



**Caring Together
Western Bay**
Health and Social Care Programme
**Gofalu Gyda'n Gilydd
Bae'r Gorllewin**
Rhaglenn Iechyd a Gofal Cymdeithasol

Western Bay

Health and Social Care Programme

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Social Services and Wellbeing Act: What it means for the Workforce

Welcome to Issue 4 of the Western Bay Health and Social Care Programme's newsletter. In previous editions you'll have seen features on the principles of the new Social Services and Wellbeing (Wales) Act 2014, the two tranches of consultation and examples of initiatives already embracing the Act's spirit and making a real difference to the lives of service users and their families.

As the implementation date of April 2016 draws nearer, we're turning our attention to the Act's impact on the workforce.

Susan Cooper, Director of Social Services and Wellbeing at Bridgend County Borough Council heads up the newly established Western Bay Workforce Development Steering Group. She said:

"This new legislation represents a significant culture shift for health and social care services in Wales. Supporting individuals to achieve their own personal well-being outcomes will mean changing the way we deliver services.

Work is already underway in each of the Western Bay partner organisations to raise awareness of the Act and its implications for us as service providers, and this will gain momentum in the coming months as information and guidance continue to emerge on a national level".

'Getting in on the Act'

Our last newsletter touched on the work of the Care Council for Wales and the 'Getting in on the Act' initiative; a comprehensive suite of materials designed to support organisations in their preparation for implementation.

In this issue, you'll find more information on how the Care Council for Wales is working with a range of organisations to formulate a national training plan, and how services in the Western Bay area are already making changes and delivering on the requirements of the new Act.

Join the conversation:



#GetTheAct

#SSWbAct

What matters to you, matters to us...



Want to know more about the Act?

This short animation, produced by the Social Services Improvement Agency provides a useful introduction to the Act for staff, service users and the general public.

The film summarises the key themes within the Act, and gives examples of the kind of changes we can expect to see come April 2016.

Click here to view the film: <http://www.ssiacymru.org.uk/8875>

This Newsletter is available in different formats. For more information, please contact 01792 633950 or email western.bay@swansea.gov.uk



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



Getting the Act: What Staff Need to Know

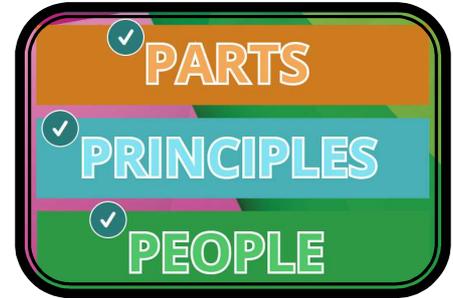
An E-Learning module has been developed for all those working in the health and social care sector, as well as Local Authority managers and elected members

The 'Three Ps'

To help those delivering health and social care services get to grips with the Act and its ethos, the Care Council's 'Getting in on the Act' initiative has identified three key elements, known as the 'Three Ps'. These are:

- **Parts** (the parts of the Act, numbered 1-11)
- **Principles** (including well-being, voice and control, prevention and early intervention, co-production and multi-agency)
- **People** (the adults, children and carers who use our services).

To explain the impact of each of these elements on future service delivery, a new **E-Learning** module has been developed.



This interactive resource takes around 40 minutes to complete and features a wealth of information on the Act's history, a look ahead to the forthcoming changes and the emphasis on improving well-being outcomes.

The module can be accessed at:

<http://www.ccwales.org.uk/e-learning-eng/>

How will the Act change working practices?

The Act's main focus is on promoting **well-being** and giving people **greater freedom** to decide how they receive our services.



This will have a significant impact on the way in which an individual's care and support needs are assessed.

The following video clip was produced earlier this year by Welsh Government as part of the consultation activity around the Act.

It gives two useful examples of how the new system could work in practice, and highlights the key factors to consider when identifying a person's well-being outcomes.

Click on the link below to view the clip:



<https://www.youtube.com/watch?v=5swqNKLdxow&feature=youtu.be>

Have you visited the 'Hub'?

