



2018/19

# ANNUAL REPORT

## Powys Regional Partnership Board



Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



Llywodraeth Cymru  
Welsh Government

# CONTENTS

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»» FOREWORD	PAGE 3
»» INTRODUCTION	PAGE 3
»» WHAT IS POWYS' REGIONAL PARTNERSHIP BOARD?	PAGE 4
»» THE HEALTH AND CARE STRATEGY	PAGE 5
»» WHO ARE THE BOARD'S MEMBERS?	PAGE 6
»» WHAT IS THE BOARD'S STRUCTURE?	PAGE 7
»» HOW DOES THE BOARD INVOLVE PEOPLE?	PAGE 9
»» TAKING FORWARD PRIORITIES	PAGE 12
»» WHAT WAS ACHIEVED?	PAGE 15
»» START WELL	PAGE 16
»» LIVE WELL (DISABILITY)	PAGE 22
»» LIVE WELL (MENTAL HEALTH)	PAGE 27
»» AGE WELL	PAGE 30
»» CROSS-CUTTING WORK	PAGE 35
»» HOW WAS THIS WORK RESOURCED?	PAGE 41
»» STATUTORY PROVISIONS	PAGE 42
»» PROGRESS MADE AND FUTURE PRIORITIES	PAGE 43

# FOREWORD

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I am delighted to present the Regional Partnership Board Annual Report. It's been a busy year or so in developing our Partnership to help improve the health and wellbeing of the people of Powys. You will see examples of the work underway that directly responds to the needs and wellbeing assessment of the population and builds on the progress already made over the last few years. I would like to extend my thanks to everyone involved in the Partnership for their commitment to making a positive difference to life in Powys.



**Carol Shillabeer**  
Chair of the Regional  
Partnership Board

# INTRODUCTION

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This report is the fourth annual report for Powys Regional Partnership Board (RPB) and like much of the work of the Board it is a requirement under the Social Services Wellbeing (Wales) Act 2014. We will refer to this as 'the Act' throughout this document.

This report aims to give you an overview of some of the most important things that the Regional Partnership Board has done in 2018/19, building upon its work in 2017/18, some of the challenges it has faced and some of the successes it has achieved.

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## WHAT IS POWYS' REGIONAL PARTNERSHIP BOARD AND WHAT IS ITS PURPOSE?

Powys Regional Partnership Board (RPB) brings together a range of public service representatives and other key people including citizens, to ensure that agencies work better together to improve the health and wellbeing of the people of Powys. The Regional Partnership Board has in its Terms of Reference a statement of intent which sets out what it is trying to accomplish:



- » Create a momentum for critical improvements, by identifying key priorities for Powys citizens and concentrate efforts to ensure those are being addressed
- » Increase the focus on early intervention and prevention by encouraging citizen control and ownership in health and wellbeing matters to minimise the escalation of need
- » Ensure the voice of the citizen is not only heard but acted upon to improve services
- » Utilise intelligence on existing and future needs of citizens in the planning of services throughout the spectrum of need and ensure resources are maximised through judicious engagement with other bodies undertaking similar activity
- » Ensure quality services are delivered efficiently and effectively through a skilled and motivated workforce and volunteers
- » Promote the integration of care and support between Social Services and Health
- » Ensure co-production and the commissioning of services with the public, private and voluntary sectors that promotes connected and seamless services working effectively together
- » Foster innovative new practices and promote a learning culture
- » Ensure effective mechanisms are in place to bridge the gap between organisational and public communication on the planning and achievements of services

# HEALTH AND CARE STRATEGY

The changes and developments to public services in Powys that the Board is working to deliver are set out in Powys' Health and Care Strategy – Delivering the Vision (also known as the Joint Area Plan).

## THE HEALTH AND CARE STRATEGY FOR POWYS 'AT A GLANCE'

WE ARE DEVELOPING A VISION OF THE FUTURE OF HEALTH AND CARE IN POWYS...



WE AIM TO DELIVER THIS VISION THROUGH-OUT THE LIVES OF THE PEOPLE OF POWYS...



WE WILL SUPPORT PEOPLE TO IMPROVE THEIR HEALTH AND WELLBEING THROUGH...



OUR PRIORITIES AND ACTION WILL BE DRIVEN BY CLEAR PRINCIPLES...



THE FUTURE OF HEALTH AND CARE WILL IMPROVE THROUGH...



## WHO ARE THE BOARD'S MEMBERS?

For the purposes of Regional Partnership Boards the Welsh Government has divided Wales into seven regions based on the footprint of the Health Boards. Powys is unique because the local authority footprint is the same as Powys Teaching Health Board, so Powys is considered a region in itself. This has benefits and challenges. The benefits are that the level of negotiation and consensus is much simpler; the challenge is that the number of people to draw on is less and often the same people sit on a number of partnership fora. Here are people who sat on the RPB in 2018-19.

SEAT	AGENCIES	REPRESENTATIVE
Individual Agency Governance Representatives	Adult Social Care (Powys County Council)	Portfolio Holder for Adult Social Care- Cllr. Stephen Hayes
	Children Social Care (Powys County Council)	Portfolio Holder for Children's Services – Cllr Rachel Powell
	Board representative Powys Teaching Health Board	Powys Teaching Health Board - Melanie Davies
Strategic – Health	Powys Teaching Health Board	Chief Executive Powys Teaching Health Board - Carol Shillabeer (RPB Chair) Interim Director of Primary and Community Care - Rhiannon Jones Interim Director of Nursing - Rhiannon Beaumont-Wood
Strategic – Social Services	Social Services Department under section 144 of the Act in respect of Powys County Council, or their nominated representatives	Strategic Director – Ali Bulman
	Social Services –Transformation	Head of Transformation for Adult Services -Dylan Owen
	Social Services - Adults	Head of Operations Adult Services – Louise Barry
	Social Services - Children's	Head of Children's Services – David Johnston (Interim) and Jan Coles
Strategic Links	Public Health	Stuart Bourne – Acting Director of Public Health
	Housing	Simon Inkson - Head of Housing
	Supporting People	Dylan Owen (see above)
	Powys CC Strategic Director	Nigel Brinn - Interim Director of Environment
	Education	Ian Budd - Director of Education Dr Alec Clark – Head of Education
Third Sector	Overarching voluntary sector body	Carl Cooper – PAVO Chief Executive
	Voluntary sector body	Julie Gillbanks - Action for Children
Care Provider	Person who represents the interests of care providers	Melanie Minty - Care Forum Wales Network
Citizens	Person to represent people with needs for care and support	Maggie Simms John Buchan
	Person to represent carers in the area covered by the RPB	Owen Judd (Carer) Jean Carter (Carer)

# WHAT IS THE BOARD'S STRUCTURE?

Although the Regional Partnership Board sets the direction for joint work on health and care in Powys and takes the big decisions about that work, it also has four subsidiary partnerships which involve a much wider group of people and organisations in the work done to deliver the Board's objectives and priorities.

