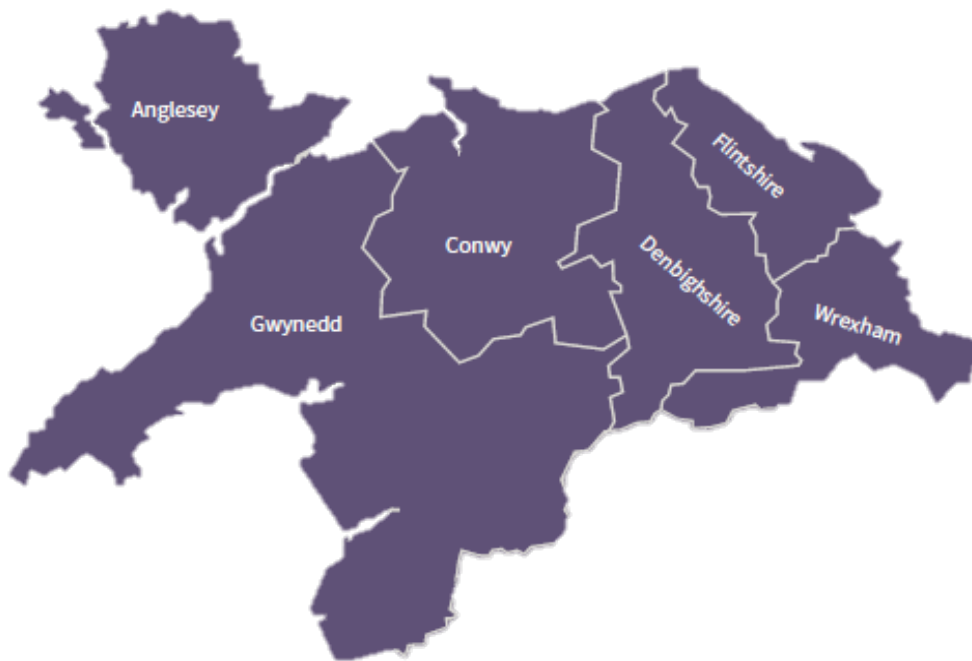




CYDWEITHREDFA GWELLA GWASANAETHAU
GOFAL A LLESIANT **GOGLEDD CYMRU**

NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

The North Wales response to “A Healthier Wales” Transformation Programme Summary



Total programme budget

Project	2018/19 (£)	2019/20 (£)	To Sept 2020 (£)
1. Community service transformation	231,000	3,732,000	2,041,000
2. Integrated early intervention and intensive support for children and young people	130,000	2,307,000	563,000
3. Together for mental health in North Wales	358,000	1,962,000	
4. North Wales Together: Seamless services for people with learning disabilities	290,000	1,400,000	
Total	1,009,000	9,401,000	2,604,000



1. Community Service Transformation

What we want to do

Develop combined health and social care localities based on the geography of the primary care clusters, building on the work to date and developing their links with local Community Resource Teams.

As a region we will co-design regional design principles and blueprints to underpin our development. To achieve this partners will work with citizens to understand what would enable individuals and carers to have well-coordinated seamless services across health and social care services.

Delivery

- ◆ Develop a sustainable workforce to meet the community transformation agenda.
- ◆ Identify a model for digitally-enabled care, support and well-being that can be developed across North Wales and adapted to meet local need.
- ◆ Develop community networks, working with the third sector to support well-being services, promoting inclusion and participation and co-ordinating social prescription.

Outcomes

- ◆ People get the right care, support, diagnosis and seamless access to joined-up services,
 - ◆ As early as possible
 - ◆ At, or as close to, normal place of residence as possible

- ◆ Through the Welsh language if they wish to
- ◆ People's voices are heard and listened to. All conversations stem from what matters to the individual. People can contribute to the decisions that affect their own lives, and can engage in their community, or have someone to advocate on their behalf
- ◆ People are treated with dignity and respect, whilst being protected from abuse and neglect

Scalability

The approach will engender innovation and controlled risk-taking with new ways of working which can be monitored and scaled up across the region. Successes will be shared with other organisations in Wales.

