



CYDWEITHREDFA GWELLA GWASANAETHAU  
GOFAL A LLESIANT **GOGLEDD CYMRU**  
**NORTH WALES** SOCIAL CARE AND WELL-BEING  
SERVICES IMPROVEMENT COLLABORATIVE

# North Wales regional plan consultation report

## April 2023

Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh.



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## Introduction

The regional plan is based on the population needs assessment, which included extensive consultation and engagement. An Equality Impact Assessment was undertaken to identify potential inequalities arising from the development and delivery of regional plan. The information gained through this process has been used to develop the North Wales regional plan.

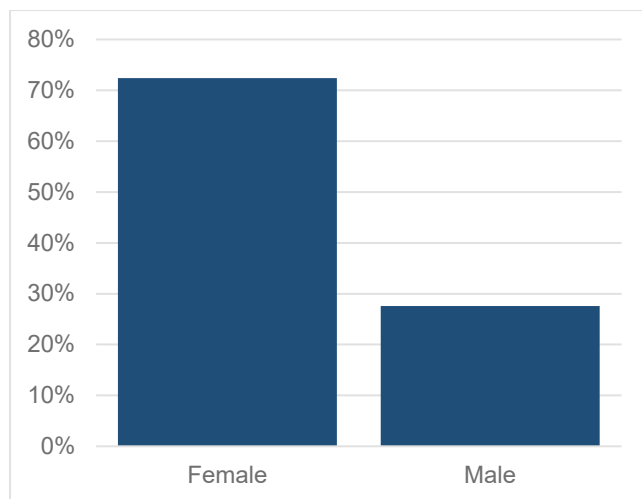
In addition, we also carried out a consultation on a draft version of the regional plan. This report summarises the responses.

## Consultation and engagement review

The survey was open for 3 weeks during March, closing on 24 March 2023. There were 48 people who participated in the consultation.

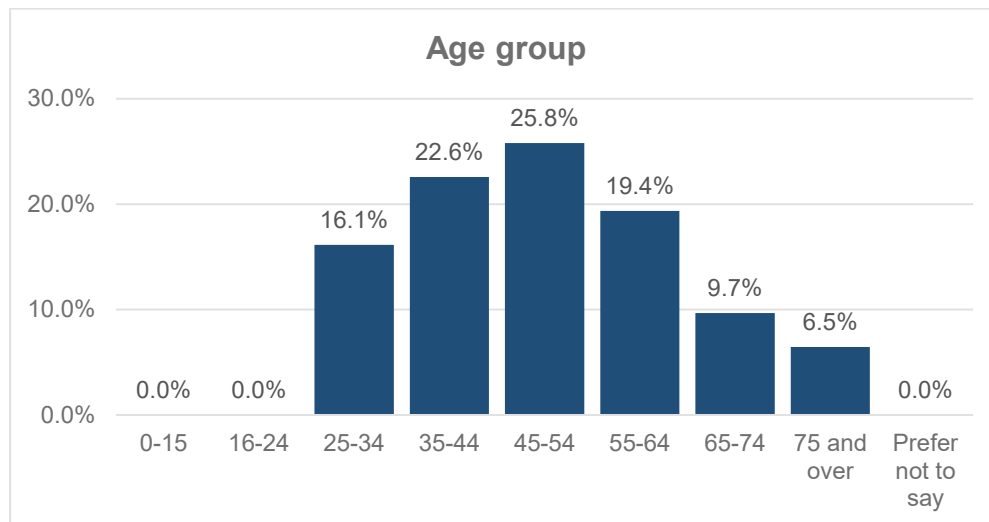
Of the 48 people who gave their survey responses 31 of them chose to answer the equalities questions. Of 31 participants who chose to answer the equalities questions 72% were female and 28% were male.

Figure 1: Sex of survey participants.



There was a good diversity of adult age groups that answered the survey, providing a broad range of experience and opinion. There were no replies from children and young people, but there is an ongoing programme of engagement and co-production as part of the RPB children’s workstream to make sure the voices of children and young people are at the heart of what they do.

Figure 2: Age distribution of survey participants.



Of the 31 participants that chose to answer the equalities questions:

- all of them identified as White, with 65% identifying as being Welsh in nationality, 29% as English and 19% identifying as British.
- 19% had a disability
- 36% had unpaid caring responsibilities

Overall, the participants were not fully representative of people living in North Wales and those using health and care services, which is why this survey is only part of a broader programme to engage people in the work of the Regional Partnership Board.

## Organisations represented in the consultation

Several organisations were represented in the consultation, these were:

- Isle of Anglesey County Council
- Gwynedd Council
- Conwy County Borough Council
- Denbighshire County Council
- Flintshire County Council
- Gwynedd Council
- Wrexham County Borough Council
- BCUHB / NHS
- Adra Housing Association
- Gisda
- NWIAS
- North Wales Police

## Consultation findings

Overall, 92% of participants agreed with the chosen priorities, with only 4 people disagreeing.

For those that said no, the additional priorities included:

- Substance misuse young persons and adults
- Early years
- Cancer, diabetes and other chronic long-term conditions
- Public health prevention of diseases
- Homeless people

There was also a comment that said, “Older people’s services are in melt down”.