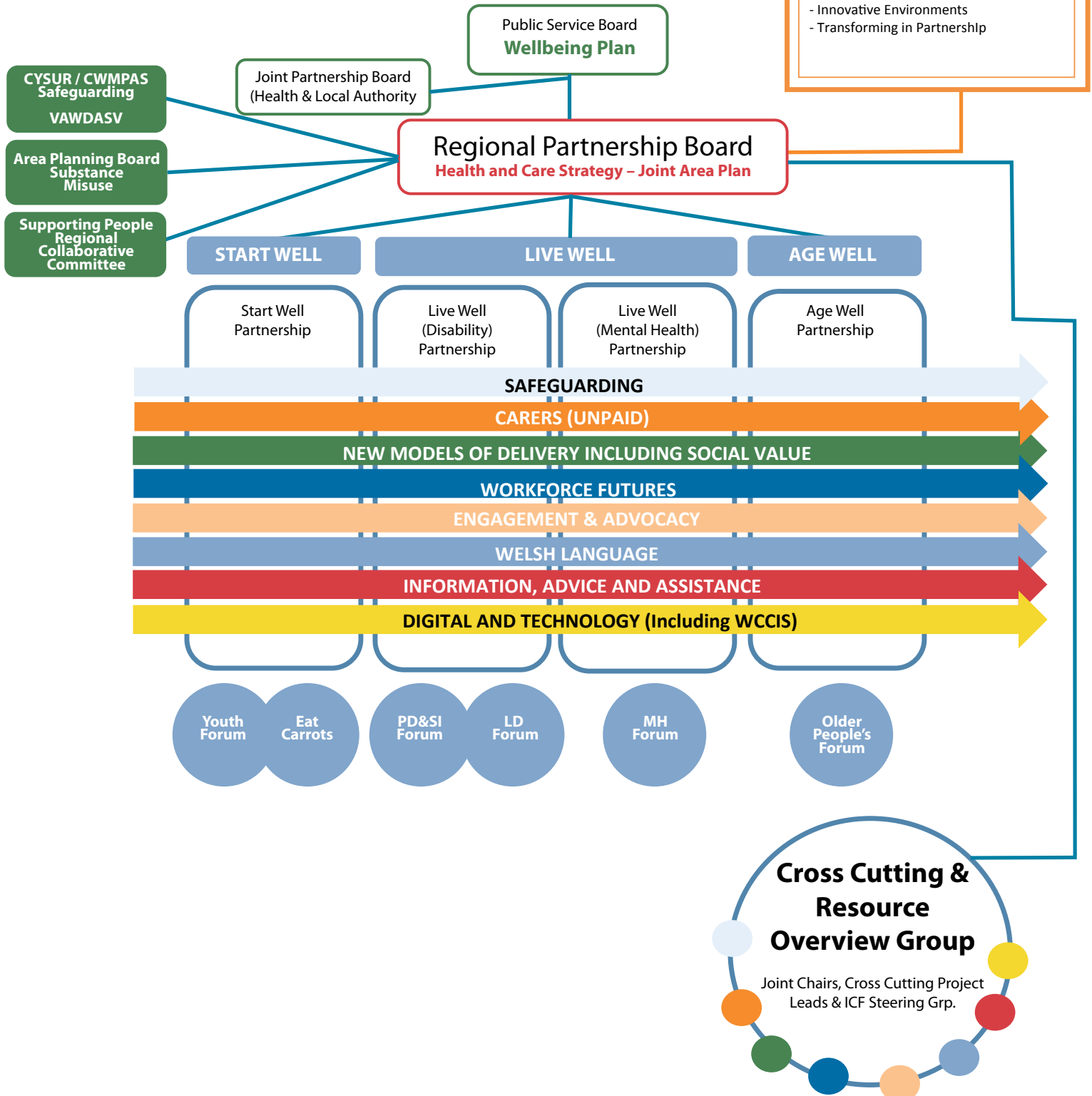
## RPB Priorities -2018-2027

Service development priorities

- Wellbeing
- Early Help and Support
- The Big 4 (Mental Health, Cancer, Respiratory, Circulatory)
- Care Co-ordination

Enabling priorities:-

- Workforce futures
- Digital First
- Innovative Environments
- Transforming in Partnership



## WHAT IS THE BOARD'S STRUCTURE?

There are four main partnerships that carry out the detailed work of the Board. These are:



Start Well Partnership



Live Well – Disability Partnership

Live Well – Mental Health Partnership



Age Well Partnership

Some of these partnerships have existed for a while, whilst others are more recent. Each of them have a number of sub-groups that carry out the detailed work of the partnerships to help improve public services. These sub-groups involve a much wider range of people and organisations than the main Board and its partnerships.

There are also a number of themes that cut across the work of all of the partnerships e.g. the needs of unpaid carers. These also each have a partnership group to take forward the work in these areas. Once again, these involve a much wider range of people and organisations than the main Board and its partnerships.

The Board is supported by a part-time Co-ordinator and a Strategic Commissioning and Project Manager. These roles provide the Board with high level support and co-ordination.





## HOW DOES THE BOARD INVOLVE PEOPLE?

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The Regional Partnership Board is proud of the work it does to support citizens and carers to get involved with the Board, its partnerships and its decisions.

During 2018/19, the Board has continued to develop in this area, as well as linking other citizen engagement opportunities with the Board and its work. In particular, Powys Association of Voluntary Organisations (PAVO) has provided structured support including recruitment, briefings, and IT support to help people engage with us.

“Thank you for all your help”

- RPB citizen representative

“My wife has asked to send you her love, she said it’s so nice to meet such a polite and helpful young gentleman”

- RPB carers representative

“I’m treated as an equal on the Mental Health Partnership Board”

- Mental Health individual representative

“Thank you for coming to Ystrad to do this (work), we very often feel as though we are forgotten”

- Substance misuse carer



## HOW DOES THE BOARD INVOLVE PEOPLE?

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The involvement of citizen and carer representatives on the Board and its partnerships not only informs work and shapes decisions, but it also provides a better way to identify and tackle 'what matters' to people.

One of the Board's citizen representatives was approached by a concerned resident about the council's proposals to stop sending out reminders to disabled drivers about their blue badge parking permit expiring. The concern was that as a result disabled people and carers might not realise that their badges were no longer valid and run into difficulties.

The citizen representative acted on the concerns raised by the resident and influenced a change to the procedure. This ensured that badge holders were communicated with effectively when expiry was due. PAVO supported the representative to create resources to help with communication and engagement, publicise the issue and to meet with key decision makers from the council.

There are also a wide range of user and provider groups who have been involved through joint planning processes and the ongoing development of the Health and Care Strategy. This includes commenting on proposed work; involvement in the recruitment of key roles; and informing service commissioning and procurement processes. The groups include:



The Powys Youth Forum



Eat Carrots Be Safe From Elephants

(A group of young people who represent children and young people who have been in receipt of key statutory services)



Physical Disability & Sensory Loss Forum



Learning Disability Forum



Older Peoples' Forum



Carers' Forum



Engage to Change and Patients' Council

(mental health)

## HOW DOES THE BOARD INVOLVE PEOPLE?

Both Powys County Council and Powys Association of Voluntary Services (PAVO) also facilitate a number of very active for a which involve individuals and service providers, such as:



### Care Provider Forum

– predominantly domiciliary and residential care providers.



