and community settings
- **Independent Living Services Visiting Support**
- **Community Resource Team**
- **Occupational Therapy**
- **Covid Recovery**—linked to the Commissions Working Towards Age Friendly Recovery
- **Volunteering**
- **Access to third sector support, activities and services**—enabled by small grant schemes delivered through the third sector infrastructure organisation - C3SC

Covid Recovery – Action for an Age-Friendly Recovery

The Older People’s Commissioner for Wales set out both long term and more immediate actions within *Leave no-one behind; Action for an age-friendly recovery*.

Cardiff is committed to working with the Older People’s Commission to ensure that older people are supported “to rebuild their health, wellbeing and confidence, have their rights protected, and are engaged as participants in the recovery from the health and economic crisis that the pandemic presents”. This will be done in ways that recognise that cross-sector provision increases inclusion, social development and value for money.



Consultation Mechanisms

Involvement and consultation with older people is key to the co-production of services that are relevant and meet the needs of older people.

Older People's Commission's Age-Friendly Steering Group

Older UHB Dementia Champions Forum

50+ Forum

Dementia Friendly City Consultation

Ask Cardiff— including ensuring care home residents are encouraged to participate in the annual survey

LDP Consultation

The LIN Report

Third Sector Networks

Access and Equality Group for Transport

Linked Strategies

Public Services Board Wellbeing Plan

Cardiff Local Development Plan 2006-2026

Llwybr Newydd, The Wales Transport Strategy 2021

Transport White Paper 2020

Delivering Capital Ambition – Cardiff Council Corporate Plan 2021-2024

Cardiff and Vale of Glamorgan Dementia Strategy 2018-2028

Our strategy 2017 – 2022: New Deal on Dementia – Alzheimer's Society

Dementia Action Plan for Wales 2018 – 2022 – Welsh Government

Age Friendly Wales: Our Strategy for an Ageing Society

Connected Communities; Loneliness and Isolation Strategy

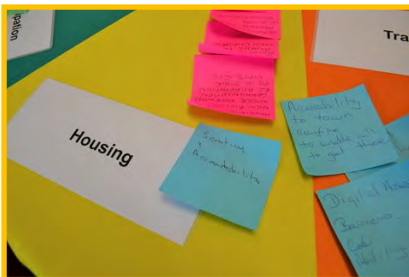
Consultation—50+ Forum & Independent Living Service Customers

Consultation took place on the 10th September 2021 with members of Cardiff's 50+ Forum and Independent Living Service customers. Older people were offered the choice to participate in either a digital or face to face session at Cardiff Central Library Hub.



Participants were encouraged to identify priority areas of work within the age friendly domains and think aspirationally about what would make Cardiff an age friendly city.

Digital and paper surveys were also distributed to the wider group of members and customers who were unable to attend. Age Friendly Cardiff will continue to work closely with older people to ensure that their knowledge, experience and skills are utilised to highlight concerns, so that we can develop solutions together.



"It's so important for the city to have an inclusive environment where everyone feels welcome"

"Cycle lanes should be safe. There should be no cycling in pedestrian areas!"

"Encourage shops to open toilets for the public to use and make sure that there are clear availability times for all public toilets"

"Good clear communication in plain English without over reliance on online contact only. Do not exclude those who are unable or choose not to make appointments, enquiries or complaints on line only."

"Co-production of services is so important. We need to have our say!"

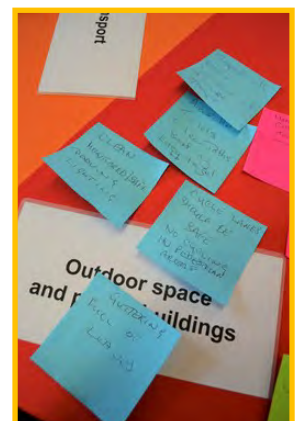
"We need to make sure that there are no barriers to public services"

"It's so important for the city to have an inclusive environment where everyone feels welcome"



"Development of outside spaces like parks where we could have canopied picnic areas which would allow outside groups to meet would be fantastic"

"Bus routes that go regularly to where you want and need to go"



Membership of the Global Network of Age-Friendly Cities and Communities Opportunities



Access to information and knowledge sharing from a global community

Support from a global network of affiliates, practitioners, researchers, experts and advocates committed to fostering age-friendly environments

Recognition and visibility in the Networks Activities and WHO's dedicated website – Age Friendly World

Opportunities for collaboration such as international research projects, joint publications, networking and sharing amongst each other etc.

If successful, what would the Cardiff Age-Friendly promise be?

Demonstrate respect for diversity – Older people are a heterogeneous group with diverse capacities, resources, lifestyles and preferences which should be respected

Equity – Inequities between groups (including, but not limited to age, gender, disability, sexual orientation, socioeconomic status, ethnicity, religion/beliefs) should be identified and addressed

The **participation** of older people in all spheres of life and their **contributions** should be valued and fostered

The **rights** of older people should be respected so that they may age and die with dignity

