



Bwrdd Partneriaeth  
Rhanbarthol Gwent  
Gwent Regional  
Partnership Board

# Regional Partnership Board Annual Report

An integrated system of health, care and wellbeing for Gwent

2022/23

## Working in Partnership



Bwrdd Iechyd  
Aneurin Bevan  
Health Board



Cyngor Bwrdeistref Sirol

**Blaenau Gwent**

County Borough Council



**CAERPHELLY**  
COUNTY BOROUGH COUNCIL  
CYNGOR BWRDEISTREF SIROL  
**CAERFFILI**



CYNGOR  
**monmouthshire**  
COUNTY COUNCIL  
*sir fymwy*



**TORFAEN**  
COUNTY  
BOROUGH

**BWRDEISTREF**  
SIROL  
TORFAEN



**Newport**  
CITY COUNCIL  
CYNGOR DINAS  
Casnewydd



**Torfaen Voluntary Alliance**  
Cynghrair Gwirfoddol Torfaen

Actively supporting the contribution of  
individuals, through voluntary action.  
Charity Registration No: 1097079  
Company No: 4803713



Gwent Association of Voluntary Organisations  
Cymdeithas Mudiadau Gwirfoddol Gwent

# Contents

	page
<b>Foreword</b>	<b>4</b>
<b>01. Perspectives from Partners</b>	<b>5</b>
<b>02. Executive Summary</b>	<b>7</b>
<b>03. PART 1: Partnership governance and development overview</b>	<b>9</b>
■ Regional Partnership Board Overview.	
■ Key partnership developments over the last year.	
■ Progress on implementing changes in revised Part 9 Social Services & Wellbeing Act guidance.	
<b>04. PART 2: General Progress Update</b>	<b>16</b>
■ a) Delivery against Key Objectives.	
■ b) Supporting Better Integration and Delivery.	
<b>05. PART 3: Communication, Engagement and Social Value</b>	<b>39</b>
■ How the Regional Partnership Board engaged directly with service users.	
■ How the Regional Partnership Board promoted co-operation and participation with relevant partners.	
■ How the Regional Partnership Board engaged with wider stakeholders, including service providers from the third and independent sectors.	
■ Progress to establish social value forums to promote social value and share good practice.	
<b>06. PART 4: Forward look</b>	<b>44</b>
<b>07. Annexe 1: Register of RPB monthly meetings</b>	<b>45</b>
<b>09. Annexe 2: Membership of the Gwent RPB</b>	<b>46</b>
<b>10. Annexe 3: Dewis Citizen Portal</b>	<b>47</b>
<b>11. Annexe 4: Gwent Citizen Panel discussed topics 2023/24</b>	<b>50</b>
<b>11. Annexe 5: Assisted Technology</b>	<b>52</b>
<b>11. Annexe 6: Micro Care</b>	<b>54</b>
<b>12. Annexe 7: Carers Annual Report</b>	<b>55</b>
<b>13. Annexe 8: Gwent Dementia Friendly Communities Conference Report 2022</b>	<b>55</b>
<b>14. Annexe 9: Regional Integration Fund End of Year Report 2022-23</b>	<b>55</b>



# Foreword

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The Regional Partnership Board Annual Report provides RPB partners with the opportunity to highlight progress over the last year and to set out case studies where innovation and good practice have been developed through partnership working. The progress highlighted in this annual report is significant when considering the challenges and unprecedented demands placed on partners following the Covid-19 pandemic, the workforce challenges and difficulties in recruitment, as well as recent cost of living increases and cuts to budgets. We are moving on from one of the toughest winter periods ever experienced with 27th Dec 2022 the busiest day for the NHS in its 70-year history; an increase in demand replicated across the whole of health and social care services.

The challenges highlighted set out the need for partners to come together to collaborate more than ever, to create synergy across services and reduce duplication. The RPB is central to creating the partnership environment to tackle these challenges and has recently developed a new Area Plan for 2023/24 which sets out how we intend to work together, pool resources and transform services. This annual report sets out progress made through the previous Area Plan and also how we made steps to deliver the 'Further, Faster' ambition set by Welsh Government.

We are passionate about improving and creating the best health and wellbeing outcomes for the people of Gwent and put people at the heart of everything we do. We work closely with our communities to co-produce care and support services and enable people and their families to feel supported and listened to; and I am pleased to include perspectives from our citizen panel, third sector and provider partners within this annual report.

As RPB Chair I feel it is important to ensure the RPB recognises the hard work of all partners and identifies innovation and good practice to develop further. However, we cannot be complacent as there are significant challenges ahead, but this annual report is an opportunity to recognise the efforts of all staff, volunteers, providers and unpaid carers for their huge efforts over the last year. This report belongs to them as well as the RPB and partners.

**Ann Lloyd CBE**  
Gwent Regional Partnership Board Chair



# 1. Perspective from Partners

## Lorraine Morgan - Citizen Panel Chair

This had been my last year as Chair, but I have now been re-elected, so will continue to focus on the voices of citizens around the table and how their well-being and quality of life concerns are responded to by the RPB, and services transformed for the better. I am so pleased that we also now have two vice chairs, which shares the voluntary work well. We are now holding blended meetings - virtual and face to face and so we will hope to see some old friends return. It has been a very difficult few years for many people, but many of us have also learned new communication skills.

Our meetings remain topical, but we do continue to monitor whether any issues have been acted on and changed for the better. I have enjoyed my involvement in the Engagement and Voice Task and Finish groups with Welsh Government which have concentrated on RPB guidelines and stronger evidence on co-production within RPBs and citizens.

We continue to include hospital discharge experiences as one of our standing items on the agenda and we now have joining us, the new Llais Cymru local body who were the previous Community Health Council but now include social care in their monitoring and citizen support role.

As we emerge out of a pandemic but into uncertain territory around serious social care workforce issues and long NHS waiting lists, we remained concerned about difficulties in accessing GPs for citizens. So, our focus must be more on how our well-being affects our ability to live our lives - and how citizens are really involved in measuring their own outcomes. To this end we had a very informative session from Dr Sally Lewis on Value Based Healthcare and how citizens can share their own reported outcomes to practitioners. We plan to work further with VBHC.