Links to all of the resources featured above can be found on the Care Council for Wales' Information and Learning Hub.

Launched in May 2015, the Hub is a comprehensive online platform that hosts a wide range of materials designed to support those delivering services in the health and social care sector to understand and implement the new Act.

The Hub continues to be updated as and when new information and resources emerge.

Why not take a look?

<http://www.ccwales.org.uk/getting-in-on-the-act-hub/>

**Social Services and Well-being (Wales) Act
INFORMATION AND LEARNING HUB**

The Act in Action: Case Examples

Local Community Coordination

Laura Semmens is the Local Community Coordinator for the Bridgend locality. Her role involves supporting people who may need some extra help to achieve their own personal wellbeing outcomes. Those who are referred to the service may need help for any number of reasons, including social isolation or issues with physical or mental health.

Here she tells us about her journey with one service user who's starting to make some positive changes thanks to this new, person-centred way of working.



Laura Semmens
LCC for Bridgend

Mary's Story...

Mary is in her 50s and has suffered with agoraphobia, severe anxiety and depression for many years. She has a lot of practical support from her daughter, who does the shopping, sometimes cooks her meals and deals with all of her correspondence as Mary is unable to read or write.

The feelings of intense panic Mary experiences when leaving the house mean she only does so when it's absolutely necessary (usually for medical appointments). She has previously been referred to the local Mental Health Team, but has been discharged. Mary was referred to me by the local Job Centre.

Personal Well-being Goals

I've met with Mary on a number of occasions now and we've drawn up a plan of action to achieve her own personal well-being goals. She would like to be able to visit her daughter's house one day – something she's been unable to do due to her anxiety around leaving the house.

Mary also used to go walking with her late husband and has expressed an interest in taking up country walking again.

In addition to these goals, Mary has needed support to apply for the correct benefits and practical help to deal with her social housing landlord with a few queries she has about her tenancy.

I successfully supported Mary and her daughter to claim their full PIP and Carer's Allowance entitlements. Mary has also been referred to a telephone befriending scheme run by 'Mental Health Matters Wales'. She now receives a phone call from a

volunteer every Wednesday and has told me how chatting to someone outside of the family has helped reduce her feelings of loneliness and isolation.

It's clear from speaking to Mary that her problems with literacy weigh on her mind, so I've made a referral to the Community Companions scheme and hope to find a volunteer who can support her in her learning.

In the meantime, I've supported Mary to register with 'Booklinks'; a local audiobook loaning scheme and have sourced a relaxation CD which is helping her to manage her anxiety.

Looking to the future, I'm pleased that Mary has agreed to come along to a relaxation class that I'll be arranging in the new year. I also hope to be able to introduce her to another resident who enjoys walking and also suffers with severe anxiety – with the goal of the two of them starting a walking club for women who've experienced similar issues...watch this space!

Mary did achieve one key goal she set herself recently, which was to attend a health event arranged by the Job Centre. I mentioned that I would also be attending and was delighted to see her walk through the door having faced her fear.

Onwards
and upwards
over the next
few months!

***My Local Community
Coordinator is an outstanding
worker. She's one of the best!***

Mary, Bridgend

The Local Community Coordination initiative is being delivered as part of the Western Bay Programme's Prevention and Wellbeing project, and is a clear example of how services are doing things differently to help maximise the independence and well-being of individuals.

The Act in Action: Case Examples



Local Area Coordination supports people and communities to develop skills and ideas that help them to avoid crises, find practical solutions to everyday issues and problems, stay strong and build a 'good life'. The whole approach is about developing sustainable solutions with people and communities that will help to prevent problems from reaching crisis point.

In **Swansea**, the first three Local Area Coordinators started on June 1st 2015. Local Area Coordinators are recruited by local people, for local people—inclusion, contribution and co-production in action. They act as a single point of contact in the community for people of all ages with mental health conditions, learning disabilities or physical disability, and for older people, families and carers, supporting them to stay strong, safe and connected.