### Powys Advocacy Provider Network



### Mental Health Service Providers' Network



### Powys Befrienders' Network



### Nursing Collaborative

(jointly with PTHB and local Care Homes)



### Participation Networks

(with people, including unpaid carers who live with mental health distress)



### Powys Dementia Forum



### Supporting People Providers' Representative



### Community Connectors' Forum

(All Wales)

During 2018/19 this work has been more closely aligned with the Regional Partnership Board's Start, Live, Age Well Partnerships and planning processes.

This provides a more robust approach to tackling 'what matters' to local people, by sharing knowledge and experience and therefore informing decisions better.



# TAKING FORWARD PRIORITIES

The Board's work is driven by Powys' Health and Care Strategy (Joint Area Plan). The strategy sets out the priorities for transforming health and care in Powys until 2027, and it forms the plan of work for the Board and its partnerships. The strategy's aim is to help people in Powys to 'Start Well', 'Live Well' and 'Age Well' through a focus on well-being, early help and support, tackling the big four health challenges, and better joined up care.

These images are used throughout the report to indicate which priorities each project supports



## Community Development

Working with our strongly connected local communities to develop and strengthen community assets that support people's wellbeing.

## Supporting Carers

Ensuring the well-being of carers before, during and after caring through information, advice and assistance, supporting skills and training development, opportunities for employment, respite and community support.

## Prevention & Health Improvement

Enabling and supporting people to make decisions and take actions to improve their health and well-being and avoid or reduce ill health through, for example, stopping smoking or increasing physical activity.



## Tackling Adverse Childhood Experiences

Working with families we will make the maximum positive impact within the first 1000 days of a child's life, focusing on preventing adverse childhood experiences. We will do this through developing a joint plan to implement good practice guidance.

## Primary Care

Working within the clusters and third sector we will develop a population based approach to planning and delivering health and social care. We will further integrate primary care and improve accessibility via community hubs.

## Managing Long Term Conditions

We will support people to identify if they are at risk of developing a disease, and help them to reduce the risk and its impact by taking a wider, whole system approach to risk reduction and chronic condition management.



## Care Co-ordination

Build on the success of the two integrated team pilot sites in South Powys and further develop across the county in line with the regional centres and community hubs.

## Unscheduled Care

Reducing more avoidable emergency admissions and re-admissions of people with chronic disease, plus the frail elderly.

## New model of care for Llandrindod and Machynlleth

Assessment of current service provision, as well as working with the community to further develop a potential of the Regional Rural Centre which delivers integrated health and care for the population.

## Planned Care Closer to Home

Prevent people having to go out of county to receive health and care and bring people in need of specialist care and support out of county back closer to home.



## Mental Health

Across all tiers, from health promotion through to specialist services focus on further improving integrated working arrangements and on wellbeing, early help and support and to include autism, alcohol and substance misuse, children and midwifery, learning disability and carers.

## Cancer, Respiratory and Circulatory

Further develop services to focus on early screening, information, advice and guidance to ensure appropriate signposting to help and support. Focus on meeting people's holistic needs through more integrated working and new workforce models. This work will mainly be delivered via the Health Board's Integrated Medium Term Plan.

# TAKING FORWARD PRIORITIES

To achieve these priorities the Board is also working to deliver the following:



## Staffing Model

Maximising the role of the workforce across all sectors including carers through an integrated approach will be fundamental to delivering the new model of care. New innovative models will be based on multi-skilled roles ensuring a shift to prevention and early intervention.

## Staff and Partner Engagement

Develop a joint approach to using the collective knowledge, skills and experience of our staff and key stakeholders to inform and develop the work that we do.



## Safeguarding

Continue to work with private, voluntary and independent sectors to ensure that Safeguarding remains everybody's business.

## Third Sector Commissioning

Develop pooled budgets and joint commissioning arrangements for Third sector provision to support our increased focus on wellbeing, early help and support and IAA.

## Care Home Commissioning

Develop pooled budgets and joint commissioning arrangements for Care Home Commissioning to ensure those in need of residential and nursing care receive a seamless service.

## Access and Transport: Miles Matter

Review of non emergency patient transport and voluntary transport schemes to ensure future provision of community transport.

## Welsh Language

We will improve the welsh language offer across health and social care services to improve equity.



## Regional Rural Centre in Newtown

We will look at the options for developing a Regional Rural Centre in Newtown to address the issues around the ageing estate, support the future population needs and mitigate against the potential shift of services away from north Powys under the Future Fit Programme.

## East Radnorshire Community Hub

Review service provision in East Radnorshire against the integrated model of care and existing community hub assets.

## Development of Community Hubs

Undertake a review of community assets as well as existing service provision against future population needs to identify further potential areas for community hub development.

## Supported Housing

Develop suitable accommodation that enables people to access basic services, build good relationships with neighbours and others, and maintain their independence.

## Innovation, Improvement, Research and Development

We will develop our evidence base, improve our ability to measure impact and seek to identify, share and embed good / innovative practice.



## Information, Advice and Assistance (IAA)

Continue to develop IAA including the Community Connectors to enable swift access to local community support.

## Implement Welsh Community Information System

Continue to implement the WCCIS system across Powys to support care coordination.

## Telecare and Telehealth

We will promote and roll out telecare and telehealth to enable people to self care and remain independent in their own homes.

## TAKING FORWARD PRIORITIES

At the heart of the strategy is the development and implementation of a new model of care for Powys that will:

- Integrate health and care services to meet the needs of individuals
- Move services (where safe and effective) from secondary care out of county hospitals into regional rural centres
- Use digital technology to provide virtual clinics to access secondary care
- Develop adequate supported living accommodation and nursing homes to meet future population needs
- Use community development and stakeholder involvement to deliver wider community benefits
- Offer one stop services and deliver care as locally as possible within Powys

The short and long term actions to develop and deliver this new model are central to the work of the Board and its partnerships.

Each of the Board's four subsidiary partnerships has its own work plan setting out what it will do to deliver against the aims of the strategy. These then set the tasks which their sub-groups are responsible for delivering. These are often short to medium term activities to improve or develop specific services for people.

Similarly, the partnership groups responsible for taking forward the cross-cutting themes within the strategy have their own work plan; often this will include medium to long term activities needed to make the delivery of the new model of care possible.

The work of each of the partnerships and the partnership groups responsible for taking forward the cross-cutting themes is reported to, overseen, and where necessary directed, by the Board itself.



## WHAT WAS ACHIEVED?

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During 2018/19 the Board - through the work of its partnerships - delivered a wide range of projects to improve health and care services for people.

Some of these included the launch of long-term initiatives, where foundations were built for transformational change in the future. Others were task and finish projects, pilot activities, and tests of new service models aimed at improving services in the short-term. Work also continued on projects started in 2016/17 and 2017/18.

