



## Notes of the North Wales Regional Partnership Board Meeting

6 September 2019

9:00 am to 1:00 pm

Optic, St Asaph

Present:	Teresa Owen (chair), Bethan Jones Edwards, Morwena Edwards, Bethan E Jones, Charlotte Walton, Chris Stockport, Clare Budden, Cllr Christine Jones, Cllr Joan Lowe (JLo), Cllr Louise Emery arrived at 10:00 am, Cllr Dafydd Meurig, Estelle Hitchon, Ffion Johnstone, Claire Lister (attending for Jenny Williams), Kevin Roberts, Lesley Singleton (left the meeting at 11.00am), Llinos Medi Huws, Lynda Colwell (left meeting at 12:30 pm), Marian Wyn Jones, Mark Wilkinson (MWil), Mary Wimbury (MWim), Neil Ayling, Nicola Stubbins (arrived at 12:00 pm), Peter Williams (left the meeting at 10:15 am), Rob Smith, Wendy Jones, Jane Davies (attending for Neil Ayling), Catherine E Jones, John Gladston
Apologies:	Cllr Bobby Feeley, Dave Worrall, Jennie Lewis (JLe), Jenny Williams, Judith Greenhalgh, Sacha Hackett, Steve Gadd, Shan Lloyd Williams
In attendance:	Lynda Chandler, Performance Improvement Manager, Unscheduled Care, Delivery Unit, NHS Wales (agenda item 2); Professor John Bolton, Institute of Public Care (agenda item 2) ; Jennifer Morgan, Analytics Team, Delivery Unit (agenda item 2); Emrhys Pickup, Analytics Team, Delivery Unit (agenda item 2) ; Keith Moultrie – Institute of Public Care (agenda item 4)

### 1 Welcome, introductions and apologies

The chair extended a warm welcome to everyone. Introductions were made and apologies noted as above. A warm welcome was extended to Cllr Louise Emery, Catherine E Jones and John Gladston as this was their first RPB meeting.

## 2 Notes and actions of last meetings

Minutes of the meeting 7th June were accepted as a true record.

### *Actions completed*

- Established team looking at digital connectivity in the region.
- WG grant offer letter has been signed by the chair and forwarded to WG.
- The Annual Report has been completed, published and available on the Regional Collaboration website
- A further meeting with Third Sector organisations has been arranged 22.10.2019.
- Pooled Budgets is progressing through LA/BCU political process.
- BJE and MB have met with JLe and PW in relation to /carer remuneration. JLe and PW agreed to draft a paper, which has arrived but BJE and TO have not had opportunity to discuss as yet. To be brought to Nov/Dec meeting.
- TO confirms forwarding an acknowledging note to Cllr Liz Roberts.

### *Outstanding Actions*

- Collate the information of LA officers involved in Social Value as part of their role.
- RW to contact Jo Taylor to update RPB on the draft report on the Autism Code of Practice.
- WCCIS to provide update in Nov/Dec.

TO took the opportunity to thank DW and MWim for agreeing to take on the joint vice-chairing role of the RPB.

TO reported on a positive meeting with the Deputy Minister and all Wales RPB chairs and RPB Leads 03.07.2019 where the discussion was held around:

- Progressing work on the Children's work-stream along with Older People work-stream.
- Scrutiny of RPB's.
- Updated Statutory Guidance will be issued in the Autumn.

## 3 Proposal re National work on 'Right-sizing Community Services'

LC gave an overview of the proposal re national work on 'Right-sizing Community Services'. In 2018, the NHS Wales Delivery Unit undertook a national health and social care review of complex discharge practices in Wales. The challenges involved in right-sizing community services to meet the demand for people discharged from hospital, emerged as a national theme for local authorities and health boards. Following positive response at the national conference and in order to help to address those challenges the Delivery Unit are offering a modelling exercise to all RPBs, to be delivered collaboratively and

with the support of the Delivery Unit, Welsh Government and Professor John Bolton of the Institute of Public Care.

JB reported on the positive work already going on in the region, and while the original paper may be out-of-date the principles are unchanged.

1. Out of hospital care should be a service run in collaboration.
2. The importance of recovery; everyone should have a recovery plan at the point of discharge

JB discussed the key issues which have emerged for discharge of patients:

- The need to commission and design arrangements for out of hospital care where this is the sole focus of the providers.
- Post hospital care should focus on the recovery of people who have had helpful interventions in an acute setting.
- Every patient should have a recovery plan which focuses on both what the health & care services will do for the patient and what the patient must do for themselves.
- Assessment for longer term should not be completed from a hospital bed.
- Generally, assessments in hospitals are overprescribed and patients are seen leaving hospital on the wrong care pathway.
- Patients need for services is part determined by what happens to them whilst they are in hospital.

