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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Notes of the North Wales Regional Partnership Board Meeting

11 October 2019

9:00 am to 1:00 pm

Optic, St Asaph

Present:	Teresa Owen (chair), Bethan E Jones, Charlotte Walton, Cllr Christine Jones, Cllr Joan Lowe (JLo), Cllr Louise Emery, Cllr Dafydd Meurig, Cllr Bobby Feeley, Estelle Hitchon, Ffion Johnstone, Jenny Williams, Kevin Roberts, Lesley Singleton, Lynda Colwell, Peter Williams, Rob Smith, Catherine E Jones, John Gladston, Dave Worrall, Jennie Lewis, Sacha Hackett, Shan Lloyd Williams, Maria Bell (note-taker), Fon Roberts (representing Alwyn Jones / Ynys Mon), Susie Lunt (representing Neil Ayling / Flintshire), Sherry Weedall, AVOW (representing Wendy Jones / Third Sector), Aled Davies (representing Morwenna Edwards), Sally Baxter (representing Mark Wilkinson)
Apologies:	Bethan Jones Edwards, Cllr Llinos Medi Huws, Alwyn Jones, Clare Budden, Wendy Jones, Marian Wyn Jones, Neil Ayling, Mark Wilkinson, Morwenna Edwards, Chris Stockport, Mary Wimbury, Judith Greenhalgh, Nicola Stubbins
In attendance:	Maria Bell, Regional Business Manager (for item 6) Mark John-Williams, Co-Director of Flintshire DO-IT (for item 9) Catrin Gilkes, Translator (whole meeting)

1 Welcome, introductions and apologies

The chair extended a warm welcome to everyone.

Introductions were made and apologies noted as above.

2 Notes and actions of last meeting

Minutes of the meeting 6th September were accepted as a true record.

Actions Outstanding:

- Update requested from MTJW Forum after Dec / Jan meeting

Matters arising

- None

3 A Healthier Wales: Learning Disability Transformation Programme

Susie Lunt and Kathryn Whitfield (KW) provided an update on the achievements and impact of the programme to date.

Recognised that there were a number of papers, as believed that the NWRPB would value the detail. Members of NWRPB were welcomed to invite KW to any local meetings to discuss the programme further.

Priorities have been agreed by the Programme Board and Citizens (panel & participation group). The programme has looked for best practice across the region, Wales and beyond and are sharing this.

Will focus today on the work going forward. Stakeholders are very interested in the opportunity to access £0.5M funding for piloting new approaches. A bidding process has been developed and will be published in the coming weeks.

Work ongoing in Anglesey to look at pooled budget arrangements (health & social care funding); the programme will report to a future NWRPB meeting on learning from this.

There is significant work ongoing to co-produce developments with stakeholders e.g. training materials on values and principles. There is an aim to coproduce new e-Learning options and films, the programme is engaging with Social Care Wales and employers on what kinds of training and methods of learning are required (building on what is already available). Partners have been very generous in sharing their own materials. A new Community of Practice for Active Support has been established.

The work on developing accommodation options is fast paced and the situation has changed since the report included in the pack. LA's are looking to establish sub-regional agreements that details how the issue of 'ordinary residence' is managed when there is integrated commissioning of enhanced accommodation and support services for people from different counties. There are 55 people for whom new options are being developed.

There is significant work ongoing to establish health promotion information and to ensure that health practitioners are aware of the communication and information needs that people with learning difficulties have; e.g. guidance for parents, families and support workers around anxiety in attending the dentist.

IPC Oxford Brookes University are the evaluation partners for the programme.

JLe welcomed involvement in the programme and flagged up that there is some excellent easy read information available about the programme and welcomed this being circulated.

Jennie meets with parents and families, who are welcoming involvement in evaluating the impact that the programme is making to people's lives.

RS asked about the target on access to employment and whether there is anything more that the BCUHB could be doing to provide opportunities.

SL noted that FCC have 'project search' providing internships for young people with learning disabilities, providing work readiness skills and placements. Candidates try a range of jobs, with an aim to gain at least 16 hours / week as a result.

SB advised that BCU's equalities team are working on this agenda.

FfJ advised that BCU in Blaenau Ffestiniog had a similar search project.

KW noted that we all need to bust the myth that people with LD cannot work many hours due to the 'therapeutic earnings scheme' barrier.