The speed of change is slow but still encouraging if we see some clear co-production within that change. The admin team and our support team from the RPB has been and continue to be so engaged with us - and show their understanding as citizens themselves. So, I would like to, on behalf of the whole Citizen Panel thank them for their real dedication in keeping us informed and engaged.

## Jason O'Brien - Strategic Director for Children and Family Services Torfaen

As we continue to recover post pandemic, we are faced with the increasing cost of living crisis and subsequent economic downturn, which has impacted on all parts of our communities and public services. This, combined with a shrinking workforce across health and social care, has continued to present challenges and has further confirmed the need for services to work collaboratively across all sectors. The Regional Partnership Board is an example of shared priorities and joint ownership of resolution, where sectors and agencies can support one another, challenge one another, and reach collective solutions in order to meet the needs of those who present as being the most vulnerable. Our challenge going forward is to ensure that our work is increasingly effective and transparent, whilst drawing on and creating community resilience to enable people to live the lives they want to live independently and safely.

# 1. Perspective from Partners

**Tracy Daszkiewicz - Executive Director of Public Health & Strategic Partnerships, Aneurin Bevan University Health Board**

Over the past year strategic partners working together have established Gwent as the first Marmot region in Wales. What this means is a shared commitment to improving and protecting the health of our communities, through greater efforts around prevention and tackling health inequalities and assuring equity. We will work together to better understand the social, environmental, and economic determinants and how they contribute to health inequalities. We want our residents to live long lives in good health, living in safe communities, have opportunities for education and employment and live in good quality homes. Working to the Marmot principles enables us to put in place programmes which enable a focus on those who are disproportionately impacted by poor health and do more, faster for those who need it most.

**Melanie Minty - Policy Adviser for South West and South East Wales, Care Forum Wales**

In the last annual report, I reflected on the genuine partnership approach emerging in Gwent and I am pleased to say that the relationship has continued to mature. I have been able to contribute as provider representative to debate within the RPB and its subgroups, for instance feeding into the regional response to Welsh Government's challenge to provide additional winter capacity. In the coming months, we will be reviewing regional provider structures with a view to establishing a clearer purpose and distinction between the various provider groups in Gwent and a process for them to feed into a new, more strategic provider forum. I hope that this will strengthen the voice of regulated care services across third and private sectors whilst enabling closer working with third sector representatives on key priorities for the coming year.

**Stephen Tiley - Chief Executive Officer, GAVO**

2022/2023 continues to be challenging with the fallout of the COVID 19 pandemic still impacting on the way we work and the cost-of-living crisis hitting much of the Third Sector and its services. The cost-of-living crisis in particular is also having a heavy impact on our Public Service partners, so more than ever it's been vital that we have worked together for the benefit of the residents of the Region. Our County Voluntary Council Health and Social Care Teams across the GAVO regions of Blaenau Gwent, Caerphilly, Monmouthshire and Newport and Education Programme for Patients Project have been actively ensuring services have continued during challenging times, providing support and strategic links to the sector. We are very fortunate that we have built strong relationships with partners around the Regional Partnership Board whereby we can raise the issues affecting the sector across the Aneurin Bevan University Health Board footprint and have the opportunity to address those issues for resolution. Collaboration is at the heart of our work at the partnership, and this continues to progress for the benefit of our communities. Moving from Integrated Care Fund money to Regional Integrated Fund money has brought elements of change and will continue to change through the coming years but having partners that want to work together has ensured these are worked through together. I am enthused to be a part of the positive work of the partnership moving forward on behalf of the Third Sector.

## 2. Executive Summary

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The Regional Partnership Board have recently developed and agreed a new Area Plan following the publication of the Gwent Population Needs Assessment (PNA) April 2022. The Area Plan sets out how the RPB will deliver the regional priorities identified in the PNA and forms the work programme for the strategic partnerships supporting the RPB.

All partners are still experiencing issues and challenges following the COVID-19 pandemic and this has been exacerbated with the busiest winter period in NHS history, cost-of-living increases and significant workforce recruitment and retention across health and social care.

Working in partnership and creating synergy across our services is fundamental to meeting the challenges, the RPB provides a forum to develop the solutions required whilst ensuring the focus is on outcomes. The continued focus on coproduction with citizens is key as well as working side by side with our third sector and independent providers.

We have the opportunity through the recent 'Further, Faster' announcement from Welsh Government to further invest in our community services as the pressure on hospitals is not just a health board challenge. The RPB and partners need to ensure we help people to remain at home, but also return home quickly and safely, following treatment. Winter planning is still proving to be a continuous all year process and the strain on front line workers will require close monitoring, given the pressures they have worked under over the previous years. Yet again it is testament to the passion and commitment of all RPB partners and their staff that we have been able to continue with the delivery of priorities in the Area Plan and key successes include:

### **Adult Strategic Partnership:**

- Adult Strategic Partnership has continued to support the coordinated effort to deliver a Winter Plan programme with regards to admission avoidance and discharge to assess and community resourcing. The partnership has been key to the development, monitoring, evaluation and delivering the national '1000 beds' aim; and has continued to work very closely with local care homes and domiciliary care providers to support sustainable services through a regional commissioning programme.

### **Carers Strategic Partnership:**

- Carers Strategic Partnership has started to develop support for carers and enabling effective hospital discharge in line with national priorities; as well as delivering the other Welsh government national priorities for carers of all ages. Information and support to carers during national carers week and carers rights day has been provided and the administering of the carer's small grant scheme has continued as well as the commitment to supporting young/young adult carers in education.

### **Children and Families Board:**

- Children and Families Board are continuing to deliver the NEST Framework planning tool to ensure a 'whole system' approach for developing mental health, well-being and support services for children and young people as well as developing residential solutions to reduce the number of out of county placements.



## **Dementia Board:**

- Dementia Board have continued to implement the All Wales Dementia Care Pathway of Standards with dedicated sub groups and workstream leads. People living with dementia, their carers and families play a key role in supporting this work and engagement continues with our communities to help coproduce services. We have continued to lead and coordinate the Dementia Friendly Community programme of work in Gwent, to further build on dementia awareness, inclusive and connected communities.