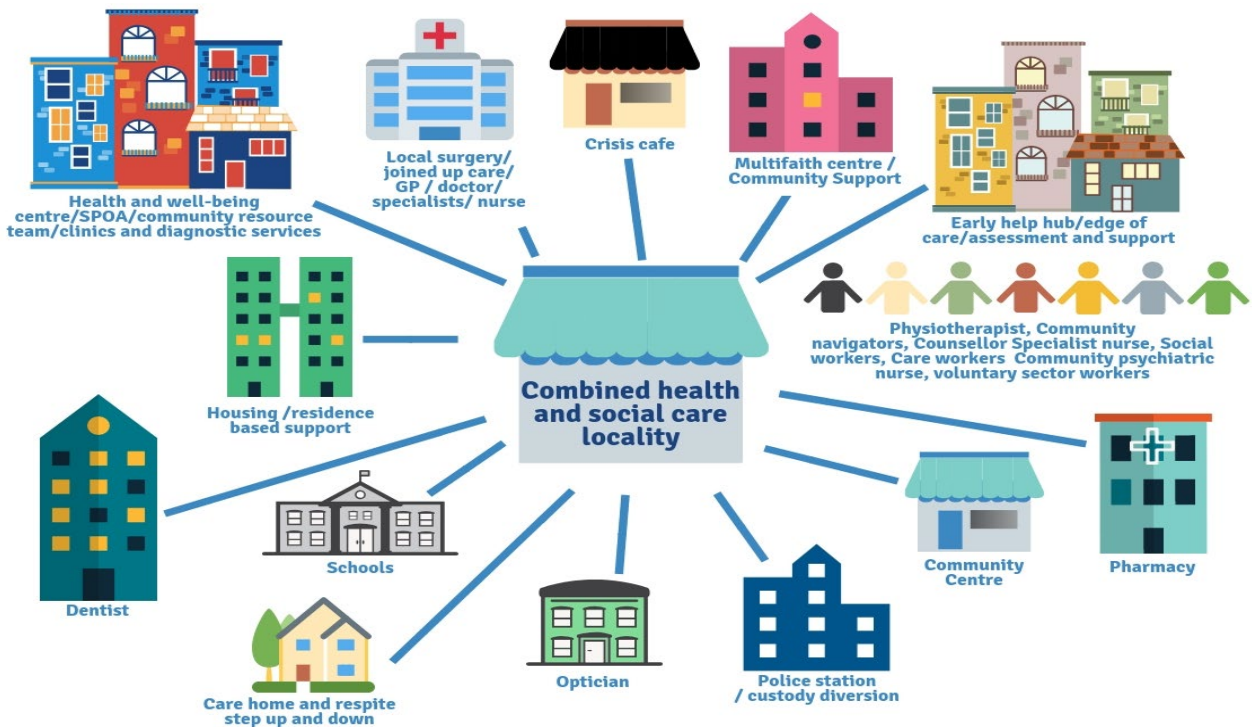
Stakeholders

- ◆ Citizens
- ◆ BCUHB
- ◆ Local authorities
- ◆ Third and independent sector providers
- ◆ Local communities
- ◆ Housing Associations



Delivery plan

	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Jan 20	Feb 20	Mar 20	Sep 20	
Submission and approval	█																
Governance set up		█															
Programme team recruitment		█															
Staff recruitment					█												
Baseline KPIs					█												
PIDs: Workforce and digital; community well-being		█															
Delivery and monitor					█												
Evaluation and closure																█	
Decision point																	█



2. Integrated early intervention and intensive support for children and young people

What we want to do

Focus on children and young people as part of the regional vision for seamless locality based services.

