

ISSUE 1

INSIDE THIS ISSUE:

Tier 1 Activity	2
Learning Disability Services	2
Children's Services	3
Contracting and Procurement	3
Prevention and Wellbeing	4
Community Services	4
Mental Health Services	5
Tier 2 Activity	5
New Legislation	6
What's Next?	6

Welcome to our first Newsletter!

Welcome to the very first edition of the Western Bay Health and Social Care Programme's Newsletter!

With all aspects of the Programme now gathering pace, we're focussing our efforts on improving communication and hope you'll find this Newsletter useful in keeping you up to date with the progress of the various Western Bay projects and work streams.

Given the wide-ranging nature of the Programme's remit, it makes sense to use



this first issue to provide an introduction to the Western Bay Programme as a whole.

This edition features concise summaries of the key Western Bay projects, as well as some important legislative background.

We hope this helps clarify the basis of the Western Bay agenda and look forward to keeping you posted on the Programme's progress in forthcoming issues of the Newsletter!

What is the Western Bay Programme?

Good question!

The Western Bay Health and Social Care Programme is a **partnership initiative** comprising:

- ◆ Bridgend County Borough Council
- ◆ Neath Port Talbot County Borough Council
- ◆ The City and County of Swansea, and
- ◆ Abertawe Bro Morgannwg University (ABMU) Health Board

together with partners in

the third and independent sectors.

The Programme was established in 2012 with the purpose of integrating services more effectively for the benefit of service users and carers. It also aims to explore new and innovative ways of working to ensure services are sustainable in the face of growing demand and a challenging financial climate.

The Western Bay Programme focuses on two 'Tiers of Activity' (see pages 2-5), with all

associated projects and work streams being delivered in the context of the **Social Services and Wellbeing (Wales) Act 2014** (see page 6).

Changing demographics and a reduction in available resources mean services can't go on working in silos. The Programme's aim, therefore, is to lay the foundations for effective health and social care integration across the Western Bay region.



Ariennir gan
Lywodraeth Cymru
 Funded by
Welsh Government

This Newsletter is available in different formats. For more information, please contact the Western Bay Programme Office on 01792 633950 or email

western.bay@swansea.gov.uk

Mae'r cylchlythyr hwn ar gael yn Gymraeg. Ffoniwch Swyddfa'r Rhaglen ar y rhif uchod i ofyn am gopi.

Cymraeg

'Tier 1' Activity...

'Tier 1' consists of six key transformational projects which were identified as priority areas by the Western Bay Leadership Group. The Leadership Group meets monthly and comprises the Chief Executives of all four Western Bay partner organisations, along with 'Sponsors' representing each individual project (Senior Local Authority and Health Board Officers).

The six 'Tier 1' projects are:

- ⇒ **Learning Disability Services**
- ⇒ **Children's Services (Adoption)**
- ⇒ **Contracting and Procurement**
- ⇒ **Prevention and Wellbeing**
- ⇒ **Community Services (also referred to as Older People's Services)**
- ⇒ **Mental Health Services**

Each of the following sections offers a brief summary of the work being undertaken. Western Bay is a very broad programme of work and different projects are at various different stages of implementation, but we hope that the information provided gives a flavour of the collaborative activity taking place across the region.

Learning Disability Services

The Western Bay Learning Disability Services project is committed to the development of an improved, high quality, more integrated service for people with a learning disability and their carers.

Staff, managers and service users have had extensive consultation in order to establish an improved service model for individuals with a learning disability. It's a joint venture between service providers across the Western Bay localities which aims to take full advantage of the opportunities for regional collaboration whilst at the same time safeguarding good practice that exists at a local level.

Statement of Joint Commitment

The project has agreed a set of overarching principles and values, set out in the 'Joint Commitment for Learning Disability Services' document, which was drawn up by partners across the Western

Bay region.

The Statement sets out a number of Key Commitments which help shape the project's strategic direction.

These include:

- To work with partners to consider innovative ways of engaging service users in the planning and development of services.
- To develop a joint strategy for an integrated joint process and response to need.
- To develop a joint strategy to address the needs of carers.
- To develop joint strategy for managing transition to adulthood.

Joint Commissioning Strategy

You may have come across the project's 'Draft Learning Disability Commissioning Strategy

for Adults' which was out to consultation until 3rd December 2014. The Strategy outlines plans to develop a regional approach to commissioning services (where appropriate) across the Western Bay area. Responses to the consultation will be collated and revisions will be made in the coming months.

We look forward to bringing you examples of how the Learning Disability Services project's activities have made a real difference to the lives of citizens in future editions of the Newsletter!