## **Heath & Housing Strategic Partnership:**

- Health & Housing Strategic Partnership has focused on the development of the rapid rehousing requirements. Members have continued to implement capital projects and improve existing resources especially using digital technology. Key priorities have been identified through the area plan, and members will continue to deliver on these as well as developing a Strategic Capital Plan for the region.

## **Mental Health and Learning Disability Partnership:**

- Mental Health and Learning Disability Partnership have continued to support and improve access to, and awareness of, approved mental wellbeing self-help information, resources, and the workforce training programme (Gwent Connect 5). The Coproduction steering group continues to work with people with lived experience in the coproduction of future support provision, The Foundation Tier programme continues as well as planning through our self-harm and suicide sub-group.

## **Regional Autism Group:**

- The regional group have developed an implementation plan to deliver against the new Welsh Government Autism Code of Practice and launched the code at a conference during Autumn 2023 - the event was attended by over 150 partners and families. The Gwent RPB were the only area in Wales to launch the code.

### 3. PART 1: Partnership Governance and Development Overview

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**i** Purpose, role, membership, operating structure and key priorities of the regional partnership board.

**“Working together for a Healthier Gwent for the right care and support, in the right place, at the right time”**

#### **Role and Priorities:**

The Gwent RPB will deliver the key aims of Social Services and Wellbeing (Wales) Act 2014 of co-operation, partnership and integration, which are set out as the following strategic priorities:

- To improve care and support, ensuring people have more say and control.
- To improve outcomes and health and wellbeing for people across the region.
- Provide co-ordinated, person centred care and support.
- Make more effective use of resources, skills, and expertise across partners.

The Gwent Regional Partnership Board will also deliver the strategic intent set out in Welsh Government’s ‘A Healthier Wales: our Plan for Health and Social Care’, specifically the four themes of the Quadruple Aim:

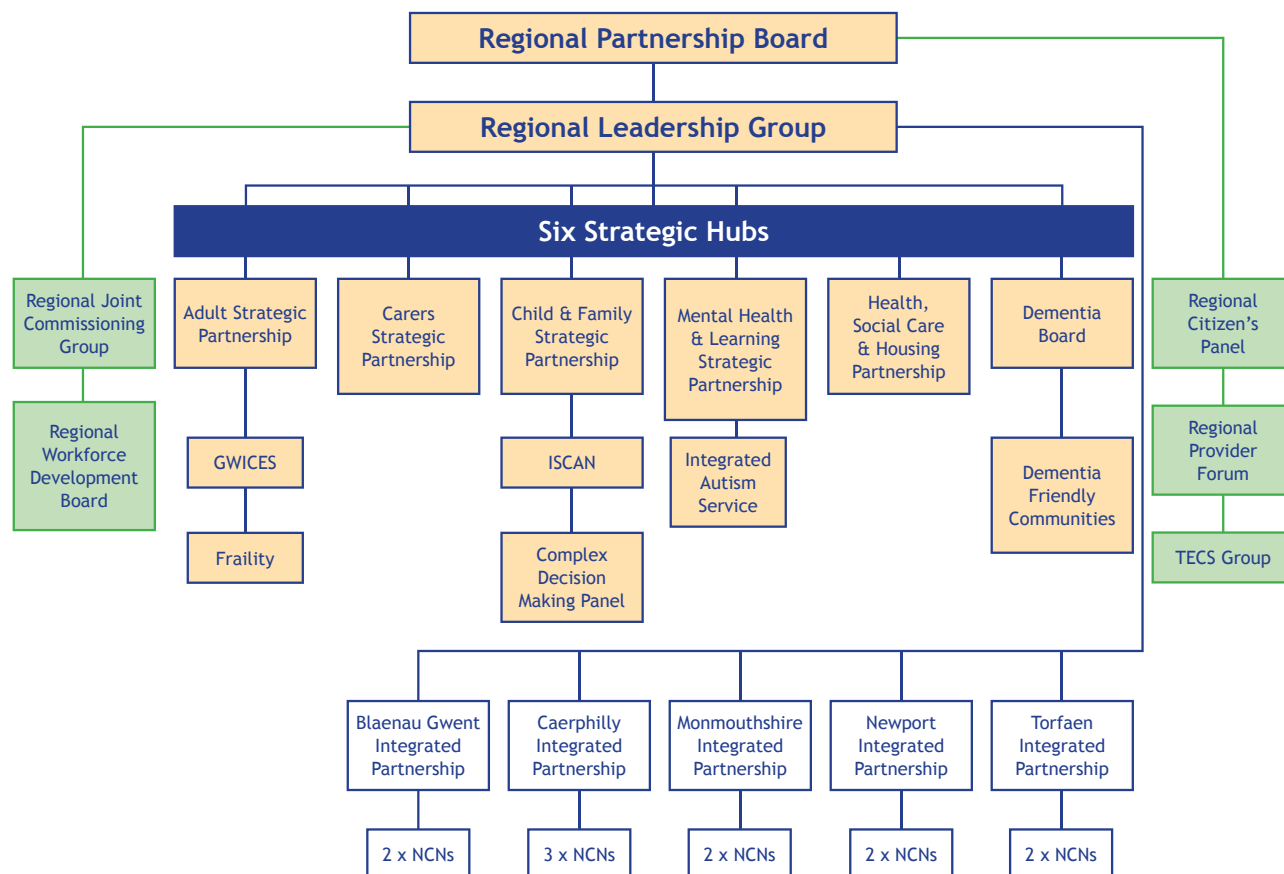
- Improved population health and wellbeing.
- Better quality and more accessible health and social care services.
- Higher value health and social care.
- A motivated and sustainable health and social care workforce.

To deliver RPB priorities and the objectives of the Area Plan, the RPB have established 6 strategic integrated partnerships, which also have oversight of the relevant programmes of work and projects within the new Regional Integration Fund. These sub partnerships report to the RPB and update on progress against Area Plan priorities and challenges:

- Carers Strategic Partnership.
- Children and Families Strategic Partnership.
- Dementia Board.
- Gwent Adult Strategic Partnership.
- Health, Housing and Social Care Strategic Partnership.
- Mental Health and Learning Disability Strategic Partnership.