For those that said yes, additional comments on the priorities included further support for them and the following points to consider.

- Learning disabilities and people with neurodevelopmental conditions should be considered as separate priorities, rather than being combined.
- Concern that although children with learning disabilities are mentioned: in practice they are overshadowed by a focus on adults with learning disabilities, often confused with neurodevelopmental services and tend to be excluded from mental health and wellbeing fora.
- Services need to be seamless to ensure that the client is at the centre of all care and assessment.
- ‘Older people’ should not include those who are fit and active, the priority should be for those identified as needing care as a result of frailty.
- After Covid we have found there are many more issues to deal with and children and young people very often have complex needs.
- The challenge will be in the implementation of the priorities and how we will work with people in these areas.
- There should be equal priority between these priorities.
- We need to talk more about mental health and substance misuse.
- Supporting carers of all ages requires a range of different solutions. Parent carers don't always identify themselves as being a carer.
- Partnerships with stakeholders like community groups, libraries, schools and charities will continue to be important. 'Audits' so services can be targeted appropriately.

## Comments on the plan

Comments have been considered and categorised as below.

- **Amend:** the plan was amended in response to the comment.
- **Share:** comments that the regional partnership board cannot address directly have been shared with the most appropriate organisation.
- **Note:** comments in support of the plan or providing more detail than can be included in the plan have been noted by the Regional Partnership Board.

## Overall plan

Summary of feedback received	Response	Status
Integrate health and social care processes, joined up working. Improve communication - joint commissioning and shared resources. For example, Occupational Therapy service now commissioned by health, councils and GPs so duplication is increasing.	This is a priority for the Regional Partnership Board	Note
Ensure feedback is invited from harder to reach groups, including people living in digital poverty, rural areas and include those with communication difficulties, as the population assessment identifies very large numbers of people of all ages who have communication/learning disabilities	This is a priority for the Regional Partnership Board and the Communication and Engagement Strategy	Note
Need contingency agreements for when services are not available to avoid delays in hospital discharges or receipt of home care services because of a lack of service delivery. The plan should identify what processes will be operational in the event of formal services not being available as we experienced during Covid-19 and beyond.	Every partner organisation has contingency plans in place for emergencies. These will have been updated based on lessons learned from the pandemic.	Note
Independent provider regional strategies	Part of the commissioning workstream	Note
The plan should be shorter and simpler and focus on actions.	We will also produce a summary version in plain English and an annual delivery plan which will include specific actions	Note
Don't use term 'North Wales' as it's not a distinctive geographical location	<a href="#">North Wales is the name of the region defined in legislation.</a>	Note
Focus on action – people have engaged and now need to see things moving forward.	This is a priority for the Regional Partnership Board	Note
Add more about the plan will monitored and reported on and how people can influence development and delivery. Use case studies to evidence the outcomes and outputs being achieved and also need to find better ways to measure and record social value.	There is a performance monitoring and evaluation workstream underway which includes collection of case studies.	Note

Summary of feedback received	Response	Status
Conwy works well to provide the services it can within budget. Can always do with more money for all services.	Note	Note
The Regional Partnership Board can identify groups of people for whom improvements can be made. Older frail people would be one such group informal carers might be another. Be clear about the contribution each partner organisation must make. Target and continue to build community resources. Locality based working.	This is a priority for the Regional Partnership Board	Note

## Cross-cutting themes

Summary of feedback received	Response	Status
Loneliness - ideas for tackling loneliness and suggestion that we tackle loneliness in middle age people not just for older people	This is a priority for the Regional Partnership Board, will share the specific ideas with the appropriate group.	Note
Focus on prevention e.g. falls prevention	Prevention is a cross-cutting theme and falls prevention is a priority in the plan.	Note
Housing for single people	Housing strategy is a local government responsibility.	Share
Invest appropriately in additional community and social services infrastructures so prevent hospital admissions and long stays which reduces life expectancy	This is a priority for the Regional Partnership Board	Note
Recruitment and retention of staff. Improved working conditions and pay. Find out more about why there is a shortage of staff and services. Consider cross border resources, finances and staffing levels.  Suggestion that Housing Associations are well placed to support employment routes through initiatives such as Academi Adra and Creating Enterprise	Part of the workforce workstream	Note
PSBs need more visibility, they seem to work to their own internal needs.	Share with the PSBs	Share
Consider barriers people face when accessing services including transport to appointments and partners not working together.	Share with the PSBs	Share



Summary of feedback received	Response	Status
BCUHB have a good system of engagement officers, host network events and have a Padlet per county to advertise what's going on locally, services update this themselves It's a good tool and valuable source of info. To share information, create a Padlet for each region with what services are available. Dan 24/7 is a great example. Or have a page on local authority websites/BCUHB website to advertise local services. Organisations could fill out a registration form, and update this every 6 to 12 months.	<p>The RPB partner engagement officers meet regularly as part of a regional engagement network to share ideas.</p> <p>The RPB also supports <a href="#">Dewis.Wales</a> as a way to find out what support is available locally, where organisations can find information.</p> <p>Continuing to improve engagement access to information is also a priority.</p>	Note
To include Mental Health in Part C. Addressing inequalities and coproduction does not provide details of what is being done in Part B.	Recognise that mental health can affect all population groups and that inequalities and coproduction are key themes throughout the priorities in Part B.	Note
Social scheme for autism or adults with mental health needs		Note
Include more information about domestic violence and sexual assault –prevention activity and funding to retain support staff are essential.	<p>Consider as part of the next Population Needs Assessment Update.</p> <p>Work on this priority is led by the North Wales Vulnerability and Exploitation Board</p>	Share

