

Easy Read



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NORTH WALES SOCIAL CARE AND WELL-BEING  
SERVICES IMPROVEMENT COLLABORATIVE

# The North Wales Transformation Programme

## Making health and care better for people in North Wales



This document was written by the **North Wales Social Care and Well-Being Services Improvement Collaborative**. It is an easy read version of the 'Transformation Fund Evaluation Summary'.

May 2022

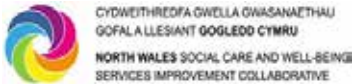
# How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what all the words in blue mean on page 22.



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Where the document says we, this means North Wales Social Care and Well-Being Services Improvement Collaborative. For more information contact:

## Website:

[www.northwalescollaborative.wales](http://www.northwalescollaborative.wales)

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[www.northwalescollaborative.wales/contact](http://www.northwalescollaborative.wales/contact)



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# Contents

Page

Introduction.....	4
Community services.....	8
Children and young people.....	10
People with learning disabilities.....	13
Mental Health.....	17
More information.....	20
Hard words.....	22

# Introduction



We are the **North Wales Social Care and Well-Being Services Improvement Collaborative**.

We are made up of:

- the 6 local authorities in North Wales
- Betsi Cadwaladr University Health Board
- and other partners.



We work together to improve services across North Wales.



In 2020 and 2021 we ran a programme called the **North Wales Transformation Programme**.



It was paid for by the Welsh Government. As part of their plan called **A Healthier Wales**.

The aim of the **North Wales Transformation Programme** was to improve health and care services by:



- Giving people support early on before their problems get bad. This means people can stay living at home longer. And be **independent**.



**Independent** means doing things for yourself and making your own decisions.



- Supporting health services to work together better. So people get joined up care.



- Focusing on making life better for the people using health services. And stopping people ending up in **crisis**.



A **crisis** is when someone needs help quickly because they are going through something difficult that may cause harm. For example, their mental health suddenly gets worse.

## We worked on making things better in 4 areas:



- Community services



- Children and young people



- People with learning disabilities



- Mental health



The **North Wales Transformation Programme** did a lot of good work in 2020 and 2021.



We would like to carry on this good work in the future.



This is a report about what we did in the 4 areas.

# Community services

We wanted to start **Community Resource Teams** to:



- Improve health and well-being.
- Provide people care closer to home.
- Lower the number of people needing to go into hospital.



We worked with health and social care staff in local communities.



But some health and social care staff did not work well together.



This made it harder to improve community services.





We used technology to help staff work better.



For example, we gave staff iPads to have video appointments with people. Instead of meeting face to face.



We made it easier for staff to read patient records too.



There were some things that made it hard to improve community services



Like people not working well together. And coronavirus.



But we were still able to do some good work. And we want to keep this going.

# Children and young people

We wanted to provide early care and support for children and young people to:



- help children and young people get better outcomes
- and to avoid having to provide long term care that costs a lot and is not as good for people.



We taught children and young people about **mental health** and **well-being**.



**Mental health** is how someone is feeling in their mind.



**Well-being** means a person is happy, healthy and is comfortable with their life and what they do.



We told children and young people where to get help if they needed it.



We want children and young people to get help early. Before things get really bad.



Especially children and young people who have additional needs.



We went into schools to share information with students and teachers.



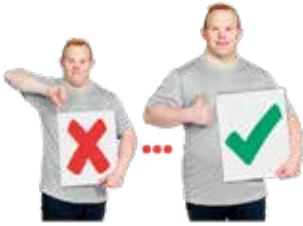
We trained health and care staff on **mental health** and **well-being**.



So that they could help children, young people, and their families more.



We helped families to work through their **mental health** and **well-being** problems. So that they could all stay living together.

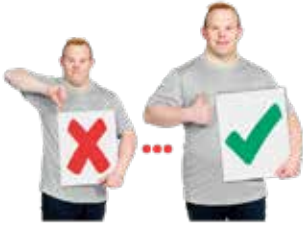


We changed the ways some of our staff work. To help keep children and young people safer.



We did some really good work. And we want to keep this going in the future.

# People with learning disabilities



We wanted to change our services so that people with a learning disability are supported to achieve what matters to them.



We wanted to change the way our society works. To make sure people with learning disabilities have the same chances as everyone else in things like:

- education
- housing
- relationships



We worked with people with learning disabilities as equal partners.



Our work on this was called **The North Wales Together: Seamless services for people with learning disabilities.**



We worked with health boards and councils. So they could support people with a learning disability better.



We trained health and care staff. So they could help people with a learning disability to have a good life.



We made health information on our websites easier to read.



We gave phones, iPads, and laptops to people with a learning disability. So they could get online more easily.

## Equality



We helped people with a learning disability to have the same chances as everyone else.



For example, to get a job. Or to go to college.



We helped people with a learning disability when their support needs changed.



For example, when they went from being teenagers to being adults.



We helped people with a learning disability with housing. So that they found the right home for them.



For example, we helped them to move closer to family and friends. If that was what they wanted.



We asked people with a learning disability to work with us.



So they could help other people with a learning disability.



We did some really good work. And we want to keep this going in the future.



# Mental Health



We wanted to give better care to people with **mental health** issues.



We want a care system that helps to stop **mental health** issues.



And can also support people when their **mental health** gets very bad.



This part of our work was called the **iCAN programme**.



We created **iCAN Community Hubs** where people with **mental health** issues could go.



There were 8 **iCAN Community Hubs** across North Wales.



People could visit **iCAN Community Hubs** for support and information. And just to feel safe.



During coronavirus people could get support online and by phone.



We used technology to help people with **mental health** issues.



We had **mental health** apps that people could have on their phones. And get help any time of the day or night.



Some people got help from us at their doctor's surgery.



We gave people support and advice so they could help themselves better.



We also helped people to find jobs.



The **iCAN programme** helped a lot of people with **mental health** issues. We want to keep this going in the future.

# More information



To learn more about safety, health, and **well-being** in schools, go to the [Staywise website](#).



To learn more about how to protect your **mental health**, go the [Friends Resilience website](#).



To learn more about how to stay healthy and well, go to the [Get Checked Out website](#).



To get help with using computers, go to the [Digital Communities Wales website](#).



To find out more about **mental health** support, go to the [iCAN website](#).



To find out more about using an app to get **mental health** support on your phone, go to the **[SilverCloud website](#)**.

# Hard words

## Crisis

A crisis is when someone needs help quickly because they are going through something difficult that may cause harm. For example, their mental health suddenly gets worse.

## Independent

Independent means doing things for yourself and making your own decisions.

## Mental health

Mental health is how someone is feeling in their mind.

## Well-being

Well-being means a person is happy, healthy and is comfortable with their life and what they do.