The thematic partnerships each deliver sections of the Area Plan as part of a strategic work programme, which is also translated at a local level via the Integrated Partnership Boards and Neighbourhood Care Networks. The RPB has also established enabling and supporting partnerships as part of the requirements set out in the SSWB Act and this includes:

- The regional citizens panel (including carers), with two representatives to sit on the Board.
- The Value-Based provider and third sector forum, to connect to the RPB directly - having two elected representatives to sit on the Board.
- A regional Joint Commissioning group.
- A regional Workforce Development Board.
- A regional Technology Enabling Care (TECS) group.



The Gwent Area Plan (<https://www.gwentrpb.wales/area-plan>) sets out actions for an integrated system of health, care, and wellbeing across Gwent. Collaborative leadership from Health, Local Government, and Third sector colleagues has driven the development of the plan. It is ambitious, and it sets a clear road map for the delivery of an integrated model of health care and wellbeing across Gwent. The Regional Partnership Board (RPB) will provide leadership and oversight on the delivery of the plan, supported by appropriate governance and performance management systems.

The Plan is structured around the statutory core themes identified in the published Population Needs Assessment and priority population groups older adults, children and young people, carers, autism and people with mental health and learning disabilities. A step change in the pace of transformation is required for all of the groups and we have also included housing, workforce and commissioning sections to our Area Plan aligning to the structure set out above, comprising regional activity (strategic partnerships) local activity (5 x integrated boards) and locality models (NCN's).



## ii Key Developments over the last year.

### Carers Annual Report:

Carers team supports implementation of various programmes across the region.

- 415 successful applicants provided with £415,000 to support.
- Young Carers in School: 599 members of staff have taken part in 17 face-to-face 'Young Carers: Identifying Us' training sessions and 19 virtual sessions.
- Over 100 Young Carers supported through schools.
- Training and awareness: a broad range of Gwent services have been represented at training sessions where 8 Community Awareness sessions were held attended by 120 people, 39 workshops were held attended by 332 people and 52 people completed the on-line training.

### Dewis figures:

- The total number of published resources in Gwent over the past year has increased by 400 resources.
- Detailed views of resources have increased by 9,568. This is the amount of times someone has searched for something on Dewis and then clicked to find more information. In March 2022 there was 31,227 clicks and in March 2023 there was 40,795.
- Registered users have increased by 365.
- Expired resources have reduced from 158 to 65 showing that currency of the directory is improving.

### Dementia Conference:

There were over 130 partners who attended the Gwent Dementia Friendly Communities conference at The Christchurch Centre, in September 2022 and 35 partners who attended the Gwent Dementia Friendly Webinar. When reviewing feedback, 87% respondents wanted to become more involved in the dementia agenda across Gwent.

### Dementia Friends:

Dementia Friends sessions and supporting online connections with communities. 1,468 Dementia Friends have been made across 98 sessions during 2022 - 2023.

### Assistive Technology (AT):

Over 650 AT devices have been distributed to all sectors across Gwent including the Happiness Programme, HUG and RITA to support well-being and positive stimulation.

## Workforce & College Consortium:

- **Social Care Work Placements** - regional work placement process was launched in September 2022 to support students to apply for LA work placements and for LA social care teams to adequately prepare to accept these placements. 13 work placement applications have been received and facilitated by LA social care teams.
  - **Coleg Gwent campuses, the 'Placement to Progression' events** - held in Oct/Nov across 4 Coleg Gwent campuses, events have supported students with securing work placements while providing local providers the opportunity to promote part-time vacancies to the current student cohort. 52 work placement applications have been received by providers and 24 commissioned providers attended the events, all were from the adult care sector or 3rd sector.
  - **ABUHB Work Placements. 25 students** have been cleared and are ready to start placements with ABUHB. As of the 14th of November, these students will be placed on wards.
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## Micro carers MCC pilot:

As of Dec 2022 there are 7 micro carers on the directory, providing around 70 hours of care each week. In addition, there are 3 more micro carers going through training. Updated figures will be available following the project evaluation. Costings of Recruitment agencies total £1575 for 70 hours, whereas Micro carers costings total £1155 for 70 hours. **Micro carers provide a saving of £420 per week.**

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## Launch of Autism Code of Practice and Autism Conference:

**240 people attended** a day long awareness and training event in which **100% delegates** felt better informed of autism after the event.

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## Communications and Engagement:

Regional Partnership page views have increased from 7,470 (2021-2022) to 22,502 (2022-2023) - See Annex: 4.

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## AskSARA:

As of February, all metrics (users, new users, sessions, reports, bounce rate) have increased. The user/report percentage and bounce rate remain at very positive levels, indicating users are interacting well with the site. Good variety of referral sources. **90% of users would recommend AskSARA, 71% were helped to find a solution or equipment.**

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### iii Progress on implementing changes in the revised Part 9 guidance. Specifically Housing and Education:

#### Housing and Education:

Housing partners are key members of the RPB and supporting partnerships in line with 'A Healthier Wales' and enabling effective delivery of capital grants. The revised Part 9 guidance requires: 'At least one housing representative from a local authority and at least one registered social landlord onto the membership of each board'. The Gwent region has an established a Health, Social Care & Housing Partnership and the Chair of this group, Chief Executive of Melin Homes, was nominated by Registered Social Landlord (RSL) colleagues to represent them on the RPB.

The Children's Commissioner 2018/19 Annual report called for greater focus from the regional boards on prioritising integration of services for children with complex needs. The Amendment Regulations add a requirement for at least one senior local authority officer from the education sector to be a member of the board. A nominated Director of Education sits on the RPB. It is worth noting that Directors of Education have identified a nominated representative on the Children and Families Strategic Partnership which reports directly to the RPB, and the collective regional education voice is also present during discussions.

#### Children and Young People:

Integrated Family Support Services (IFSS) provides targeted support and help connect children and adult services, focusing on the family as a unit. IFSS work with families to help them to make positive changes, so that any concerns are lessened, and children can stay safely at home. In the ABUHB region, Newport City Council were originally the lead organisation and coordinated operations across the region. The 5 local authorities funded a shared service specifically delivering the original IFST model. The pooling of funds for IFST is a requirement under Part 9 of SSWB Act, and these arrangements were in place prior to the Act implementation date of 6th April 2016 for the IFST model.