Delivery

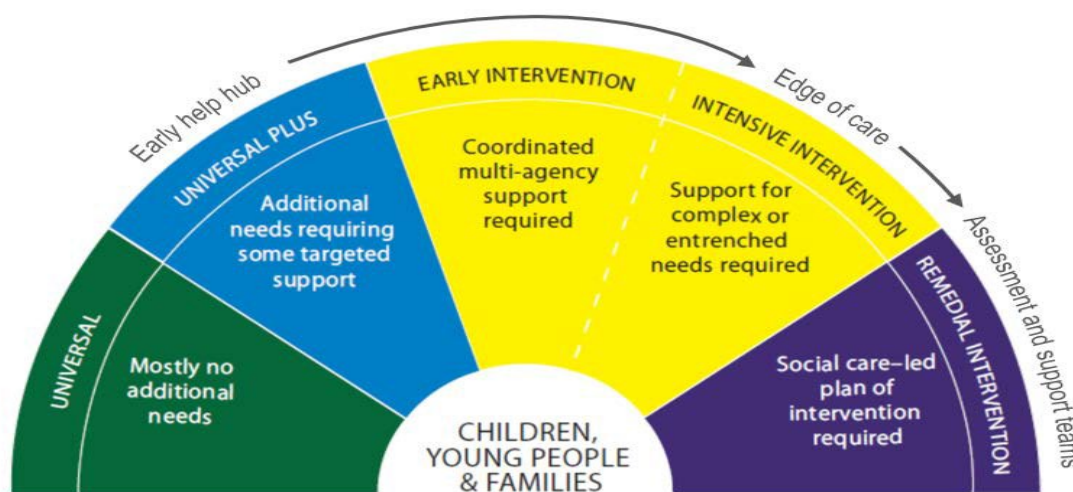
- ◆ Early help: develop early intervention/help hubs
- ◆ Edge of care: extend access to therapeutic support through integrated teams/pathways
- ◆ Assessment and support teams: short term residential assessment with a multi-disciplinary on site team to identify the most appropriate placement to meet the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

Outcomes

- ◆ A reduction in the number of children coming permanently into full time care
- ◆ A reduction of time spent in care
- ◆ A reduction of family / placement breakdowns
- ◆ A reduction in the use of independent residential units for long-term care.
- ◆ A reduction in care proceedings

Stakeholders

- ◆ Children and young people
- ◆ Parents / carers / families
- ◆ Third and independent sectors
- ◆ Health, social care, education
- ◆ Housing Associations



Delivery plan

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Jan 20	Feb 20	Mar 20	Sep 20
Governance	■														
Recruitment		■	■												
Agree detailed plans		■	■	■											
Secure premises, recruitment and path way in place, delivery				■	■	■	■	■	■	■	■	■	■	■	■
Evaluation				■	■	■	■	■	■	■	■	■	■	■	■



3. Together for mental health in North Wales

What we want to do

Provide a seamless integrated urgent care service for individuals who experience mental health crisis or require immediate support.

Delivery

- ◆ Pilot alternative service models to maintain individuals in the community which would include crisis cafés / safe havens, sanctuaries, strengthened home treatment services and step-down services.
- ◆ Work with criminal justice services to provide an effective integrated response to people with mental health needs who come into contact with police services.
- ◆ Review Community Mental Health Teams and the role of third and independent sector with supporting people at risk of severe mental health crisis including digital technology solutions.

Outcomes

- ◆ Reduce the rate of s136 detention
- ◆ Reduce demand on unscheduled care system
- ◆ Improved patient experience
- ◆ Improved access and integration to mental health support across sectors
- ◆ Reduced admission to psychiatric units

- ◆ Improved experience for families and carers
- ◆ Improved staff satisfaction
- ◆ Improved quality of CTP if multiagency ways of working are maximised
- ◆ Greater choice of community support
- ◆ Improved housing support
- ◆ Greater integration with physical health services
- ◆ Improve knowledge and skills of the emergency services on mental health, suicide and self-harm