Sheila's story

The power of relationships-overcoming isolation and nurturing contribution

The Local Area Coordinator is introduced by a District Nurse to Sheila, a 70 year old woman who lives alone since her husband died. Sheila is a poet who still writes but is having problems with her computer which she must use due to her health condition. In addition, Sheila's garden, once her husband's pride and joy, is rapidly becoming overgrown and she fears 'letting the neighbourhood down'.

The Local Area Coordinator takes time to get to know Sheila and is able to connect her with a local church group who tend older peoples' gardens. One of the group of gardeners is Barbara, a young woman who is interested in creative writing but who has suffered with anxiety and depression. She also happens to have expert knowledge about computers. The Local Area Coordinator is taking time to get to know Barbara via the gardening group and both she and Sheila have indicated that they would like to be introduced to each other. The plan is for Barbara to help Sheila with her computer problem, and for Sheila to share her considerable skills in poetry and writing with Barbara. Both women have something to offer each other in a reciprocal, positive and natural way.

This has helped two people avoid the need for more expensive services and is building their long term resilience in their local community.

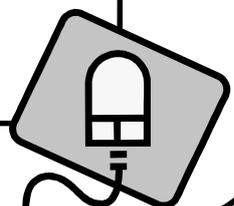
Building more welcoming, inclusive, supportive communities, spotting and creating new opportunities

A piece of derelict land has become an eyesore in a local community. The land is adjacent to 2 restaurants, 2 supermarkets and near to the local Comprehensive school. The Local Area Coordinator knows through his work that there are several isolated people who would love to be connected with others to do some gardening and perhaps grow some vegetables. He has contacted the supermarkets and restaurants who are all interested in the idea of selling and using local produce, and the Comprehensive school who would like to incorporate the healthy eating message in to the curriculum. He is working with the local Councillor to bring these interests together so that the piece of land can be transformed by local people to become a 'kitchen garden' resource which enhances the wellbeing of everyone in the community.

Transforming local systems

In one community in Swansea there is no local surgery offering blood tests to its older or disabled patients, who then have to travel to a distant surgery or the local hospital for this service. This is resulting in increased home visits and higher service costs. Through connections with local organisations, the Local Area Coordinator has linked the District Nurses with an under-used community centre to develop a local, accessible and cost-effective alternative. **Helping people make good use of necessary services and uncovering solutions that are straightforward, local and sustainable.**

For more information on the Local Area Coordination model, please visit www.lacnetwork.org



The Act in Action: Case Examples

Community Independence Service (C.I.S)

Neath Port Talbot

Funded by the Government's Supporting People grant, the Community Independence Service supports vulnerable people aged 16-65 years old in the Neath Port Talbot locality.

The service delivers targeted sessional support that enables people to:

- manage and maintain tenancies or home environments
- establish and relationships with family & the wider community
- develop independent living skills such as cooking and travel training.

At present, the service is supporting 158 people and operates across a seven day week from early morning to late evening.

Simon's Story...

Simon is in his 50s and suffers with depression, anxiety and Post Traumatic Stress Disorder associated with time spent serving in the Armed Forces.

He was referred to the service as he required support to manage and maintain his social housing tenancy. It became clear during the first visit that Simon was finding it difficult to function in all areas of his life. He had issues with his physical health and his emotional well-being which were preventing him from sleeping in his bedroom, and he was struggling to prepare meals and keep his home clean and tidy. He was also in considerable debt, which he was having difficulty managing.

What did the service do?

The C.I.S's Community Mental Health Team met with Simon and worked with him to identify some personal well-being goals.

These included cleaning up his home and being able to carry out household tasks such as doing the laundry and recycling. Simon also expressed an interest in art, and oil painting in particular, and felt that an opportunity to explore his creativity would help enhance his well-being.

Simon received 24 hour support during his first week as a service user. Staff helped him to clean up his property, go through all unopened mail and supported him to purchase a second hand washing machine.

Links were made with the 'Local' Aid charity and an organisation for army veterans have been able to help Simon to deal with his debt problems.

The level of hands on support has now been reduced as Simon has felt more confident and able to carry out day to day tasks himself. He now deals with his refuse and recycling on a weekly basis, and staff have even managed to arrange a donation of canvasses and oil paints to enable Simon to practice and improve his artistic skills.

