Welcome to the tenth edition of the Western Bay Programme’s Newsletter.

In previous issues we have featured news items on the work of the ABMU Carers Partnership Board, which was established in 2012 and brings organisations together to engage with and support local Carers of all ages.

The Board has also created a group to focus specifically on Young Carers’ issues, and the group’s membership includes staff representatives from Young Carers and Young Adult Carers projects.

In the years that the Board has been active, a number of exercises designed to gather the views, opinions and ideas of Young Carers have been undertaken across the region. On 19th April, a group of around 50 Young Carers gathered together for the ‘You Said...We Did!’ event - a fun morning arranged with the purpose of giving Young Carers a break, as well as providing the members of the Board with the opportunity to feed back on what has been done in response to views and suggestions put forward during previous engagement activities.

The event’s packed agenda included:

- a ‘Speed Briefing’ session, which gave young people the opportunity to chat to members of Western Bay’s Regional Partnership Board on their roles and how they can support Young Carers
- an interactive quiz
- presentations from Young Carers themselves who shared their own inspirational stories
- a ‘You Said...We Did!’ slideshow, highlighting the outcomes of engagement and the work being carried out across the region.

After lunch, everyone had a great time posing together in the fancy dress photo booth, and there was also a surprise guest appearance from Lee Trundle (Swansea City Ambassador), who came along to show his support for Western Bay’s Young Carers.

The event was opened by Hilary Dover, ABMU’s Director of Primary and Community Services and Chair of the ABMU Carers Partnership Board, who emphasised the importance of these kind of events, saying:

“The role of a Young Carer can be extremely challenging and often quite isolating, so our priority is to show them that they are valued and are being listened to.

Events such as these offer Young Carers a chance to relax and enjoy the company of their peers, while also hearing about how their input has made a real difference in helping to shape services across Western Bay”.

This Newsletter is available in different formats. For more information, please contact 01792 633805 or email western.bay@swansea.gov.uk
ABMU Patient Choice Awards

The care provided to patients in the community by ABMU Health Board staff and their colleagues from Swansea Council was the focus of a special celebration event held at Singleton Hospital on 3rd March.

The ‘Patient Choice Awards’ were first introduced in 2015 to give patients, carers, relatives and visitors the chance to say thank you to a member of staff or team who have provided an excellent service.

But, for the first time, this year’s ceremony has recognised the partnership and collaborative working being undertaken across the Swansea area to help patients being cared for in the community.

“I was impressed by the powerful effect of the double-badging – Swansea Council and ABMU - on the team’s uniforms.

It was quite evident that the individual carers were very proud to wear the uniform and it was clearly very effective in building a sense of team identity” he wrote in his nomination.

Members of the Integrated Gower Team with Alison Ransome, Integrated Community Hub Manager (West) and ABMU Board Member Debra Williams.

A total of 33 awards were handed out by Swansea Councillor Jane Harris and ABMU Board Member Debra Williams, who paid tribute to the outstanding efforts of the staff, saying:

“This has being an amazing and humbling ceremony. I wish to thank everyone for their hard work and collaboration. It is much appreciated.”

Western Bay Population Assessment

Did you know?

Western Bay’s Population Assessment report is now complete and available to view online.

The report includes a wealth of information about the availability of health and social care services within our region, what people think about them, and what changes are needed to bring about improvements in the future.

The information is presented in three ways:

1. A dynamic website providing the key headlines
2. A series of downloadable chapters in PDF form

On 6th April, Western Bay’s Regional Partnership Board held a workshop session where members were given the opportunity to browse the site and consider the key themes and issues emerging from the content. The findings of the Population Assessment will form the basis of an Area Plan, which will be complete by April 2018 and will outline the steps organisations are taking to address the priorities identified via the Assessment.

You can access the Population Assessment site by visiting: www.westernbay.org.uk
January’s Newsletter included an item on the ‘Empowering People through Innovative Practice’ event, which took place in October 2016 and included real life case studies demonstrating the benefits of innovative and person-centred working. This is just one aspect of the broad remit of the Western Bay Programme’s Contracting and Procurement project, which was established in 2014 and has made a real difference to the lives of many across the region.

So, what’s been happening?

Western Bay’s Regional Partnership Board received an update on the project’s progress at their meeting in March. This included an overview of the principal work streams and their key outcomes:

**Outcome Focused Assessments**

Outcome Focused Assessments are carried out on packages of care for individuals in residential care or supported living settings. The process is designed to recognise the strengths of the individual and identify areas where independence can be maximised. A savings target of £1 million for 2016/17 was realised, which has resulted in sustainable, cost effective arrangements which support service users to achieve their full potential.

**Mental Health Regional Brokerage**

A brokerage form is completed by Care Coordinators with the support of other professionals. This captures a service user’s needs and the outcomes to be achieved by the provider.

Once funding in principle has been agreed by the relevant organisational lead, the referral is matched to a database of accredited providers who are invited to submit expressions of interest detailing the steps they intend to take to deliver outcomes.