From 2016 to 2018 the 5 LAs reviewed and remodeled approaches to interventions for Edge of Care services. This included a review of the efficacy of our previous IFST provision. There was concern and potential risk of having parallel services with duplication for families. All IFSTs have evolved the original model of support to meet the needs of families experiencing parental substance misuse, domestic violence, and parental mental ill health more effectively. The 5 Gwent LAs have different structures with set ups which vary for family support, intensive interventions, family contact, preventions, and edge of care services. The previous IFST provision had been overtaken with the developments of improved edge of care services using the best elements of the IFST model but moving away from some of the less useful aspects.

The 5 LAs all offer intensive family support with a mixture of models, staffing and partners but rooted in research and evidence-based practice. Partners include health colleagues, consultant social workers, specialist domestic abuse workers as well as family support workers. The 5 LAs all take a role with the Children and Families Strategic Partnership and work together as appropriate; for example, on continued joint approaches to the use of RIF with edge of care services to further develop effective family support interventions and work in the court arena.



Under the Children and Families Strategic Partnership we have developed a regional Integrated Service for Children with Additional Needs (ISCAN) subgroup, and this supports children with complex needs with a single front door approach and focuses on transition between children and adult services.

As outlined in Part 9 of the SSWB Act, the 5 LAs work together to share practice and collaborate with training and expertise. The five LAs have developed a Gwent offer across four areas of: Family Group Conferences, Mediation, Family and Friends, and Edge of Care services. All are delivered using a trauma focus and a strengths-based approach so embracing the learning of IFST methodology. The RIF resource is monitored regionally and work with the RIF team continues in order to evaluate this work across the region. Looking forward the five LAs will be looking to the evaluation of the Cardiff and Vale Family Drug and Alcohol court (FDAC) to consider further development of services across the region.

The Children and Families Partnership have also led on implementation of the national NEST/ NYTH policy and have developed and monitor an implementation plan to ensure consistent approaches across the region.

### **Joint Commissioning and Pooling of funds Including Progress Against KPMG Report Recommendations on Pooled Budgets**

The Regional Commissioning Group (RCG) has developed a regional Market Position Statement (MPS) as set out under Section 144B of the Social Services and Well-being (Wales) Act 2014. The RCG have developed an action plan to deliver the identified priorities for care homes, domiciliary care, community services, advocacy and ensuring effective links with provider groups. The MPS has been adopted by all Councils and the Gwent Regional Partnership Board.

The RCG has a cross-cutting function across the regional strategic partnerships and has undertaken work on their behalf. The group is also an information and good practice sharing forum across the regional partnerships as well as specialist technical advice to partners on commissioning related activity. The focus over the next period is to continue to support the domiciliary care and care home sectors as they face a crisis in recruitment and retention. This works links closely to that of the Workforce Development Board and the development of a regional workforce strategy.

#### **Progress:**

Providers of care are experiencing considerable challenges but despite this, good progress had been made against Part 9 requirements and the revised regional Area Plan for commissioning, this includes:

- Section 33 Pooled Fund Arrangement signed by all parties.
- A review of the previously agreed regional contract for care homes for older people resulted in no significant changes to the existing document.
- Reconvened the working group with care homes regarding a regional fee methodology with good progress being made.
- Development work underway to establish a common joint contract monitoring framework for care homes for older people.

- Development work underway to establish a common joint contract monitoring framework for domiciliary care services.
- A relaunch of the 3rd sector Gwent Social Value Forum - large participative event planned for September 2023.
- Development of a commissioning approach to mental health and learning disabilities commissioned services within ABUHB - awaiting Divisional response.
- A discussion took place regarding pooled funds opportunities in Gwent - no further pooled funds were identified that this time.
- A review of day services in Gwent - concluded - further work being taken forward.
- A review of direct payments in Gwent - concluded - further work being taken forward.
- Establishment of a monthly webinar for care homes in Gwent - on-going.
- Establishment of a monthly webinar for domiciliary care services in Gwent - on-going.

The KPMG report has been used to develop the regional agenda and helped to provide a focus on key areas. The Gwent RPB continues to look for new opportunities to use the flexibilities afforded by pooled budgets and the current pooled fund supporting care homes is maintained. Torfaen Council hosts the pooled fund manager under a Section 33 Agreement.

The regional commissioning work program will ensure that the issue of pooled funds remains a 'live issue' and is routinely considered as an option when discussing, devising and developing joint commissioning arrangements. The existing regional pooled fund arrangement under the Section 33 Agreement 'Accommodation Arrangements for Care Homes for Older people in Gwent' remains in place. A report is presented to the RPB annually.

## 4. PART 2: General progress update

### 2a: Delivery against Key Objectives

The Area Plan outcomes are delivered and monitored through the 6 strategic Partnerships that also ensure the national themes set out in the Population Needs Assessment (PNA) are prioritised:

- Children and young people with complex needs (including new part 9 definitions).
- Unpaid carers.
- older people, with specific reference to supporting people living with dementia.
- People with physical disabilities.
- People with learning disability/autism.
- People with poor mental health or emotional support needs.
- People with sensory impairment.
- People experiencing VAWDASV or homelessness and the secure estate (as set out in the Code of Practice).

In addition to the above statutory themes, the RPB have also included focussed sections for Housing, and Autism.

Partnership working with strategic boards is key to creating synergy across the region and avoid duplication of efforts; and the RPB also links closely with the Area Planning Board, which lead on substance misuse issues and Safeguarding Boards. At a strategic level the RPB links closely with the regional Public Service Board to ensure there is a collaborative approach to the delivery of the Area Plan and regional Wellbeing Plan and VAWDASV agenda as well as delivering ambitions of a Marmot region.

**This section of the annual report sets out key work taken forward through each of the partnerships under the RPB and key outcomes delivering the Regional Area Plan.**

### Gwent Adults Strategic Partnership (GASP)

**Area Plan Outcome identified through the Population Needs Assessment:**

- To improve emotional well-being for older people by reducing loneliness and social isolation with earlier intervention and community resilience.
- To support older people to live, or return following a period of hospitalisation, to their own homes and communities through early intervention, integrated care models and a whole system approach.
- To mitigate the long-term impact of Covid-19 pandemic through, especially reducing waiting lists and times to access support, appointments, and medical procedures.