## Children and young people

Summary of feedback received	Response	Status
Refer to North Wales Substance Misuse Area Planning Board (APB) by children and young people and mental health priority.	Amended	Amend
Ensure that all children are clearly and explicitly represented across all issues e.g. mental health and wellbeing needs to explicitly include children with learning disabilities and children who are neurodiverse.	To be noted by the RPB children's sub-group	Note
Set up a working group with a range of partners to look at how they can help with young people's mental health e.g. Active North Wales or environmental projects to engage young people. Self-help resources could be better emphasised within the plan.	<p>More detail will be in the Together for Mental Health Strategy update.</p> <p>Public Services Boards work with a range partners to support people's well-being.</p>	Share

## Health, physical impairment and sensory loss

Summary of feedback received	Response	Status
Mirror England's standards of care such as surgical waiting time, emergency department's standard and cancers.	Responsibility of BCUHB	<a href="#">Share</a>
There is a need to support citizens to get the maximum benefit from their prescribed medication to alleviate symptoms and/or treat a chronic condition. In the past Community Pharmacies have provided blister packs or medicines trays to support patients - this is not a commissioned service and will cease in 2023. Joint Policies have been agreed between Health and Social Care based on NICE and Welsh Government advice around the administration of medicines by carers. These are low risk medicines are those taken every day by people receiving a prescription from their doctor not complex medication requiring health input. There is a need to ensure that social workers include access to medication support within their individualised plans and for carers to be trained and assessed competent to provide the support.	Information will be shared with appropriate partners.	<a href="#">Share</a>
More homes for disabled people – there are lots of examples of how better conversations before social housing developments commence can lead to high quality housing for people with disabilities, this should happen for all new developments	Ensuring new and adapted homes suitable for changing needs is a priority in the plan	<a href="#">Note</a>
More needs to be done to help people to stop smoking/preventing young people starting smoking.	Smoking is a public health priority	<a href="#">Share</a>

## Unpaid carers

Summary of feedback received	Response	Status
Carers to have more involvement in care treatment planning of loved ones.	Part of the carers workstream.	<a href="#">Note</a>
Care homes that have an allocated bed for respite breaks for carers.	Part of the carers workstream.	<a href="#">Note</a>

## Mental health

Summary of feedback received	Response	Status
Mental Health and Wellbeing Capital Projects	Capital plan under development	<a href="#">Note</a>

## Autism

Summary of feedback received	Response	Status
<ul style="list-style-type: none"> <li>Add data for under 18s – In Jan 2022 around 2,558 under 18s in NW source: National social care data portal for Wales</li> <li>Suggestions for improving the aims in the PNA summary</li> </ul>	<p>Currently working on an update to the autism data which will be published as part of a revised population needs assessment.</p> <p>The text is based on PNA summary, but the suggestions can be looked at when developing a more detailed programme of work</p>	<p>Note</p>
<ul style="list-style-type: none"> <li>Add more detail about the RPB role.</li> <li>Local authorities and BCU need to take a lead in co-production</li> <li>Suggest regional policy on supporting (and recompensing) people with / for co-production work as distinct from engagement / feedback, recognising local differences.</li> <li>Autistic people are still at risk of being bounced between different services.</li> <li>Need to recognise and prevent deteriorations in mental health amongst autistic young people (CAMHS delays?)</li> <li>More awareness around the impact on mental health from delays in assessment and diagnosis and the potential for women and girls to be undiagnosed.</li> <li>Recommendations for improving awareness raising and training of staff.</li> <li>Evaluating and rolling out pilot projects</li> <li>Recognise issue Autism-related anxiety has had on children and young peoples' re-engagement with Education post-Covid – rise in absences of children and young people with autism</li> <li>Link to the local Autism CoP action plans and measures</li> </ul>	<p>Added additional commitment to coproduction and link to Autism Wales further resources.</p> <p>Detailed comments will be shared with regional Autism leads.</p>	<p>Amend</p>
<p>Feedback on language use:</p> <ul style="list-style-type: none"> <li>Use neurodevelopmental conditions rather than disorders</li> <li>Use Autistic people rather than people who have autism or people with autism.</li> <li>People with learning disabilities and neurodevelopmental conditions" it refers to the North Wales Learning Disability Strategy 2018 to 2023 which describes autism and ADHD as "impairments" and "learning disability" which they are not.</li> <li>Neurodevelopmental conditions should have their own strategies and be coordinated by separate working group including the voices of neurodivergent people.</li> </ul>	<p>Amended</p>	<p>Amend</p>