Children's Services (Adoption)

The aim of the Children's Services (Adoption) project is to develop a new regional adoption service comprising three collaborating local authority adoption agencies – Neath Port Talbot, Swansea and Bridgend.

This regional service will be one of five that will make up the National Adoption Service for Wales.

These are:

North Wales - Wrexham, Flintshire, Gwynedd, Conwy, Denbighshire and Ynys Môn;

South East Wales - Blaenau Gwent, Monmouth, Torfaen, Newport and Caerphilly;

Mid & West Wales - Ceredigion, Carmarthenshire, Pembrokeshire and Powys;

Western Bay – Neath Port Talbot, Swansea, and Bridgend;

Valley, Vale & Cardiff- Cardiff, the Vale of Glamorgan, Merthyr and Rhondda- Cynon-Taff.

Each region will have a common set of responsibilities and functions and will operate within a performance management framework developed at a national level.

Lead Partner

One local authority within each collaborative will act as the lead authority for the delivery of regional roles and functions. For the Western Bay region this will be the City and County of Swansea, with Val Jones taking up the position of Regional

Adoption Manager from 1st December 2014.

The Western Bay collaborative is in its final stages of development and will be formally launched in spring 2015. It is anticipated that staff will be co-located at Port Talbot Civic Centre by the end of January/ early February 2015.

We look forward to bringing you news on the project's progress, including the forthcoming launch of its own dedicated website in future editions of the Newsletter.



Western Bay
ADOPTION SERVICE
GWASANAETH MABWYSIADU
Bae'r Gorllewin

Contracting and Procurement

The Contracting and Procurement project focuses on the following work streams:

Regional Reviews of Packages "Pathways to Independence" (PTI):

Working in partnership with health and social care coordinators, this work stream reviews individual packages of care to ensure they are at the right size and price for the individual concerned. There is a renewed focus on the principals of progression and the best outcomes for the individual.

Regional brokerage:

A regional brokerage system has been established for new mental health packages of care.

Regional toolkit:

The project will explore the feasibility and worth of implementing regional commissioning toolkit.

Supporting Regional Procurement:

The project will support the regional procurement activities of two or more of the Western Bay partners.

Supporting the Commissioning Project Boards within Western Bay:

The project responds to individual requests from Western Bay project boards in relation to Contracting and Procurement regionally.

Some positive outcomes from the project include...

- A balanced relationship with service providers - 80% of total providers can demonstrate improved quality at a fair cost.
- Improved outcomes for people with complex needs - 70% of packages are evidenced as being more clearly aligned to need by the referring Care Coordinator.
- Regional Procurement improvements - Over 60% of partners agree that there has been improved coordination of regional commissioning and contracting approaches and processes as a result of the involvement of the project.

Prevention and Wellbeing

This is the newest project to feature as part of the Programme's 'Tier 1' activity and will focus on the implementation of the Social Services and Wellbeing (Wales) Act 2014.

As the new Act places a strong emphasis on wellbeing and person-centred care, the project aims to support consistency of prevention and wellbeing services across the Western Bay region. Its scope will incorporate three key areas of work. These are:

A Wellbeing Resource – Working with the third sector to ensure advice and support

services are available to those who need them. Bridgend, Neath Port Talbot and Swansea Councils for Voluntary Services will work together to map existing prevention and wellbeing resources.

Local Area Co-ordination (LAC) – This innovative model promotes strong, inclusive communities and gives those accessing services greater control over how their care is delivered (see www.inclusiveneighbourhoods.co.uk for further information). Recruitment of staff to facilitate LAC implementation across the Western Bay region is currently

underway.

Advice, Information and Assistance – This is a specific requirement of the new Act. Three Social Services and Wellbeing Act Implementation Officers have been appointed and will undertake a self-assessment exercise to establish how advice and information services are currently delivered and where improvements can be made.

The Prevention and Wellbeing project is very much in its infancy, so there'll be lots more to report as the work streams gather momentum in 2015.

Community Services

The aim of the Community Services (or 'Older People's Services') project is to transform care services for older people by moving away from the traditional institutionalised models of care, to community-based support which helps people to live independently in their own homes and communities.

Services continue to be delivered at a locality level, but work within an overarching regional framework to ensure good quality care is delivered consistently across the Western Bay area.

Third Sector Partnerships

The relationship between the four Western Bay organisations and third sector partners has gone from strength to strength as a result of the Community Services project's activity.

Significant investment from funds such as the Welsh Government's Intermediate Care Fund (ICF) has enabled organisations to increase capacity and expand services to better meet the needs of citizens.