The system requires management of :

- The flow of people out of hospital and track what happens to people post hospital
- The expectation for a clear route for everyone out of hospital
- People to be referred to a facility that has the ability to help them return home where this is feasible.

The Delivery Unit would welcome the opportunity to discuss further, to populate the model with North Wales data to assess how the patient number in North Wales compare against the model and to identify the potential variances between current commissioning arrangements and current/future demand.

The methodology for North Wales has been used taken from Data for financial year 2018/19, and example figures taken and broken down into separate Local Authority regions. Once the template is populated with accurate data a comparator would be created for each LA.

The chair thanked the team for their informative presentation.

ChS also welcomed the presentation which is profoundly important to the work of the region and urged RPB to fully support.

LC informed of the successful 'Hospital to Healthier Home' report which evaluates the service that Care & Repair Agencies across Wales are providing to support Hospital discharge. LC also reported following the report formal notification has been received that Vaughan Gething has approved an extension of the project until 31<sup>st</sup> March 2020.

AJ also noted being in support of the model which can also be used to indicate the gaps and issues, but to see success the data needs to be inputted. There is also a risk of missing cultural issues and risk aversion within an economic model, and enquired on the best way to progress.

LCh confirmed HIW and SCW will also be supporting the model in relation to the risk aversion.

JB recommended monthly meetings are scheduled with a designated person from the Delivery Unit attending quarterly, in a critical friend capacity, to ensure the correct changes are being made in the system as a result of the data results.

MWJ also welcomed the presentation being a novel evidence base for new models of care and enquired on the timescale to complete the data collection and the expectations.

LCh confirmed the timescale is flexible and is decided by each separate region, depending how quickly the model is populated, with some areas achieving this in 2 weeks while others take months to complete. The Data unit will assist the region with this work.

MWim also raised the issue that providers also have to manage the process and are able to assist in discussions on longer term care to provide re-ablement with knowledge and input into the next level of support. The project will also require input into the workforce discussion as the expected number of domiciliary care workers will significantly increase.

JB was in agreement with MWim and informed numerous papers specifically in relation to Domiciliary Care can be found on the IPC website.

BEJ repeated the support and welcome the structure it gives to start seeing what's going on in our systems but recognised the challenge of cultural shift and enquired what can be offered to assist with addressing this. JB noted that in some other regions the coming together to do the exercise enables those conversations about cultural shift to happen.

RS enquired on the next steps and suggested one person from BCU is elected to lead on the programme, and that the best place to deal with this model would be within the Community Transformation Programme.

ME also thanked colleagues for the presentation and urged the region to take caution with the data, indicating that the West region have spent a considerable amount of time understanding the experience of individuals/patient story, and that this should drive the data to realise the changes within practice as they need to see first- hand how their practice can change and also proposed this

work is piloted alongside the work of CCTH/community Services Transformation, rather than establishing a new work-stream.

#### **4 North Wales 'More Than Just Words' Forum (NWMTJWF) update**

The board received an update from ME on the work undertaken by the NWMTJW forum.

ME reported that work on the strategic framework across Wales has continued to thrive during 2018-19. The Forum membership consists of BCU, LA's, Social Care Wales, Wales Ambulance Service NHS Trust, HEIW and Bangor University School of Healthcare Science who meet quarterly to facilitate the MTJW agenda, sharing information and examples of good practice. Subsequently, it has been encouraging to see similar groups established in other areas of Wales to facilitate the delivery of 'More Than Just Words'.

Following a period leading on the national work programme ME has recently re-joined the forum taking on the role of chair. ME also attends the Welsh Language Partnership Board (representing ADSS) which is co-chaired by Simon Dean and Albert Heaney WG.

Key challenges being discussed presently include:

- Recruiting Welsh speaking staff.
- Conflicting languages when working in integrated teams.
- Digital platforms to enable bilingual working.
- Clarity of CIW assessment criteria when inspecting care homes.
- Supporting the independent sector in achieving the requirements of MTJW.
- Capacity for training and supporting learners
- Ensuring the NWMTJW forum is linked into the key strategic regional and national boards to ensure issues and solutions are shared.

ME pointed out, while some people choose to receive health and social care services in Welsh because that is what they prefer and right for them. For others, it is more than a matter of choice – it is a matter of need, and how the absence of this basic need can lead to very serious outcomes. The Welsh language is a skill and all staff have the opportunity to learn. It is also very pleasing to note the progress being made within BCUHB on the Welsh language.