SLIW advised that accommodation needs is on the agenda of RSL CEO's meetings.

NWRPB welcomes the reports from the programme.

Actions

- KW to share the updated accommodation options report.
- KW to share the mid-point review of the programme with the NWRPB

4 Digital Transformation

Bethan E Jones (BEJ) introduced the report. Implementation of WCCIS is dependent upon a broader infrastructure and environment e.g. access to partners' networks and hardware (printers) to enable mobile working and co-location. We also need to eliminate waste e.g. where workers require 2 separate laptops in order to access both NHS & LA systems.

N Wales Heads of ICT and lead officers are involved in the development.

The proposal for a co-ordinating group which reports to NWRPB will focus on unblocking some of the operational barriers.

The report details an outline governance structure – Integrated Services Digital Transformation Board. There is a need for technological solutions but these must be sought within the parameters of what citizens need and how this can best be delivered. We also need to ensure that we are embracing innovations and making best use of existing systems.

Teresa Owen (TO) noted that the clinical strategy must interlink with digital.

CllrBF asked for it to be flagged that there is progress with establishment of Community Resource Teams and that this work is essential in making this work even better.

EH asked whether the partners involved in the programme have their own digital transformation strategies/plans.

BEJ responded that the assumption is that this is the case but the question is whether these are keeping pace with the operational requirements.

TO noted that we need to get this right to enable sustainability of the transformation programmes.

CllrDM confirmed that this is an important piece of work – particularly in respect of governance and data.

TO enquired what is the timetable to move this work forward?

BEJ advised that there is just over 12 months of the transformation programme funding, which needs rapid progress and prioritised by BCU & LA's whilst there are resources available.

DW also suggested that it would be advantageous to review how the provider sector may also access these systems.

FfJ noted that there have been recommendations/requirements for primary, secondary health services and LA systems to work together.

SB noted that it is important to ensure that CRT's cover all groups – children and young people, people with MH support needs, disabilities.

BEJ confirmed that the key is integrated working not just working for older people.

PW advised that his background is in IT and IT infrastructure; sharing of data is always a challenge, but data security can be shared where there are effective protocols and securities.

TO asked for the views of the NWRPB on the recommendations within the report: There was a general consensus although BF asked that the word 'actively' (RPB will actively support) is amended to 'urgently'.

CllrJL asked for a timeline to reporting back to NWRPB.

BEJ agreed to report on the programme and progress within 2 – 3 months.

Further report to NWRPB in 3 months' time.

Actions

- BEJ to report to NWRPB in 3 months' time.

5 Hospital to a Healthier Home report

TO welcomed the report and its format and invited Lynda Colwell to give an overview of the work and report.

LC advised that the work is in its infancy, but is taking off well within BCU footprint and across Wales.

The National Programme for Unscheduled Care was delivered by Care & Repair Cymru in seven sites across Wales.

Stephen Harry (National Programme Director) advised been encouraged by the pilot and extended thanks for the pace at which Care & Repair across Wales had been able to establish themselves within hospitals across Wales. The project was to be extended and evaluated – which resulted in the report shared today.

Outcome indicators/measures were agreed, that could be used to decide on future of the funding.

The pilot has been further extended to March 2020. Meetings will be arranged between Housing & Health Ministers to report on progress of the service and embedding it as a transformative approach to tackle unscheduled care and delayed discharges.

Funding is from NHS (revenue) and Housing (capital – adaptations, repairs & maintenance). The programme is well aligned with Healthier Wales, enabling long term sustainable partnerships.

The aims are to support people to stay well, live independently and safely. The service supports the aspirations that older people's housing is safe, warm and comfortable.

LC noted that the USP of Care & Repair (C & R) is the bricks & mortar of the home, whilst also supporting the person in the home.

Across BCU area there have been 400 advice referrals resulting in significant numbers of healthy home checks, 168 home repairs and 175 people received welfare benefit checks. Adaptations can often be completed within the same day, e.g. essential repairs, fitting key safes, moving beds from up to down stairs.

The programme supports the falls agenda e.g. for those people 'fit for discharge' following a fall, the service reviews the home environment to look at what caused the fall and whether any preventative changes need to be made to avoid further falls.

LC described a recent case study of a lady with fractures who was seen in the discharge lounge having fallen off her mobility scooter, which was used on a path which was not wide enough for and had caused her to topple off the path. The services asked 'how did this happen' and improved the path before she went home.