## Market Position Summary:

- There is an increasing need to further support the emotional wellbeing for older people, through reducing loneliness and isolation issues and providing multi-agency early intervention and community support to boost wellbeing.
- The RPB will need to strengthen partnerships and practices across health, social care, and independent/third sector to ensure we are supporting people to remain well at home for as long as possible, and are able to return home from hospital, through an enhanced reablement approach.

## 2022-23 Regional Integration Fund (RIF) Programmes:

### Revenue

There are four strategic programmes that report into the Gwent Adults Strategic Partnership and further information is included in the RIF annual report included in appendix.

1. Connected Communities
2. Place Based Graduated Care
3. Improving System Flow
4. Assistive Technology

### Capital

Within Gwent, accommodation focused solutions for Older Adults, secured HCF funding for 10 schemes totalling a value of £2.4m over three years, of which £1.2m was delivered in 2022-23 across 7 of the schemes.

## Partnership Progress

- RPB has once again overseen the winter planning across the region and following last years implementation of the Discharge to Recovery and Assessment pathway (D2RA) a further programme was devised for the region which was overseen by the GASP. This included the commissioning of a number of beds in the care home sector on a block purchase basis. Evaluation to follow.
- GASP has been key to the development, monitoring and evaluation and subsequent capturing of learning of and from the Winter Plan programme and the RIF initiatives that pertain to adults and older adults in the region.
- GASP also considered the review of older peoples' services and Gwent Frailty programme.
- The GASP and the Regional Commissioning Group has continued to work closely with local care home and domiciliary care providers following the pandemic to ensure responsive, sustainable services in the face of the increasing workforce challenges.
- Continued to develop a regional commissioning approach for care homes and domiciliary care agencies for example by monitoring bed vacancies in care homes, financial risks associated with high numbers of voids and to monitor the activity of domiciliary carers.

- The pandemic effected the timescales and testing of a common fee methodology; however, this is now moving forward at an acerated pace and is expected to be fully implemented during 2023/24 at an accelerated pace over the next year.
- The group will also further explore with third sector partners opportunities to prevent hospital admission and facilitate timely discharge. This work is now reflected in the RIF funding programme.

## Case Study

### Reablement Testimony

My husband had 2 strokes last year and spent almost 10 months in hospital, resulting in care needs when he came home in December 2022. He came under your reablement team from day one. The reason for my email is to give you feedback on the service as we always hear the bad and often not the good.

The initial assessment was carried out in a polite and caring manner, followed up by weekly calls from reablement team to review and pan for longer term care. Whenever I needed to call the office for any reason or asked to speak with the reablement team, the response was always friendly and helpful. Thank you and please pass this on to the ladies who answer the phone too.

Your care team across the board have been excellent and outstanding in their care and support for my husband as the client and me as the next of kin. Nothing has been too much trouble for anyone, and they have all been kind, caring, professional and helpful, always demonstrating respect for this being our home.

They not only delivered the care but also chatted with my husband in meaningful ways to help him recover from his acute brain injury, listened to him talking about his doggies with pride and never showed they had probably heard it many times before.

They gave him laughter to start his day, and safety to end it. We both cannot thank you all enough for everything and Charlie our large old dog of almost 15 loved them all. We had lots of different people calling but some were more regular but please say a massive thank you from our family and tell them all to be proud of the difference they make in someone's home. **Wife of Service User**

## Children & Families Strategic Partnership

### Area Plan Outcomes identified through the Population Needs Assessment:

- To improve outcomes for children and young people with complex needs through earlier intervention, community-based support, and placements closer to home.
- To ensure good mental health and emotional well-being for children and young people through effective partnership working especially mitigating the long term impact of Covid-19 pandemic.

## Market Position Summary:

- There is a need to continue strengthening services and partnerships around a single front door approach to reduce hand offs between organisations and establish a sequenced approach to multiple intervention needs.
- The RPB will continue to implement principles of NEST/NYTH and across all services to remain focused on what matters to children, young people, and families as we move to a whole system approach.
- Given the new programme of government priority to eliminate profit in residential care for children looked after, the RPB will support this agenda and also the early intervention and preventative services that help reduce children becoming looked after.

## 2022-23 Regional Integration Fund (RIF) Programmes:

### Revenue

There are five strategic programmes that report into the Children and Families Strategic Partnership and further information is include in the RIF annual report included in appendix.

1. Early Intervention & Support: Edge of Care
2. Supporting Care Experienced Children
3. Supporting Children development needs/ND
4. Good emotional health & wellbeing
5. Workforce development/professional support

### Capital

Within Gwent, accommodation focused solutions for children with complex needs secured HCF funding for 20 schemes totalling a value of £12.7m across three years, of which £4.3m was delivered in 2022-23 across 15 of the schemes. In addition, there were 9 Legacy ICF schemes which utilised £439k of Programme Managed funds in 2022-23.

## Partnership Progress:

- The five LAs with colleagues in ABUHB continue to develop residential solutions for children in the region following development of Windmill Farm in Newport using capital grant funding. Windmill Farm is a four bedroomed children's home developed specifically as a home for children who need time in a safe and trauma informed environment as partners support them and their family to establish the best care in the longer term.
- The Healing Hands project is supporting and upskilling staff with emotional wellbeing and additional needs - Approx. 200 professionals/staff received attachment informed positive behaviour support training and evaluation forms suggest over 95% scored high or very high to 'this training experience will be useful in my work.'



- Action for Children Platform Gwent4YP Support service continues to provide individual peer support and group peer support sessions with 88% of young people self-reporting improved emotional wellbeing.
- The Skills for Living project delivered by Action for Children within the RIF Care Experienced Children Programme supports care experienced young people to overcome their experiences and make changes in their lives. “Giving them a Life Worth Living - [CLICK HERE FOR VIDEO](#)”
- The partnership work closely with Welsh Government to roll out the NEST/NYTH model to all partners and have developed an implementation plan following an audit.