MWJ added the process of recruiting bilingual staff within H & SC raises a question on how we start the strategic conversation to ensure a truly bilingual workforce. MWJ also added language is not specified as a requirements on the nursing degree, which is presently over-subscribed.

ME confirmed this issue has been discussed at both the NW forum and at the National Board which need to be challenged, together with HIW and SCW, to generate future requirements changes.

ME suggested these matters could be part of the agenda for discussion with the Welsh Language Commissioner at the next NWMTJWF in December 2019 or January 2020.

#### *Actions*

- ME to take issues discussed today to the NWMTJW forum in Dec/Jan.

### **5 Workshop – Keith Moultrie**

Keith Moultrie, IPC attended to facilitate a workshop with NWRPB members to formulate its medium to long term plan for health and social care in the region as has been requested by the North Wales Leadership Board.

### **6 A Healthier Wales Transformation Programmes**

#### Children & Young People Transformation Programme (Ch&YP TP)

The board received an update from NS on the work undertaken around the three core elements of the Children & Young People Transformation Programme:

1. Early Help: develop early intervention/help hubs.
2. Edge of care: extend access to therapeutic support through integrated teams/pathways.
3. Assessment and support teams: short term residential assessment with a multi-disciplinary team to identify the most appropriate placement to meet the support needs and desired outcomes.

The work continues through the Children's Transformation Board (ChTB) focussing on regional, sub-regional and local delivery.

Work completed in this reporting period included:

- The Programme Manager has been in post since May 2019. Three of the four Project Managers have successfully been recruited with two already in post, third starting in September and the recruitment of the fourth post is underway.
- Regional and sub-regional work is taking place with 'Effective Child Protection Project' launched within Gwynedd.
- Workshop facilitated by IPC around 'embedding co-production and commissioning with Children and Young People' was recently held 27.6.2019.
- Engagement with procurement around a joint evaluation tender has resulted in 3 tenders for the Ch & YP TP.

Work planned for the next reporting period includes:

- Project team to be in place through the successful recruitment of the final Project Manager post.
- Development of work programme, project delivery plans and costing through separate workshops with the 3 areas (West/Central/East) focussing on local and sub-regional governance arrangements.
- Understand how the four Transformation Programmes align and support each other, via discussion at the next ChTB with Learning Disability Transformation colleagues to explore how LDTP and Ch&YPTP can work together over the next 12 months.

### Community Services Transformation Programme (CSTP)

The board received an update from ChS on the Community Services Transformation Programme (CSTP).

The appointment of Programme Manager has enabled significant progress to be made on the programme, and work is underway in the 14 Health & Social Care localities providing integrated community based services.

Work completed in this reporting period includes:

- A recent tender to commission a provider to evaluate the programme has been completed. Following the 10 day 'stand still' period, the successful provider will be announced. This is an important step to the progression and impact of the programme.
- Governance for the programme is to be agreed at the Community Services Transformation Board (CSTB) recognising that work undertaken needs to reflect the priorities and needs within specific localities/areas and taken forward through the Area Integrated Service Boards (AISB).
- AISB have been requested to submit plans to the CSTB outlining expenditure plans, ensuring sustainability and real system change.
- AISB have also been requested to express their interest in becoming one of three 'local pacesetters'. This will be discussed at the October CSTB and RPB will be updated in due course.
- Pooled budgets is also being explored within the CSTP. Pockets of funding will be made available to support digital technology and four localities will be required to put themselves forward to assist.

ChS also brought the transformation risk register which highlighted significant risk to the attention of the Board, but gives assurance approaches are being made to address these risks successfully.

MWJ thanked ChS for the update and noted the considerable progress made to date on the Community Services Transformation Programme.

## **7 Any Other Business**

RPB Self-Assessment Workshop – 02.10.2019

The following names have been forwarded to WG:

Bethan Jones Edwards, Bethan E Jones, Chris Stockport ,Estelle Hitchon, Cllr Bobby Feeley, David Worrall, Alwyn Jones, Marian Wyn Jones, Mary Wimbury

Invitation to RPB learning event – 28.11.2019

The following have expressed an interest in attending this learning event:

Bethan Jones Edwards, David Worrall, Mary Wimbury, Cllr Dafydd Meurig

There are more places available – please forward additional names to RW.

Emerging arrangements across RPB's and PSB's

The conference summary and WG letter are noted by the RPB in relation to the expectation of RPBs and PSBs to work in partnership and provide a coherent local and regional response to the wellbeing needs of individuals.

### *Actions*

- Forward additional names for the RPB learning event 28.11.2019 to RW.