LC also described scenarios where people assume that they can cope at home, but not always aware of the risks and barriers. This places the individuals and their Carers at greater risk; the service can ensure an effective preventative

approach, adding to other services that are available (e.g. work closely with other services NEWCIS, British Red Cross etc). C & R link and sign-post across community services.

The service combines a person centred approach with technical skills.

CllrLE noted that in Conwy there is a growing co-hort of individuals who are quite unwell and require 6 – 8 calls across day and night. Noted that visited a nursing home recently who were adversely impacted by the agenda to support more and more people at home.

LC responded that they are having to have sensitive conversations with people for whom staying at home may not be safe or practical and who should may be considering extra care, care home options.

JW asked about the sustainability of the programme and how this can be mainstreamed with money already in the system.

Care & Repair Cymru have had this discussion. NHS funding has historically been at local level, not WG, until this programme. C & R are keen to have these discussions with NWRPB.

RS noted that these practices are exactly the focus of care and support at home; Community transformation; RS noted the existing effective working of C & R with CRTs in Wrexham. RS asked what further scope there is from this project. Are there more people requiring this support?

LC advised that the project has scope to grow, subject to funding – there is demand e.g. could work in A&E as well as discharge lounges. C & R are looking at where referrals are coming from.

CllrBF echoed the concern about the nature of ‘pilots’ and reiterated the importance of linking to CRTs.

ChW advised of discussions in Wrexham around who needs to be sitting around the table to discuss winter planning and beyond – who are the key partners, how can we learn from pilots.

DW noted that British Red Cross are working on a project that is likely to have to be tendered in future, which puts it at risk.

BEJ reflected that we need to look at this within the wider system and working upstream i.e. before the accident / fracture etc happens e.g. home safety check.

KR noted that there are fire service professionals undertaking home checks everyday and asked how referrals work, whether the case worker is hospital based? KR further advised that we need to ensure that there isn't a single point of failure i.e. develop a range of referrals pathways.

Care & Repair are working with the Royal College of OTs, case workers have BTeC qualifications and are monitored and mentored by OTs.

EH noted that part of the work of WAST is to not convey people into hospitals. The referral pathways from non-hospital settings are equally important. There is an opportunity to look at the whole pathway.

JLe noted that the project represented common sense and asked how Carers are linked into the service? LC noted that it works with carers services to raise awareness.

SLIW noted better cooperation across Wales between Health & Housing organisations. C & R Gwynedd & Môn and Conwy & Denbighshire are linked to Grŵp Cynefin, this promotes opportunities to mainstream the projects linking with core services, but demand on services need to be prioritised.

Actions

- No actions

6 Update on Carers Strategy

TO noted the significant contribution made by Carers, without whom the health & care system would not manage demand.

FfJ introduced the paper, providing an update on:

- Local Authority & BCUHB self-assessment against the service standards agreed with Carers and achievement of the strategy aims
- Expenditure and performance against the WG Carers Funding for 2018/9 and 2019/20 (£213k p.a.); which is focussed on improving access to primary care and improved discharge planning with Carers.
- Overall expenditure on services for Carers in North Wales (in excess of £3.25M per annum, on 80+ agreements with in excess of 30 care and support organisations)
- N Wales' engagement with the Ministerial Advisory Group (MAG). The work of the MAG is important in ensuring the voices of Carers are heard.

Appendix 1 of the report details some of the progress against the strategy.

Appendix 2 is the end of year report provided to WG on the expenditure.

There have been efforts to review and rationalise the governance structure of the groups focussed on Carers strategy and operational delivery within North Wales.

There is a focus on how we can improve commissioning of carers services, including scope for more joint commissioning / contracting.

TO asked JLe and PW for thoughts on the work ongoing.

FfJ advised that N Wales is anticipated to be asked to share the Carers Strategy with the Ministerial Advisory Group.

The MAG has asked RPB's to advise on what 3 things we want as priorities for a national action plan for Carers.

It was agreed that NWRPB feedback on the importance of involvement of Carers in these groups.

JLe advised that there is a linked MAG Engagement & Accountability Group and that Carers Trust have been funded to facilitate this group. JL has asked WG policy leads how many Carers are involved in the MAG and advised that WG appears to prefer a model of concentric circles with separate MAG & MAG – EAG; however at the recent MAG-EG there were only 3 RPB Carer reps in attendance.