Examples of work currently being undertaken include:

- 7 day and extended working across all Western Bay localities, allowing hospital discharge schemes to support hospital leavers during evenings and weekends.
- An increase in the number of preventative services delivered by third sector organisations, including 'Healthy Home Checks' (undertaken by Care and Repair)

- Establishing integrated 'Common Access Points' consisting of multi-disciplinary teams who are able to triage callers and signpost to the most appropriate service.

The Community Services project is making great strides in delivering an effective joined up approach to caring for older people across the region. A range of performance indicators (including feedback from service users) are being used to measure the success of the project's outcomes and will feature in forthcoming editions of the Newsletter.



Mental Health Services

Good mental wellbeing improves outcomes for all manner of physical conditions, so effective support services are not only important for mental health but also for sustainable health and physical wellbeing in the future.

The main focus of the work of the Mental Health Project is to promote mental well-being by building individual resilience through less reliance on inpatient beds, and to redesign community support to enable people to live in their communities and establish meaningful service user involvement in service design (together with the third sector).

Joint Commitments

The Western Bay 'Moving Forward Together: Joint Commitments for Mental Health Services' document also sets out a number of key commitments for service delivery on a collaborative basis.

These commitments fall into 4 areas of work:

- ◆ Promoting Mental Wellbeing and helping to build resilience for all people, families and communities
- ◆ Working together with people regardless of which service area in providing support and care
- ◆ Improving our working together between and within organisations
- ◆ Providing holistic care for the most vulnerable.

Work undertaken to date includes a thorough review of current arrangements for unscheduled care and access to acute services, as well as the creation of a 'Commissioning Group'.

This comprises representatives from all four Western Bay organisations who work together to join up processes and commission Mental Health services that are better suited to the needs of the individual.

The Mental Health Project is currently looking at simplifying the referral pathway for secondary mental health services by piloting new processes for a Single Point of Access and triage system in Bridgend, which will be rolled out to the other areas in 2015.

The project is also supporting the current community services to further promote reablement through goal focused interventions so that people receive support from secondary services more quickly but for shorter periods.



'Tier 2' Activity...

'Tier 2' relates to collaboration in the following areas...

- ⇒ Regional Safeguarding Boards (Children and Adults) - see www.wbsb.co.uk for details.
- ⇒ A Supporting People Regional Committee.
- ⇒ Integrated Family Support Services.
- ⇒ A Regional Area Planning Board (regarding Substance Misuse).
- ⇒ A Regional Youth Offending Service.

Reprioritisation...

In 2015, the Western Bay Programme will carry out a review of its priorities to ensure alignment with the principles of the new Social Services legislation for Wales (see page 6).

Keep an eye out for details in future editions of the Newsletter.

Social Services and Wellbeing (Wales) Act 2014

If you're wondering why 'collaboration' and 'integration' feature so heavily within Western Bay Programme's activities, the answer lies within the provisions of the new Social Services and Wellbeing (Wales) Act 2014.

The Act, which is due to be implemented in April 2016, will transform the way health and social care services are delivered in Wales, placing a particular emphasis on the importance of **developing collaborative approaches** to service delivery.

Other significant requirements and duties of the Act include:

- ⇒ The promotion of wellbeing and prevention in the Act which aims to delay the development of people's needs for care and support.
- ⇒ Better provision of information and advice on how services can be accessed and processes for raising safeguarding concerns.
- ⇒ Carers and Carers' Assessments - The needs of carers will need to be assessed as well as the person receiving care to ensure both parties receive adequate support.
- ⇒ Person-centred Care—Service users will have a stronger voice and greater control over the types of care they receive.

Consultation

The codes of practice, guidance and regulations that underpin the Act are being developed and consulted on in two tranches. The first tranche of consultation is now underway and will run until **2nd February 2015**.

Find out how you can participate by visiting <http://wales.gov.uk/consultations/healthsocialcare>

What's next for Western Bay?

There'll be lots to report in the coming months as the various Western Bay projects and work streams continue to make progress. Communication will be a key priority for the Programme throughout 2015 and will take the form of:

- ◆ The development of a Western Bay Programme website.
- ◆ Further editions of the Western Bay Programme Newsletter, including updates on collaborative activity, service user perspectives and staff profiles.
- ◆ Communications (e-bulletins, briefing notes, etc.) detailing the activities of specific projects, as well as latest news on the requirements and implementation of the Social Services and Wellbeing (Wales) Act 2014.

We would welcome feedback and/or suggestions for articles or features which would be of interest to you. Please email ideas or comments to western.bay@swansea.gov.uk or telephone the Western Bay Programme Office on 01792 633950.