Simon is now learning to surf the net thanks to the donation of a second hand computer. Staff have also managed to source a broken computer which Simon is repairing - a challenge he's enjoying as he worked as an engineer when in the army.

The service will continue to support Simon, with an eventual aim to help him access training and employment opportunities, and make links to art clubs or courses within the community.

Code of Practice - Measuring Performance



5th October saw the publication of the code of practice in relation to measuring social services performance under section 145 of the new Act.

This applies to local authorities in relation to their social services functions. However there will be implications for partner bodies, including health boards, the third and independent sectors, and service users and their carers.

Click on the link below to access a pdf version of the document:

<http://gov.wales/docs/dhss/publications/151005code-of-practiceen.pdf>

Learning and Development: The National Picture

When the Act became law in 2014, the Care Council for Wales received funding from Welsh Government to develop a national learning and development plan.

To inform the content of the plan, the Care Council has established three key groups...



Llywodraeth Cymru
Welsh Government



Virtual Team

The virtual team comprises workforce and director leads from the six Welsh regions, as well as representatives from Welsh Government and the Care Council. Its purpose is to support the delivery of training and to ensure regional approaches to learning and development align with the principles of the national training plan.

Working Group

The group has been established to support the development of the appropriate training materials around the Act. Lynne Doyle, training manager for Neath Port Talbot County Borough Council sits on the working group as the regional lead for Western Bay.

National Strategic Advisory Group

The group oversees the development of the national training plan, ensuring an effective collaborative approach between members.

Membership includes:

- The Association of Directors of Social Services Cymru
- Care Council for Wales
- Care and Social Services Inspectorate Wales
- Care Forum Wales
- Children in Wales
- Welsh NHS Confederation
- Wales Council for Voluntary Action
- Welsh Government
- Welsh Local Government Association.

What it means for Western Bay...

The national training plan developed by those listed above will inform the content of our own regional learning and development plan, which will be rolled out among staff delivering services within each of the Western Bay work streams.

The Institute of Public Care have been commissioned to produce a range of learning materials for use in staff training. These will cover four core modules; Introduction and General

Functions, Assessing and Meeting the Needs of Individuals, Looked After and Accommodated Children and Safeguarding.

A number of training and awareness raising sessions are taking place for staff and partners across the Western Bay area.

See page 7 for a schedule of events and details on how to register.



Getting in on the Act

Calendar of Awareness Raising Sessions



Over 500 delegates from a range of organisations across Bridgend, Neath Port Talbot and Swansea have already attended one of the briefing sessions being delivered by Local Authority Learning and Development departments and Western Bay SCWDP (Social Care Workforce Development Programme) colleagues.

Below you'll find a list of sessions taking place in each locality. These will give an introduction to the Act and help delegates to understand the changes it will bring. **More dates are planned in the coming months, so keep an eye out for more information.**

Swansea

Book online at <http://www.scwdptraining.swansea.gov.uk/sdms6> or email swansea.scwdp@swansea.gov.uk to request a booking form.

Date	Venue	Time
20/10/2015	Scout & Guide HQ, Bryn Rd, Swansea, SA2 0AU	There are three sessions on each date: 09:00am – 10:30am 11:30am – 13:00pm 14:00pm – 15:30pm
21/10/2015	Scout & Guide HQ, Bryn Rd, Swansea, SA2 0AU	
22/10/2015	Scout & Guide HQ, Bryn Rd, Swansea, SA2 0AU	
27/10/2015	Staff Development & Training Unit, Llwynceilyn, SA2 0FJ	
28/10/2015	Scout & Guide HQ, Bryn Rd, Swansea, SA2 0AU	
29/10/2015	Staff Development & Training Unit, Llwynceilyn, SA2 0FJ	

Neath Port Talbot

Email a.symons@npt.gov.uk for registration details.