Common themes through all the Board's projects have focused on prevention and early intervention; improved cross-agency and cross-sector working; and most importantly delivering 'what matters' to people using services.

This has all taken place despite financial pressures on Powys' public and third sectors, as well as the challenge to drive forward significant improvements to Children's Services. This year the Board's work was therefore impacted by:

- » The need to balance short and long term initiatives
- » The need to support core service improvements by individual agencies
- » The need to meet evolving service demands

This has tested the resilience of the Board's partnership ethos at times, but has ultimately helped strengthen how the agencies work together.

Some examples of the work done by the Board this year and the difference made are detailed throughout this report.





- » ACE's Mapping
- » Young Carers in Schools
- » Small Grants Scheme
- » Integrated Disability Service
- » Children's Zone







## ADVERSE CHILDHOOD EXPERIENCE (ACE) MAPPING

A discreet mapping initiative of Team Around The Family (TAF) and care and support cases has been undertaken which provides a comprehensive ACE profile for Powys. This data will be essential in helping the Board develop new and better targeted support and preventative activities in future years. A preview of the mapping information can be found here:



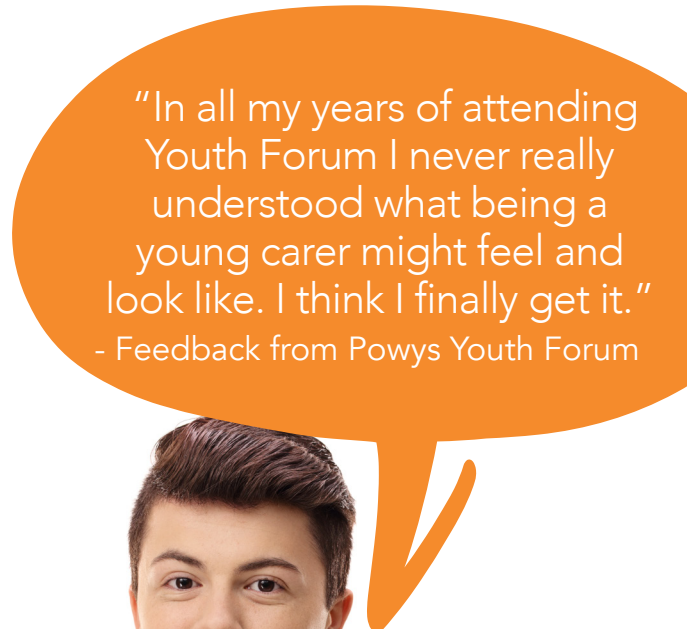
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## YOUNG CARERS IN SCHOOLS

This pilot project delivered by CREDU (Powys Carers Service) has engaged a number of primary and secondary schools in raising staff and pupil awareness of young carers and their responsibilities. The project has provided contact and support for carers; and developed a toolkit of resources for school staff to use in helping support young carer pupils. This work has closely involved young carers and pupils in its delivery.

“The children engaged well in the class discussions. The sixth formers reflected how much they too had got out of the workshops and offered their support in the future as they recognised the need for “awareness raising”. The sixth formers then went on to run a cake sale over lunchtime with some awareness raising boards.”

The project also saw some young carers visiting the Senedd to meet with assembly members from various departments. This provided a great opportunity to highlight their issues but also some positive experiences as a young carer. Inevitably, schools regularly featured in these discussions.



“In all my years of attending Youth Forum I never really understood what being a young carer might feel and look like. I think I finally get it.”  
- Feedback from Powys Youth Forum



# Powys

## Young Carers in Schools Programme

Supporting schools in Powys to improve identification and support of young carers in both primary and secondary schools. It aims to support schools to gain national recognition for improving outcomes for young carers.



*I feel like you understand young carers and our chats offer me a space to talk that isn't to do with the school agenda or isn't my family*

### Project outcomes

- 10 schools pledged to support the programme
- 6 schools started on the programme
- Strategic Leads and Carers Champions identified for the 6 schools
- Successful 'Young Carers Awareness Day' activities across the schools
- School committees held in 2 schools
- 2 Wales Young Carers Council representatives and 1 Youth Assembly representative have spoken with ministers
- Young Assessors training provided
- Assemblies and lunchtime drop-ins delivered

*In all my years attending Youth Forum I never really understood what being a young carer might feel and look like. I think I finally get it.*

6

schools have identified Carers Champions

19

young people trained as Young Assessors



## SMALL GRANTS SCHEME

This (ICF funded) project was piloted in 2018/19 to encourage and enable community groups to promote positive mental health and wellbeing for children and young people. Sixteen community projects were approved in all, from the 107 grant proposals that were received.



## INTEGRATED DISABILITY SERVICE

This year, more effective and holistic support has been given to children and their families/carers. This is a result of improving multi-agency co-ordination of the support offered to children with a disability, using care and support plans, and focusing on person-centred practice.



"Mr and Mrs X said they left the meeting very happy and feeling a bit emotional. It was the first time they have genuinely believed people care about the family and what happens in the future."

– staff feedback

"I'm pleased with X's case. We are working through quite a comprehensive plan to support X and his brothers whilst Grandmother has her hip operation. We have had support from school, psychology, Action for Children, Camlas, Fostering Team, short break carers, introductions to new foster carers, school transport, high school etc. The foster carers were very impressed with the "new meetings" because they usually have LAC Reviews." – staff feedback

"Lot more helpful as you get to see all the information before the meeting. Definite improvement." – parent feedback





# Powys

## Integrated Disability Service

Co-ordinates care for children and young people aged 0-18 in Powys who have continuing needs as a result of disabilities or illness.



### The service supports children and their families with...

- Effective access to services
- Advice and information
- Assessment of care and support needs
- Team around the Family and Care and support planning meetings
- Keeping children at the heart of their own care plan - using a person centred approach

*It is the first time I have genuinely believed people care about our family and what happens in the future.*



Very positive experiences reported by parents and families overall

289

Children discussed in triage

136

Team Around the Family meetings held

266

Children currently being supported

137

Care and Support meetings arranged



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## CHILDREN'S ZONE

Established in Newtown, this is a community-focused approach to building capacity. During 2018/19, the focus has been on engaging with people in the local community (children, parents and carers) as well as local services to help them work together in order to create long-term change and improved outcomes for children and young people.