PW welcomed the work that is ongoing in supporting Carers of people with mental health support needs and advised of a meeting he attended in Ablett Unit Carers café recently and the good quality information that was available. Again, however, he was the only Carer in attendance.

LS confirmed the good progress on work within rehab services in working with people with lived experience and with Carers.

DW noted ongoing work of Care & Repair and Red Cross linking with people in hospital and enquired how often are people asked if they are Carers. FfJ noted that this is part of the 'What Matters' conversation.

TO noted that many of the strategic aims were reported as amber, and reflected that although there is good progress, would like to see more information on what needs to be done to turn areas green.

The Board discussed different reporting methods, whether the 'RAG' was useful and that use of the wellbeing star may be more beneficial. The use of case studies was also discussed (MB advised that a case study template had been shared with Carers organisations linked to North Wales Carer Operational Group (NWCOG)).

JLe advised that we need also to capture and share the stories where things haven't gone so well and learn from these.

JGI advised that we need to consider the use of the term 'carer', people think of selves as wife / friend / family etc, would recommend care in use of term 'carer'. PW would echo this, don't label self as 'Carer' but as husband.

The report asked the NWRPB to provide feedback to the North Wales Carers Operational Group (NWCOG).

Actions

- TO advised that there will be an opportunity to feedback on this as part of the RPB Chairs meeting. BJE and Mary Wimbury will be representing N Wales at this meeting.
- NWRPB feedback to FJ/MB this week on areas for improvement to change strategic aims from amber to green.

7 Winter Planning Process 2019/20

In considering winter planning, TO encouraged all to take up the flu jab if they are eligible and invited FfJ and BEJ to outline the winter planning process agreed following a letter regarding funding to enable delivery over winter 2019/20.

There are 2 elements of funding:

- £2.1M directly to BCUHB (submit plans to WG by 23/10)
- £3.6M to be overseen by the NWRPB (submit plans to WG by 15/11)

BEJ advised that the 2 allocations need the oversight of NWRPB and that work is ongoing across North Wales to identify local priorities aligned to the themes detailed within the funding letter.

BEJ noted that there will be priorities that require funding that do not fall within the funding criteria.

There is some concerns that the 2 allocations have different dates for submission.

CllrDM asked how the funding will be allocated?

BEJ noted that there is a specific spreadsheet to be submitted as part of the plan, linked to the themes / WG criteria. Local gap analysis will be undertaken and discussions about which organisation can help deliver the requirements. There are formulas to distribute funding for North Wales, which will be the basis of prioritisation of local needs analysis.

CllrBF asked what scope there is to plan ahead better in future.

BEJ conceded that there is funding every year and we could be asking CRTs to be thinking of this in advance. Pressures are not just in Winter now, but have summer pressures from visitors (Daily Post reported 30M visitors to North Wales this year).

CllrLE noted pressure from health tourists, people in their caravans for the summer who access.

JW noted that there are not just NHS pressures but social care pressures, e.g. there are unscheduled care issues in children's services in MH. In central area are building on the plan which is in place across the year.

EH - not just tourism or seasonality but the demographic shift which is impacting. WAST see a positive shift in demand when there is snow on the ground (seen to be a behavioural 'choice' change rather than people being less unwell).

KR noted that we all have the same 'customers' and need to work together on key messages, and urged BCU & LAs to please not forget the North Wales Fire Service in the plans.

SB also noted work ongoing with care homes etc on risks related to EU-Exit (an additional risk area).

CIrBF asked whether there is scope for the Chair to make the point from NWRPB to Wales Government that this is an all year pressure.

NWRPB supported the proposal for a single plan for North Wales to encompass the full £5.7M.

NWRPB are meeting on 8/11 which would allow sign off.

Actions

- BJE to update TO on discussions in regards the timetable and sign-off

8 WG Events

Feedback from Self-Assessment Workshop 02.10.2019

In absence of other attendees, BEJ provided feedback from the event. The workshop was to look at a self-assessment tool that had been developed by a CIW & HIW joint inspection task & finish group to discuss whether it was a useful way to support the proposal for an inspection.

The approach taken was based on a maturity matrix, but attendees where not clear about whether the purpose was to test the strength of the Board (NWRPB) or of partnership working itself within the region.