The Mental Health Brokerage process has now also been expanded to include individuals with Learning Disabilities.

**Digital Stories**

The following case studies were screened at the Empowering People through Innovative Practice event, demonstrating the positive impact the project has had on the lives of service users:

- David’s Story - [www.youtube.com/watch?v=YsfrJh2nnyE](http://www.youtube.com/watch?v=YsfrJh2nnyE)
- Joanne’s Story - [www.youtube.com/watch?v=6otBl1t1O5k](http://www.youtube.com/watch?v=6otBl1t1O5k)
- Karina and Ian’s Story - [www.youtube.com/watch?v=UxJYX0MYAXs&t=39s](http://www.youtube.com/watch?v=UxJYX0MYAXs&t=39s)

**Regional Quality Framework for Care Homes (RQF)**

The RQF is a document created by My Home Life Cymru in partnership with the Western Programme to assess the quality of care delivered in older people’s care homes in the areas of Bridgend, Neath Port Talbot and Swansea.

The Framework helps commissioners to monitor care services in a more consistent manner, setting out a clear ratings system of Gold, Silver and Bronze.

An accompanying Toolkit has been devised, offering practical guidance for care homes to benchmark and strive for continuous improvement against a clear set of criteria.

The key aims of the RQF are:

- to establish a clear vision for quality for individuals living within care home settings, in order to improve the lives of people and promote positive outcomes
- to offer a more robust and transparent approach to service providers across the region regarding the collaborative expectations in terms of quality of care
- to monitor and support providers so that they may achieve the best quality of life in care homes in a way that achieve the principles of person/relationship centred care.

Quality assurance was highlighted as an area of improvement for commissioners as part of the report findings from the Older People’s Commissioner for Wales’ 2014 review of care homes, and the recommendation for a need to develop mechanisms in order to test quality and outcomes for older people in care home settings clearly aligns with the aims of the RQF.

The RQF is being implemented across the region and will be incorporated into future commissioning activities.
Regulating for Successful Outcomes

New Act set to drive up standards of Social Care

Changes to how social care standards are measured were the focus of the ‘Regulating for Successful Outcomes’ event, which took place in Margam Orangery on 15th February.

Delivered by the Western Bay Workforce Development Steering Group, the event brought together care providers from across Bridgend, Swansea and Neath Port Talbot to consider the new Regulation and Inspection of Social Care (Wales) Act 2016 and the changes it will bring.

The new Act’s aim is to improve the sustainability of social services, ensuring an effective and robust regulatory regime that will drive up standards and deliver care services of the best quality to the people who need them.

Independent and third sector social care providers attended on the day, as well as staff from health and social services within the Local Authorities.

The event’s agenda included keynote speeches from eminent Business Psychologist Philippa Davies (pictured above), Cathryn Thomas of the SSIA, Sarah Glynn-Jones of the CSSIW and Eleanor Marks of Welsh Government.

Delegates were also given the opportunity to participate in a Q&A session with those who presented on the day.

Social Care Wales

Also present at the event was Sue Evans, Chief Executive of the newly launched Social Care Wales (formerly Care Council for Wales). Sue (pictured below) provided an introduction to this new organisation, outlining its powers and how its broad remit will impact on services.

“This is a time of great change for those delivering and receiving care services in Wales. Social Care Wales’ primary aim is to raise the quality of care and support, so that people’s lives can be improved.” she said.

The day was hosted by Susan Cooper, Corporate Director of Social Services and Well-being at Bridgend County Borough Council, and Chair of the Western Bay Workforce Development Steering Group, who stressed the value of these kind of events, saying:

“It’s important for providers to feel engaged, informed and supported.

The new Act will affect all aspects of care in some way, so it’s crucial for everyone to work together to achieve positive, meaningful outcomes for people.”

‘In Your Shoes’

Help improve Mental Health Services across Western Bay

The ABMU Health Board, along with its partner Local Authorities, would like to hear from users of mental health services from Bridgend, Neath Port Talbot and Swansea (including those who have considered accessing, or attempted to access support for their mental health) during 2016 or 2017.

A series of ‘In Your Shoes’ engagement events are being held in May and June 2017 in a variety of locations across the Western Bay region.

Participants will be asked to share their experiences and indicate how they would like their needs to be met in future. Feedback gathered will be used to improve services going forward.

Carers and family members are also encouraged to be involved. Following these engagement events, a draft strategic framework will be developed by the Mental Health/Learning Disabilities Commissioning Board. Further engagement will be undertaken on the ideal service model, which should be implemented going forward and will outline the principles all services will aim to achieve to underpin this.

For further information, or to book a place at an engagement event, please email abm.c4b@wales.nhs.uk

Engagement events will also be publicised via Eventbrite.

If you have any comments or queries about the items featured in our Newsletter, please email western.bay@swansea.gov.uk or telephone the Western Bay Programme Office on 01792 633805