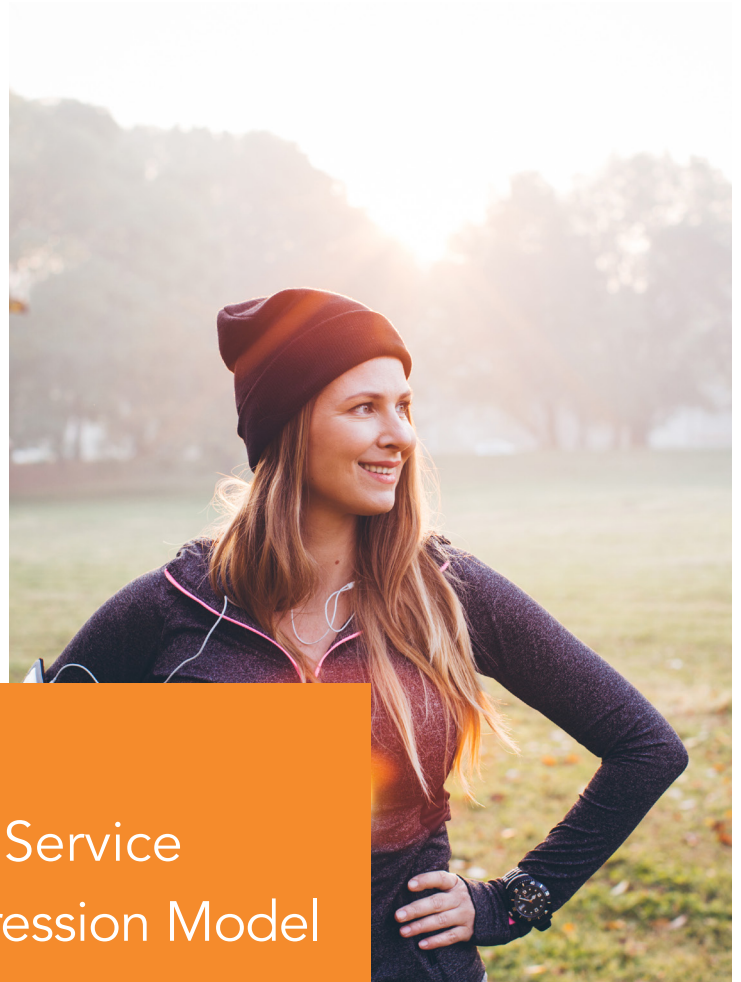


Twelve significant engagement opportunities were facilitated during the year including:

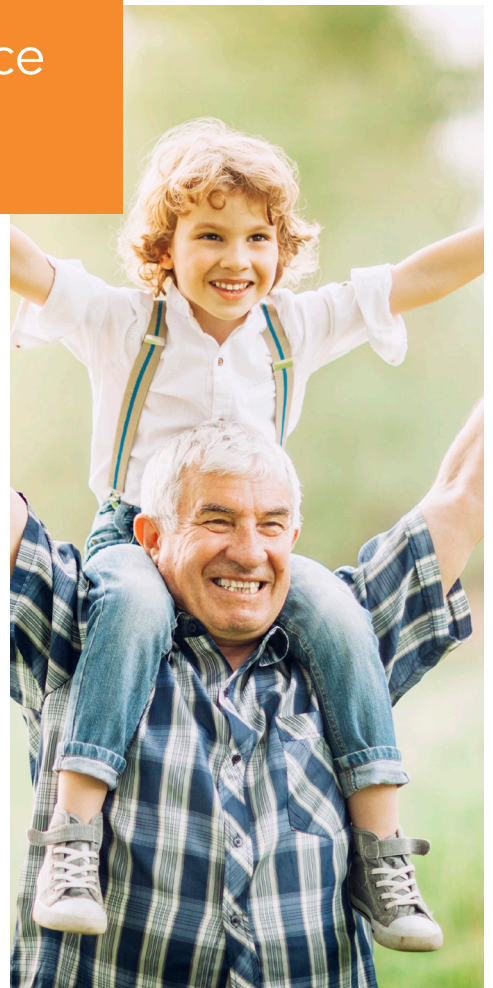
- » 'Get Newtown Moving' event
- » Treowen estate follow up day'
- » A 'play session' with over 110 children and families
- » 'Little Voices' - 8 children who are being consulted with on a fortnightly basis regarding an issue that they feel is important to them in their community
- » By-pass community art project - we consulted with 91 children and 14 adults through a project about the new by-pass in Newtown

Further work is planned to now link this work to the North Powys Wellbeing Project as part of developing the new model of care for Powys.





- » Home Support pilot
- » Community Connector Service
- » Return to Home & Progression Model
  
- » Dementia Home Treatment Service
- » Read and Remember



## HOME SUPPORT PILOT

This is 24/7 pilot response service that helps people (aged 50+) remain independent and live well in their own community by providing an early intervention service (including cover for emergencies through community alarms) to assist members, their families and carers.

During 2018/19 there were 17,507 'independent support/interventions' with a total of 126 care alarms fitted. There has also been evidence of other consequential savings being delivered; for instance a saving on ambulance costs (£13,566) versus cost of a Home Support intervention (£2,565) on occasions where ambulance call out has been avoided.



"TM is an 88-year-old gentleman who lives alone. TM suffers with Parkinson's and had a hip replacement in 2009. TM lives in a split level bungalow. The bungalow has a walk in shower, grab rails and hand rails. TM has a care alarm and support from Home Support. RHS provide telephone calls on a Monday, Wednesday, and Friday. RHS deliver medication on a Thursday and do essential shopping as and when required."

The pilot came to the end of its third year in 2018/19 and an interim evaluation identifies a significant return on investment in respect of this service model. The Board has agreed to continue the pilot for a further year in 2019/20 with a view to validating the outcomes through external evaluation.





# Powys Home Support

The Home Support Service offers low level assistance for people later in life who need a little extra help to enable them to live life the way they want to in their own home.



## The service can support individuals with things like...

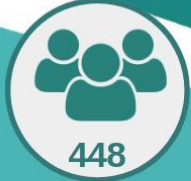
- Welfare visits and telephone support
- Essential shopping
- Emotional support
- Assistance with prescriptions
- Support with appointments
- Assist carers with their role
- 24/7 cover for emergencies/crises through community alarm schemes
- Signposting to access services
- Accessing local community groups

“Your very prompt, cheerful and professional **help** at times when we were in **great need** and exhausted was **priceless.**”

### Providing support in:



- Rhayader
- Llanidloes
- East Radnor
- Llandrindod Wells (sheltered housing)



448 Members



93% Felt able to live in their own home



545 Emergency call outs as first responders via careline



17,507 Support interventions



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Health and Social Care



## COMMUNITY CONNECTOR SERVICE

This project is a key service in delivering the Health and Care Strategy's Model of Care; working to help clients with care or support needs to achieve 'what matters' to them by accessing third sector services and community activities.

The service is run by PAVO and is successfully delivering 'what matters' to clients in need of support, but also to the health and care professionals who refer clients to the service.

"I am ever so grateful to the Community Connector service for the wonderful support I have received. I didn't know all the services existed. The Community Connector has changed a lot for me. She came out to see me on the Wednesday and by the Friday the OT came out to see me (having waited 14 weeks) to get equipment for the house so that I can do stuff for myself. I was very lost / frightened having had a stroke at a young age but the Community Connector has really helped me, everything got done so quickly."

– feedback from service client

During 2018/19 the service supported 2,189 clients (a 28% increase on 2017/18); these clients were predominantly referred from health and care services but an increasing proportion (29% during Q4) were independent self-referrals by clients or their families or carers; reflecting the impact of having connectors embedded in local community settings.