The work is concluding in 2020, for implementation from 2021/2.

Recommendations were:

- Need clarity on what is being inspected
- A maturity matrix is a useful
- Peer review would also be a positive methodology

Members were asked to note the change of date from 28.11.2019. Attendees were agreed at last meeting however, this now requires further consideration given the date change.

BEJ noted that costs of continual travel to Cardiff / S Wales are a pressure when BCUHB are trying to reduce unnecessary expenditure and wants to explore opportunities of video conferencing.

This point was echoed by JLe and DW, furthermore JLe pointed out that CEJ, JG, PW and herself do not have organisations to make arrangements for them and would be attending such events within their own time.

JGI noted that a climate change emergency has been declared and suggested that WG could make use of the facilities at the office in Llandudno Junction.

Catrin Gilkes advised that there would need a translator at each venue.

Actions

- TO asked those that had put their names forward to confirm with RW whether they are still able to attend and others to advise if they are interested in the 8-10 places available to NWRPB.
- TO & BJE to follow up whether alternative arrangements could be made for this or future events given that there could be adverse weather

9 Do It Communities

Mark John Williams (MJW), Co-Director, Flintshire DO-IT and area project officer in the LD Transformation Programme Team was joined by Tom McKay (TMK) a volunteer and co-trainer in Flintshire DO-IT

The chair invited the NWRPB members to introduce themselves. Tom introduced himself and advised NWRPB that he hoped to soon be volunteering with AVOW in a marketing role.

Do-It started as a co-production initiative and is linked to Asset Based Community Development. MJW advised that these approaches are often just jargon, but in Flintshire a group of individuals agreed to just get on and 'do-it'. The project is based in the Mold area, but is expanding to work across N Wales.

In 2017, Flintshire DO-IT became a Community Interest Company and Cooperative - they have no paid resources; all members are volunteers. Projects are inclusive (all age, abilities) and include:

- a community cinema project ('watch-it')
- gig buddies ('gig-it')

- a music group ('rock-it')
- circle of support ('circle-it')
- campaign on increasing accessibility of public toilets including adult changing facilities ('change-it')
- community coffee mornings ('brew-it')
- dating opportunities ('love-it')
- community travel opportunities ('thumb-it')
- advocacy project, creating community leadership ('voice-it')
- a community leadership / training project, which is a potential income generation element of the project ('inspire')

The project uses time-credits. Theatre Clwyd, Freedom leisure are included as time credit partners.

The values of the organisation are built on true coproduction (as opposed to consultation) between funders, supported / providers and people receiving.

In summary, MJW feels that true coproduction creates truly sustainable solutions to the pressures on statutory services; with a shift in focus from:

what's wrong >>> what's strong

independence >>> interdependency (relationships)

competition >>> coproduction

TO recognised DW's role in bringing this project to the attention of the NWRPB in increasing examples of social value.

DW advised that he was struck by what had been achieved with so little.

TO thanked MJW and TMK for their presentation.

Actions

- No actions

10 Any Other Business

SLIW advised the NWRPB of an event held this week on 'Social Value – what's the point?'

SLIW advised that MB had presented to the event on the work of the Social Value Forum Steering Group and had shared the NWRPB governance structure diagram – detailing the reporting of the North Wales Social Value Forum Steering Group to the NWRPB. SLIW noted that Steering Group lacked a chair / co-chairs and may be needing direction from NWRPB.

TO invited comments from third sector RPB representatives
DW advised that would like to be move involved in the SV side but we need to draw volunteers from across the sector to share the roles and responsibilities. LC & SW echoed this.

Actions

- TO proposed that BJE, MB, TO and Shelley Davies meet to discuss how this activity can be promoted.

WAO published a review of PSBs this week, EH proposed that this is looked at in future meeting of the NWRPB to see if there are lessons learned.

Information Items

WG letter: ICF Capital release 2018/19 – noted

'A Healthier Wales' – Results Based Accountability (RBA) Training – noted

WIHSC event: Tuesday 22 October 2019 @ Wrexham Football Club

Is the Act having an impact?

An event flyer was included in the agenda pack detailing opportunity to find out more about the evaluation of the Social Services and Well-being (Wales) Act and to share information about impact on individuals. – noted

Date of next meeting: Friday 8th November 2019 9.00 – 12.30 pm