Date	Venue	Time
22/10/2015	Briton Ferry Community Centre	9.30am - 11.30am
22/10/2015	Briton Ferry Community Centre	1.00pm – 3.00pm
30/10/2015	Neath Civic Centre - Room A/B	9.30am - 11.30am
30/10/2015	Neath Civic Centre - Room A/B	1.00pm – 3.00pm
03/11/2015	Neath Port Talbot CVS (Alfred Street, Neath, SA11 1EF)	1.00pm – 3.00pm
20/11/2015	Neath Civic Centre - Room A/B	9.30am - 11.30am
20/11/2015	Neath Civic Centre - Room A/B	1.00pm – 3.00pm
03/12/2015	Neath Civic Centre - Room A/B	9.30am - 11.30am
03/12/2015	Neath Civic Centre - Room A/B	1.00pm – 3.00pm

Bridgend

Email scwdp@bridgend.gov.uk for registration details.

Date	Venue	Time
22/10/2015	Council Chamber, Civic Offices, Angel Street, CF31 4WB	9.15am – 11.30am
04/11/2015	Council Chamber, Civic Offices, Angel Street, CF31 4WB	9.15am – 11.30am

What else is new in Western Bay?

Website News!

Feedback on any aspect of the new website would be welcome.

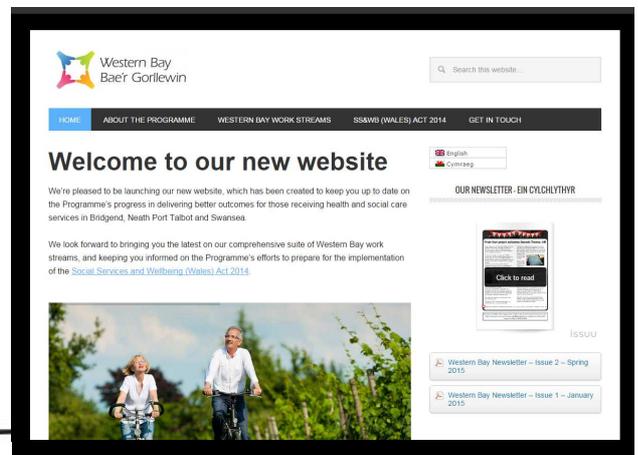
Contact details are at the bottom of this page if you'd like to get in touch.

This month sees the launch of our new Western Bay website - something the Programme's Communications and Engagement Officer has been developing with the help of colleagues from our various projects and work streams.

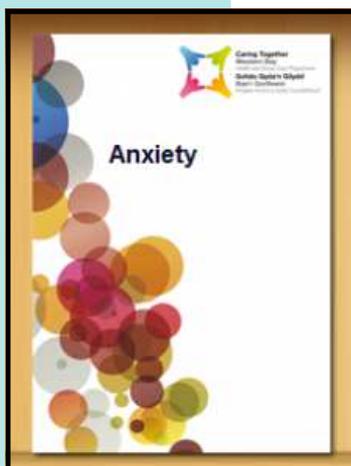
The website aims to provide a comprehensive overview of the work being carried out, the outcomes being achieved and the steps being taken to prepare for the implementation of the Social Services and Well-being (Wales) Act 2014.

The site will grow and evolve as the Programme progresses and as information and guidance relating to the Act continues to emerge, but we're keen to receive feedback and suggestions on what you'd find useful.

Visit www.westernbay.org.uk and let us know what you think!



Prevention and Well-being: Self Help Guides



Funded by the Western Bay Programme as part of our Prevention and Wellbeing project, this new 'electronic library' helps people to make sense of emotional and wellbeing issues and signposts to appropriate services if further support is needed.

The self help guides offer information and advice on a wide range of subjects, including anxiety, dealing with bereavement and domestic abuse.

A formal launch took place in 'The Centre', Baglan on 6th August, and was attended by service users past and present, as well as the County Voluntary Councils for Bridgend, Neath Port Talbot and Swansea who played a key role in co-ordinating this piece of work.

To view the guides (available in both Welsh and English), please visit www.selfhelpguides.ntw.nhs.uk/abmu



Click here for a short video of the launch event:
<https://www.youtube.com/watch?v=6hNW8ayEV8A>

We 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.