The service has also received wider recognition for its work and impacts. Being nominated for the NHS Wales Awards 2018, as well as presenting its work and the learning gathered from it at a number of national conferences and events.

The Board has agreed to fund further Community Connectors roles in 2019/20 bringing the total to 13 to allow a dedicated connector for each of Powys' service localities.



"Amazing this is perfect, thank you again for your help. What a great service you provide!!!"

– Feedback from Neurological Physiotherapist after referring a patient to the service





# Powys

## Community Connectors

The Powys Community Connectors supports adults 18+ to access the right community services at the right time, working with health and social care, and third sector for prevention and early intervention.



Shortlisted at the NHS Wales Award

*“I was in a really difficult position and a Connector helped me to access so many local things that I would never have managed to find myself.”*

## The service supports with...

- Shopping, prescription collection, cleaning and gardening
- Signposting or referring to third sector services
- Loneliness or social isolation
- Transportation
- Regular drop in sessions at local markets and libraries
- Accessing local community groups and events

*“The support worker was able to support the client to address their financial difficulties and to access some social activity.”*



2,189

people supported



89%

We helped to deliver 'what matters' to them



84%

Maintained their independence and day to day living skills

# » Live Well (Disability)

## RETURN TO HOME AND PROGRESSION MODEL

This new service has successfully enabled a number of individuals who previously had to live out of county due to their support needs, to return home to Powys. These people now live in a local community environment, closer to their families and social networks.

The Cae Glass accommodation project is working with individuals to co-produce future accommodation provision. The sale of land for the project has been completed and contractors have been appointed. The project now has a project plan in place, with key milestones and timelines. Plot allocation has been completed with the use of accommodation profiles.



# » Live Well (Mental Health)

## DEMENTIA HOME TREATMENT SERVICE



In 2018/19 an ICF funded initiative to develop a Dementia Home Treatment Service in the south of the county was launched. The project builds upon a model developed in north Powys, with a view to address rurality and the difficulties in recruiting specialist clinicians (especially for part-time posts).

The project is strengthening dementia services by developing a 'team around the individual' approach, utilising the skills of local staff and offering opportunities for clinicians to combine their dementia experience with areas of specialist practice. The project will continue during 2019/20.





## READ AND REMEMBER

This project has established 'Read to Remember' groups and other dementia related support activities for people across 10 libraries in Powys, using the unique resources and local connections of the Library Service.

At a local level the different libraries, reading groups and volunteers are building links and working in partnership with other community based dementia services, schools and care homes to link up activities and benefit more people.

"I gave my gentleman the book on rugby legends and it was a wonderful sight to see him browsing through the pages murmuring his admiration towards the players of his time. Whilst he sat there, legs crossed over and his reading glasses halfway down his nose I could imagine him studying newspapers like this in the past. I could not help but to notice how relaxed and calm he was in that exact moment, lost in his own memories. It made me feel proud to be part of the new Read and Remember in Ystradgynlais."

– project volunteer

The project has recruited and trained 40 volunteer readers to deliver regular 'Read to Remember' sessions; as well as other activity such as delivering books to house-bound service users and the preparation of multi-sensory themed memory boxes.

Newtown Library has a very successful monthly intergenerational singing group, which involves children from Hafren School as well as residents from the community and local care homes. The project is benefiting its service users and volunteers alike.





# Powys

## Read and Remember

Supporting people living with dementia to maintain independence for longer. The project develops a range of cultural activities, resources and support groups in communities across Powys.



“ I could not help but to notice how **relaxed** and **calm** he was in that exact moment, lost in his own **memories**. It made me feel **proud** to be part of Read and Remember. ”

### This project...

- Helps with early intervention and prevention
- Provides stimulation and social interaction
- Increases independence and confidence
- Provides a safe, friendly environment
- Connects people in similar situations
- Encourages the pleasure of reading and sharing memories

Builth Wells  
Ystradgynlais  
Talgarth  
Brecon  
Newtown  
Machynlleth  
Rhayader  
Llandrindod Wells  
Hay  
Presteigne



7  
training sessions delivered



61  
people trained



40  
volunteers recruited



3wrd Partneriaeth  
Ranbarthol Powys  
echyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



- » Befriending
- » Right Sizing Care Packages
- » Enhanced Brokerage



## BEFRIENDING

Powys Befriending Service is an established project that has been supported by the Board to review, develop and extend its services.

It is the only Powys-wide befriending service and provides a mixture of group activities and 1 to 1 volunteer befriending to help support socially isolated older people and carers.

The service is also well-linked to other community services such as Community Connectors. This means clients who may have additional or newly apparent needs can be easily supported to access other services and be helped to secure 'what matters' to them.

Often the service benefits the volunteer befrienders as much as the people they befriend, with the two roles becoming blurred as the befriending relationship develops.

During 2018/19 the service directly supported 891 people and recruited and trained 56 new volunteer befrienders. It also provided at least 420 hours of befriending that directly relieved carers of their responsibility, whilst 100% of the service's clients stated it helped them maintain their independence.



"It transpired that the client had been phoning the volunteer on a weekly basis whilst he was in hospital and during his recovery. The client and befriender were supporting each other through difficult times. The volunteer said that he was eternally grateful that someone had been able to keep in touch with him when he felt his world had changed so much and so quickly. The client said she felt that she owed him some kindness to repay what he had shown her in the past when she needed it."

"For me it has meant that I get out of the house myself, I have forged friendships and it has also given me the opportunity to help and support other members of the community."

- volunteer with Powys Befriending Service via Crickhowell Volunteer Bureau.





# Powys

## Befriending Service

Improving the independence of people aged 50+ to maintain their social networks and remain in their homes for as long as they are able.



### This service...

- Provides much-needed companionship and support
- Helps to promote personal choice and increase self respect
- Supports a person's existing skills to improve independence
- Helps people to explore new opportunities
- Reduces the burden on others, e.g. carers

“For me it has meant that I get out of the house, I have **forged friendships** and it has also given me the opportunity to **help and support** others.”



people supported



of people feel less lonely and isolated



groups supported



of people enabled to do things that make them happy



number of hours that directly relieved carers



## RIGHT SIZING CARE PACKAGES

This project aims to increase the capacity of domiciliary care providers and personal assistants by reducing the number of double-handed care packages. This is done by using OT reviews, recommendations and using appropriate equipment and assistive technology. It also delivers care packages that are better-tailored to the needs of the individual.

Initially, specific areas (Presteigne and Knighton) in Radnorshire were targeted due to very limited domiciliary care capacity, but the approach has subsequently been used county-wide. In 2018/19 the project saved 4498 care staff hours (equivalent to an annual saving of £78,078).



"I don't know how we used to do this without you"

-Care Manager

"When are you rolling this out to us?"

- social care staff member outside the pilot area

## ENHANCED BROKERAGE

The aim of this pilot has been to reduce demands on operational social care staff, and deliver better and quicker outcomes for service users in the north of Powys by centralised brokering of care home packages.