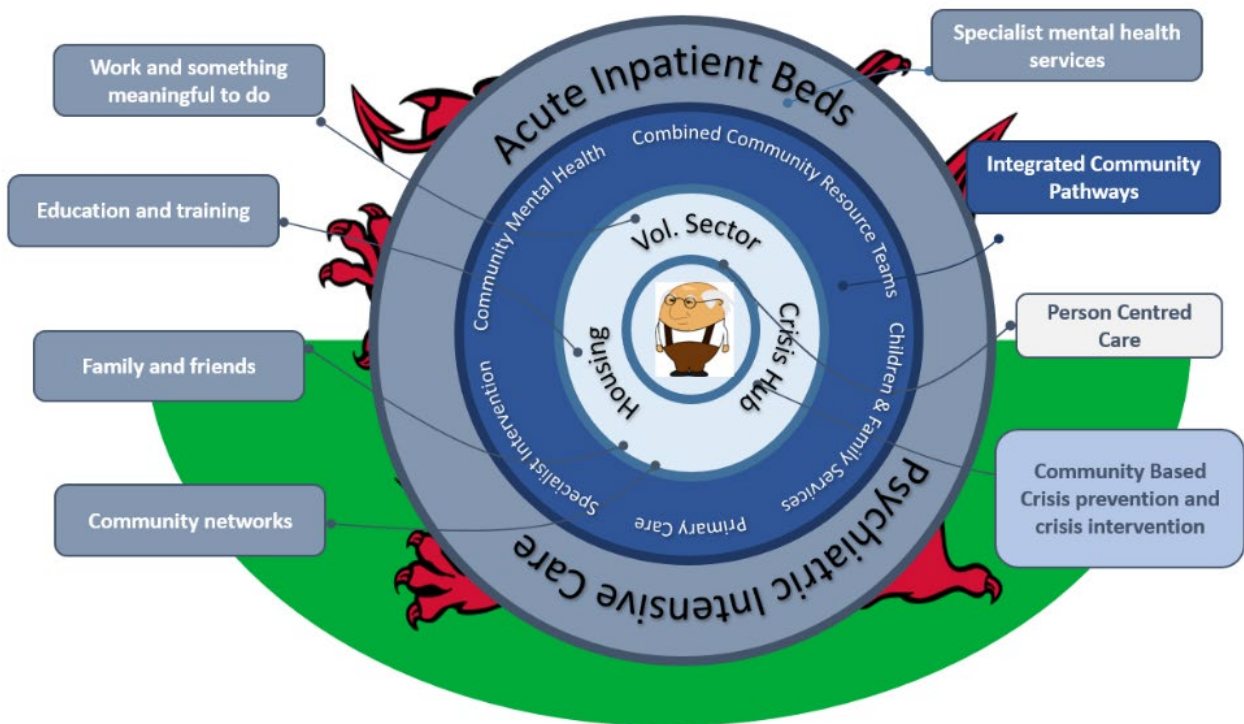
Stakeholders

- ◆ the six Local Authorities
- ◆ Public Health Wales
- ◆ North Wales Police
- ◆ Universities and education providers
- ◆ Welsh Ambulance Services Trust
- ◆ Local voluntary and independent sector organisations
- ◆ North Wales Fire and Rescue Service
- ◆ North Wales Community Health Council
- ◆ Neighbouring NHS bodies in England and Wales;
- ◆ The Community Voluntary Councils
- ◆ BCUHB – All divisions including primary care
- ◆ Caniad – representing people with lived experience
- ◆ Housing Associations

Delivery plan

	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Jan 20	Feb 20	Mar 20
Agree governance	■															
Recruitment	■															
Programme delivery			■													
Evaluation			■													

Vision - Together for Mental Health in North Wales



4. North Wales Together: Seamless services for people with learning disabilities

What we want to do

To develop a seamless model of learning disability services based on 'what matters' to the individual and building on family support, informal networks and community resource team models.

Delivery

- ◆ Develop integrated services, assessments and records.
- ◆ Raise awareness of disability issues among the wider sector public sector workforce of the reasonable adjustments that can be made to provide people with learning disabilities fair and equitable access to services and other community resources
- ◆ Move towards person-centred, outcome focussed models of commissioning where the process is led by the person to deliver services that develop self-reliance, improve quality of care, reduce demand and re-invest in new forms of care.
- ◆ Raise awareness and build friendships and relationships within an inclusive community to make the most of the assets, resources and skills available.

- ◆ Use assistive technology to support people to be more independent.

Outcomes

- ◆ Fewer people will fall between the gaps in services or experience delays in support.
- ◆ Improved health and well-being and reduced health inequalities.
- ◆ Fewer out of area placements.
- ◆ More people with learning disabilities will be involved in their local community and have paid jobs.
- ◆ More people with learning disabilities will use technology safely to help them be more independent.

Stakeholders

- ◆ Citizens
- ◆ BCUHB
- ◆ Local authorities
- ◆ Third and independent sector providers
- ◆ Local communities
- ◆ Wider public sector
- ◆ Housing Associations

Delivery plan

	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Jan 20	Feb 20	Mar 20
Recruitment	█															
Programme delivery				█												
Evaluation				█												

North Wales Together: Seamless services for people with learning disabilities

Co-produced work packages

Integrated structures

Workforce development

Commissioning and procurement

Community and culture change

Assistive technology

The citizen and what matters to them

Early years

A good place to live

Something meaningful to do

Friends, family and relationships

Being safe

Being healthy

The right support