## Gwent Single Point of Access for Children’s Emotional (SPACE) Wellbeing Service

### Background summary - provide the context:

- The CAMHS transformation programme supported the development of Single Point of Access for Children’s Emotional (SPACE) Wellbeing Service in 2019 working across the five local authorities in Gwent region. The model is driven by the ‘No wrong door’ approach endorsed by the Children’s Commissioner in 2020. The service operates in line with the Single Front Door principle of the NEST/NYTH model as per the national objective. It enables children, young people and families to access the right service at the right time. It is recognised as an example of good practice in Wales.



- SPACE Wellbeing is a process through which professionals and families can seek early help and support and panels meet weekly and include CAMHs, Families First, Youth Service, NYAS, Families Intervention Team (FIT) and Platform but are supported by other services who can offer support for the reasons that a child/young person is referred for.

### What worked well, what didn’t work so well:

- The volume of referrals over the past four years has been challenging to process in a timely manner but by ensuring close links with services, duplication of referrals and offerings by services is reduced.
- The governance of the SPACE Wellbeing Service is overseen by the Regional SPACE-Wellbeing Steering Group (RSSG) which is in place to ensure collaborative working.

### What ‘good’ or ‘success’ looks like:

Feedback from professionals who have submitted referrals concludes that the ‘no wrong door’ approach streamlines how referrals are processed and support is directed in a timely manner:

*“Thank you for making SPACE Wellbeing work, you have no idea how much relief it has brought to GPs!”*

*“I am most proud of the multi-agency approach to working and how this helps support families and young people not to bounce around services when they are in need.”*

*“I feel that ABUHB SPACE Wellbeing Service acts as a bridge between our Social Service and Health Service. This improved collaboration, speeds up delivery of much needed mental health and wellbeing support to the youth and families in our communities. I am very proud to be a member of this first class team and accept the challenge to develop a more efficient and streamlined service so that young people can rely on us get the right service at the right time.”*

### **Meeting the needs of the babies, children and/or young people:**

The SPACE Wellbeing Service focusses on a holistic approach to early support ensuring families feel contained and receive a therapeutic experience from the outset. The panel aim is to ensure packages of support are sequenced/co-ordinated where multiple services are involved; panel chair aims to ‘hold the thread’.

### **Conclusion:**

The SPACE Wellbeing Service continues to be the mainstay of referrals for children and young people who need the support to grow and develop. Communication between the Health Board and Local Authorities is a priority to ensure the sustainability of the single point of access.

### **The next steps include:**

- Training Training and development of the new administrative assistants and ensuring they are supported plus continued professional development for the SPACE Wellbeing Co-ordinators;
- Ensure that referrals are appropriate for services attending the SPACE Wellbeing panels;
- Monitor unmet needs and liaise with services to minimise these;
- Exploring digital access and process to help with parents making good, quality self-referrals;
- Continue to promote the SPACE Wellbeing Service ethos of ‘right service, first time’

## **MH & LD strategic partnership including Regional Integrated Autism Service - key priority areas**

### **Area Plan Outcomes identified through the Population Needs Assessment Mental Health:**

- Increased Increased understanding and awareness of mental health amongst the public to reduce stigma and help people to seek support earlier.
- To improve emotional well-being and mental health for adults and children through early intervention and community support.
- To support people with learning disabilities to live independently with access to early intervention services in the community; and greater public awareness and understanding of people with learning disabilities needs.

## Market Position Summary:

- We need to promote the mental wellbeing of people in Gwent and ensure that the workforce is supported to be able to provide people with the support they need at the right time.
- There is a need to increase the number of bespoke and individual support packages for people with a learning disability which will involve more one to one support in the community and will require the recruitment of a greater number of volunteers.

## 2022-23 Regional Integration Fund (RIF) Programmes:

### Revenue

There are three strategic programmes that report into the Mental Health and Learning Disability Partnership and further information is include in the RIF annual report included in appendix.

1. LD Independence & Wellbeing
2. Enhanced Foundation Tier  
(recently renamed Gwent Emotional and Mental Wellbeing programme)
3. Transition

### Capital

Within Gwent, accommodation focused solutions for Emotional Health & Wellbeing secured HCF funding for 13 schemes totalling a value of £2.4m across three years, of which £0.751m was delivered in 2022-23 across 3 schemes. Accommodation focused solutions for People with Learning Disabilities secured HCF funding for 7 schemes totalling a value of £4.2m over three years, of which £3.2m was delivered in 2022-23 across 3 of the schemes. In addition, £0.45m of Legacy ICF programme managed funds was fully utilised in 2022-23 to deliver Augusta House Phase 2.



## Partnership Progress:

- **Foundation Tier work:** The Gwent Emotional and Mental Wellbeing Foundation Tier Programme, is funded through the Regional Integration Fund and focuses on two distinct but complementary projects, which set out to improve access to, and awareness of, approved mental health resources.



## 1: Gwent Connect 5

### (‘Changing the conversation on mental wellbeing’) workforce training programme

- **Gwent Connect 5** is a mental wellbeing workforce training programme, supplying contemporary evidence-based tools and techniques, which can be applied within everyday life and working practice. It is managed by the Public Health team who work in partnership with organisations across Gwent, with the aim of improving population mental wellbeing by changing the way the frontline workforce has conversations about mental health and wellbeing.
- In total, **66** local trainers have now completed the Gwent Connect 5 Train the Trainer programme and **60** of these trainers are currently members of the Gwent Connect 5 Trainers Network and **169** modules were delivered across Gwent in 2022-23. More than 30 local organisations have access to in-house Gwent Connect 5 trainers.
- Training has been provided to over 40 partners including the Gwent Regional Partnership Team, South Wales Fire & Rescue service, Gwent Police, Department of Work and Pensions, Diverse Cymru, South-East Wales Carers Trust, ABUHB and Local Authority staff. Over 25 trainers are currently delivering the Gwent Connect 5 training across Gwent. Most trainers are delivering in-house, whilst 5 local Trainers from Third/Not-for-Profit organisations commissioned to deliver to organisations who do not have access to an in-house trainer.
- Outcome measures from the pre and post course evaluation forms demonstrate a small but positive increase in reported motivation, confidence, skills and knowledge to have a mental wellbeing conversation from attending Gwent Connect 5.