By the end of 2018/19 the pilot had achieved:

- » 116 new people supported by brokerage for a residential care package
- » 91 new people supported by brokerage service for nursing care package
- » 309 temporary residential/nursing respite placements arranged
- » 514 individuals supported to be accommodated in a care home of their choice

Planning is now underway to mainstream the enhanced brokerage and pilot new areas of procurement to broker.





# Powys

## Right Sizing Care Packages

Occupational Therapist led project to review double-handed care calls and encourage reductions via use of appropriate manual handling methods and recommendations/use of suitable equipment and assistive technology.



### This service...

- Makes adjustments to care packages based on OT reviews and advice
- Helps people to feel safe and live as independently as possible
- Ensures home environments are safe and suitable
- Reduces the number of double-handed care calls and leads to an increase in care providers' capacity. Freeing up capacity helps reduce waiting time for new care packages

*“ We feel like we've got some of our lives back ”*

*“ Mrs JP's anxiety levels have reduced as a result and she doesn't struggle as much during transfers, to the extent she now initiates mobilising short distances. ”*



Average reduced care per week



Savings to year end



Potential ongoing annual cost avoidances

# CROSS-CUTTING WORK

## INNOVATION ENVIRONMENTS

The Board has drawn on a number of funding opportunities – namely ICF Capital and Transformation funding – in an attempt to start an ambitious programme of work that would see innovative environments being developed as part of a new model of care for health and social care in Powys. Whilst there were significant delays experienced with the ICF Capital Program spend within 2018/19 due to late confirmation of projects, smaller scale Capital projects were still able to progress and helped realise benefits for local communities. (see pg. 39 for one such example). By working with Welsh Government, officers were able to ensure Powys do not lose its 2018/19 allocation which will allow for more ambitious and upscaled approaches to developing new environments in 2019/20 and beyond.

Extra Care is a priority for spend over the three year programme along with other key capital projects, which build significant alliances with housing services to support delivery on the Board's health, care and wellbeing agenda.



## DIGITAL FIRST

Work done to make better use of digital technology to provide better services to people during 2018/19 includes:



A full digital first programme has been scoped and will be a priority moving forward during 2019/20. It includes digital health and assistive living technology which has already started to be rolled out across Powys and is having a significant impact in terms of keeping people safe and at home.

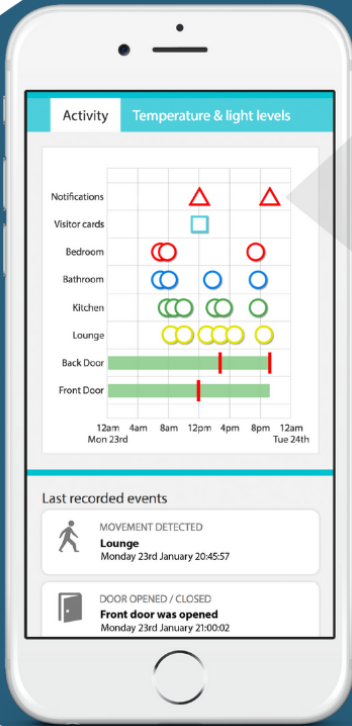


The number of people prescribed with technology enabled care stands at 563. The individuals supported in the current year have received a total of 1237 items of technology following assessments by health and social care professionals.

# Powys

## Technology Enabled Care

Providing technology to keep people safe in their own homes. These solutions can trigger an automatic call for assistance and support unpaid carers to keep a remote eye on their loved ones. Technology has a key role to play in the modernisation of health and social care.



*We now realise how much we rely on it.... who would have thought?*

## This service...

- Provides lots of reassurance to individuals and their families
- Enables people to remain in their own homes
- Respects people's dignity and privacy
- Reduces the demands on traditional services
- Prevents hospital admissions and premature moves into residential care

*It makes a difference.*



people prescribed with TEC



items of technology prescribed



projected cost avoidance to social care

## CROSS-CUTTING WORK



### WORKFORCE FUTURES

An RPB Integrated Workforce Planning Officer was appointed who has been working with Social Care Wales on both workforce mapping (across all sectors) and the organisation and delivery of a health and social care workforce strategy workshop.

They have been working to help define a future integrated workforce plan, and map data requirements across the Board's member agencies and wider sectors in Powys to help identify key themes and priority activities.

### TRANSFORMING IN PARTNERSHIP

A new project started to ensure an increased awareness across the third sector of the need for the Active Offer in health and social care services. The project is also supporting the sector with its compliance with Welsh language legislation and guidance in health and social care. This work will continue during 2019/20. Powys Teaching Health Board and Powys County Council agreed a pooled funding scheme ahead of the new duties under Part 9. The opportunity extends further than a pooling of budgets and improves the lives of Powys residents by focussing on the Board's priorities. More information can be found on page 41.



### RPB SELF-ASSESSMENT FRAMEWORK

Work has continued around strengthening the Board and its work. A self-evaluation framework was designed and implemented via an online questionnaire. Its analysis has helped to identify areas for improvement and a Board development day has been organised to engage members in preparing an RPB development plan.

# CROSS-CUTTING WORK



## CARERS

Additional ICF funding allocated to carers has supported the provision of further information, advice and assistance for unpaid carers in Powys. Pilot work has been carried out to boost young carer awareness in school settings for pupils and staff, and to better equip schools to support pupils with care responsibilities.

There has been a research project looking at spare care capacity within the non-paid care sector, and the potential to bring people into the future paid and volunteer workforces.

Service provision has been strengthened by commissioning CREDU (Powys Carers Service) to undertake low-level assessments in addition to their existing information, advice and support services.



## SOCIAL VALUE

Powys' Social Value Forum, facilitated by Powys Association of Voluntary Organisations (PAVO), has continued to develop its remit and focus. Besides supporting wider development across the Board's work programme (including engagement, workforce development, community development and the sharing of information and good practice) it has also undertaken research work into untapped workforce potential to meet current and future needs in care provision.





### NORTH POWYS PROGRAMME AND DEVELOPING A NEW MODEL OF CARE

This programme has been a major feature of the Board's work in 2018/19 and underpins the delivery of many of the objectives within the Area Plan. Its aim to deliver a twenty first century infrastructure and new arrangements for how care services are delivered is fundamental to the future transformation of health and care in Powys.

During 2018/19 extensive planning and preparatory work has been done, including extensive engagement with key stakeholders and service providers to help shape the programme and its planning. A dedicated multi-agency team was created to drive forward preparatory planning, facilitate partner buy-in and secure resources (financial and property) to provide the foundation for the programme's development.

Significantly, agreement was reached between Powys County Council and Powys Teaching Health Board for site development of a joint 'Regional Rural Centre' and educational campus and financial resources were secured from Welsh Government's 'Transformation Fund' to help support its development.

Parallel to this, the programme also began development of the new model of care; this is a significant task, as it affects a huge range of different health and care services across Powys County Council, Powys Teaching Health Board, Third and Private Sectors, and aims to ultimately weld them into a single seamless service for Powys' citizens.

### CAPITAL PROJECTS - LLANWRTYD WELLS COMMUNITY KITCHEN

Llanwrtyd Wells Community Transport (LCT) were funded to renovate the kitchen area in the day care/community centre in Llanwrtyd Wells in order to achieve a finished standard which meets environmental health requirements.

The centre is used regularly each Tuesday and Thursday as a coffee club for people of all age groups to encourage interaction and combat isolation, which is often prevalent in rural communities. LCT are aiming to increase their generated income over the next 5 years in order to become fully sustainable and self-sufficient.

A digital story of the project is available here.

 <https://bit.ly/2XKBkS6>

"(because of the project)  
People are talking to each  
other, breaking the cycle of  
loneliness and isolation"

- LCT

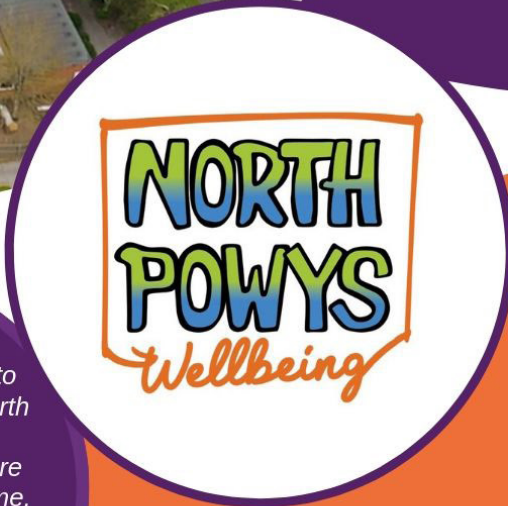


# Powys

## North Powys Wellbeing

Our aim is to work in partnership with local communities, our staff, the third sector, and key partners, to transform health and wellbeing services in north Powys.

This is an exciting opportunity to develop an intergenerational Multi Agency Wellbeing Campus that could include primary education, health, social care and supported living in the heart of Newtown.



### This programme will...

- Reduce unscheduled care admissions
- Improve access
- Improve wellbeing for children
- Improve wellbeing for adults and older people
- Improve experience and satisfaction for staff and users

“Our highest priority is to ensure residents of north Powys have access to the right health and care services at the right time, wherever possible.”

Carol Shillabeer,  
Chief Executive PTHB

North Powys  
population  
**63,271**

“We believe that we can create a ground-breaking project which will deliver a range of benefits for people of all ages.”

Cllr Myfanwy Alexander,  
Cabinet Member for Education



Home



Community  
Hub



Rural Regional  
Centre

“A new model of care for people in Powys that includes the voluntary sector is an exciting and ground-breaking venture.”

Carl Cooper, Chief Executive of  
PAVO



3wrd Partneriaeth  
Ranbarthol Powys  
echyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



## HOW WAS THIS WORK RESOURCED?

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The Board has used its allocation of Welsh Government's Integrated Care Fund (ICF) monies as a key resource to enable delivery of its transformational project actions during 2018/19.

Decisions around the use of ICF were made collectively by the Board's member agencies, with the proposals for its use being developed by the Board's partnerships, involving the input and expertise of other stakeholders and citizen and carers representatives.

The spend of ICF funding has been closely monitored by the Board to allow effective and flexible management of project delivery and resolution of any underspend. Not only does this ensure sound financial management of the funding but also maximises the benefits derived from it.

Additional funds were also committed by the Board's member agencies for some projects and there continues to be significant contributions of time and staff resource to the Board, its partnerships and projects.

Other sources of WG funding has also been accessed to help resource the work of the RPB, specifically Transformation Funding. As the RPB partnership continues to develop it will continue to seek opportunities to access other sources of funding in addition to ICF / Transformation funds to maximise the reach and impact of its work.



# HOW STATUTORY PROVISIONS HAVE BEEN USED BY THE BOARD

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## POOLED FUNDING

Powys Teaching Health Board and Powys County Council agreed a scheme ahead of the new duties under Part 9, which came into force on 6 April 2018.

The scheme is for adults of all ages with residential care needs, from their 18th birthday to the end of their life. The opportunity extends further than a pooling of budgets and improves the lives of Powys residents by focussing on well-being, prevention, early help and support, joined up care and developing alternatives to residential care for people's home life.

- » Improved outcomes for individuals with residential care needs
- » A reduction in the number of people who are referred to residential and nursing care homes outside Powys due to insufficient care home capacity within Powys
- » Choice of accommodation options
- » Improved quality
- » Improved safety
- » Improved transitions
- » Improved co-ordination
- » Integrated services
- » Sustainable provision
- » Improved effectiveness of public sector expenditure through improved care home commissioning, fee setting, market development and market sustainability

Due to the scope and complexity of the scheme, a phased approach was agreed. It was decided that 2018/19 would be a transitional year, focused on delivering the following actions:

- » Implementation of the initial scheme
- » Operational group and support arrangements
- » 2018/19 service improvement objectives
- » A mid-year review

## PROGRESS MADE AND FUTURE PRIORITIES

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The year 2018/19 has seen the Board and its work coalesce in earnest. The restructuring of its subsidiary partnerships and development of work plans to deliver against the Area Plan's priorities was completed and the work began.

The year has not been without its challenges. The pressures of public sector resourcing and partner agency service improvement requirements have all impacted upon the Board's work and its priorities. However, the Board has grown through these experiences to become a more cohesive and collaborative entity, and more able to deliver the changes that are needed.

Some of the Board's significant achievements this year include:

- Putting solid foundations in place for the North Powys Wellbeing Programme and New Model of Care. This work is building a strong sense of common purpose for its future delivery between the Board's partner agencies and wider stakeholders
- Continuing to improve how people and health and care professionals access third sector and community services. This has helped people to secure 'what matters' to them whilst offsetting demands on higher level services
- Making important progress in improving the gathering and analysis of data in relation to the outcomes achieved by the Board's projects and crucially, the 'difference made' to citizens
- The Board has continued to enhance meaningful citizen participation in the RPB. This has been done through supporting representatives and by creating new opportunities across the Board's partnership structure for people to share 'what matters'.

## PROGRESS MADE AND FUTURE PRIORITIES

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The Board has a range of priorities for its activity in 2019/20 and beyond as it works to deliver against all the priorities in Powys' Area Plan. However, some of the most significant areas of activity in the coming year will be:

- » Driving forward the complex range of actions required for delivery of the North Powys Wellbeing Programme and the development of the model of care. Not only to deliver against the programme aims, but also using the programme as a vehicle to forge new working relationships and collaboration between the Board's members, wider stakeholders and communities.
- » A major new project under the governance of the Start Well Partnership intended to significantly reduce the demand upon Children's Services in Powys. It aims to deliver better outcomes for people, by implementing a range of targeted preventative interventions for children and young people who are on the 'edge of care'.
- » Continuing to develop opportunities for citizen participation in all of the Board's partnerships and project groups, building upon and learning from the Board's experience to date.
- » Reviewing the effectiveness and achievements of key projects and services developed through the Board's use of ICF funding. It will make decisions on their future continuation and, where appropriate, the mainstreaming of funding for them.