## 2: Melo

### Website, for details on wellbeing self-help information, resources, and training.

- **‘Melo Cymru’** website launched in January 2021, developed by the Public Health Team and supported by partners. The site acts as a repository for approved self-help resources and information on mental wellbeing. It is an accessible bilingual resource, and the Reach deck tool enables speech to text and reading and translation of text into 99 languages. This makes online content more accessible for people with dyslexia, low literacy levels, mild visual impairments and those who speak English as a second language.
- Since the initial website launch in January 2021, there have been 43,000 visitors to the site. However, we are expecting this figure to substantially increase with the refreshed version of website launched on the 18th of August 2022.
- Melo is promoted across social media channels (Twitter - English and Welsh, Facebook - English and Welsh and Instagram - English and Welsh) and shared through partner social media channels. There is a continued increase in followers across these platforms. Melo has seen an increase in Facebook followers over the last year in both English and Welsh views.
- There are also more resources on Melo that are downloadable/printable, that can be printed off for people who are digitally excluded or can be given out by GPs and other partners. On Boxing Day 2022, Melo was also promoted as the matchday ‘sponsors’ at Dragon Rugby. This game was the biggest game of the season for our regional rugby club, with almost 9,000 seats sold.

- Melo has been recognised nationally as a beneficial resource, and discussions continue to take place regarding possible roll out of the website as a national wellbeing resource.
- In addition, the promotion of Melo continues to be part of ABUHBs Psychological Well-being Practitioner programme's staff induction training and an integral part of the Gwent Connect 5 training.

*In September 2022 the website was relaunched and expanded from an 8-page site to a 105 page site. Since the relaunch of Melo there are now 378 resources, 61 courses, 78 helplines and 40 topics on the site.*

*Please see our refreshed website for more information:*

*<https://www.melo.cymru/>*

### **Psychological Health Practitioners (PHP's):**

- The The PHP service (formerly PWP service) provides support from non-registered, mental health practitioners, increasing GP service provision for people with mental health difficulties of mild-moderate severity.
- During 2022/23 they delivered over 12,700 appointments, 63% of which were delivered face to face.
- There is a current focus to adjust the current way in which PHPs are used at surgery level as they continue to be booked after a GP appointment (63% of the appts) which means that GP time is not being freed up as intended. The service is currently monitoring and piloting strategies to increase bookings direct from reception and other surgery staff.
- The majority of people seen are referred to self-help and community-based resources, with less than 25% being referred into statutory services.
- The service has an outreach worker who continues to deliver a proactive service to ethnic minority communities in Newport; working in collaboration with third sector and education partners to find suitable confidential spaces to support individuals.
- The PHP service is working closely with the new Mental Health 111 (press 2) service and primary care teams, to clarify pathways to access mental health support.

## Mental Health 111 Service Data April 2022-March 2023

Accessing mental health services was previously difficult to navigate and people needing support often were unsure which services they should contact. The introduction of Mental Health 111 has simplified the pathway and allows anyone living in Gwent to access support quickly. This is an all-age service and does not have exclusion criteria. The ethos of the service is that a crisis is defined by the person calling, and not the service or staff, allowing for a person-centred approach.

The Mental Health 111 service was introduced on 28th November 2022 between 9am and midnight. From 19th March 2023 the service has been operational 24/7. The service is accessed by calling 111 and selecting option 2 for mental health.

To date, 95% of calls are answered in under 40 seconds by a Mental Health & Wellbeing Practitioner who is trained to have a meaningful conversation about why the person has called, carry out an assessment and, if required, deliver brief interventions over the phone. If the caller requires a mental health assessment, they will be triaged by a clinician within the service and booked in for an assessment or referred to the most appropriate service.



### Call Stats:

**7,666 calls**  
taken and  
recorded

**Average**  
**49 calls**  
per day

**95% calls**  
answered in  
<40 secs

**33 secs**  
average  
wait time

## Autism

### Area Plan Outcomes identified through the Population Needs Assessment:

- To provide more timely diagnosis of Autistic Spectrum Disorder and access to support services and information and advice.



## Market Position Summary:

- To provide more timely diagnosis of Autistic Spectrum Disorder and access to support services and information and advice pre and post diagnosis.
- Improve awareness, understanding and acceptance of neurodiversity across the region to health, social care and wider RPB partners, including Registered Social Landlords (RSL's) as well as communities.
- Increase understanding and awareness of the varying support needs of people on the Autistic Spectrum, their families, and carers (Some people may require full time care support, some may be non-verbal and have complex needs, some may need support with day-to-day activities, whilst other people live fully independent lives).
- Support more opportunities and practical support for learning, training, volunteering, and paid employment, to support independent living.

*"It was beneficial to hear about our rights as parents and carers."*

## Progress

We have an established Gwent Autism and Neurodevelopmental Strategic Group that is Co-Chaired by individuals with lived experience and carers. This group grows from strength to strength and is coordinated by the Gwent Regional Partnership Team and has members including; The RPB Autism Champion, Local Authority leads, ABUHB leads and Clinicians, Elected Members, Education leads, Third Sector and Charities.

## First Autism Code of Practice Event in Wales

The Gwent Autism Steering group coordinated and led the first multiagency Autism Code of Practice event in Wales, in October 2022, which was very successful. It was facilitated by experts by experience who Chair the steering group and was attended by a range of partners such as, Welsh Government, National Autism Leads, the Gwent Regional Partnership Board Autism Champion, Gwent Regional Partnership Team, ABUHB leads, ASD and Local Authority Leads and Gwent Police.

The presentations and workshops gave neurodivergent people, families, carers and paid professionals a chance to discuss the Autism Code of Practice and ask questions and share their experiences. We had over **240** attendees and over **30** information stands at the event. All feedback from the event is now being fed into our action plan for Gwent, to ensure we are capturing the needs and voice of experts by experience, in the planning of future support provision.

*"Helpful to speak to other autistic individuals and hear about their experiences."*

## Neurodevelopment (ND) Improvement Fund

We have been working closely with clinical leads, partners and the Gwent Autism and ND Strategic group, to ensure full use of the Neurodevelopmental Improvement Fund. This has been utilised to increase children's additional support sessions, increase assessment capacity, increase post diagnostic support and for the production of digital material for individuals and their families, whilst awaiting assessment.

The Third Sector allocation of ND funding (2022/23) was utilised in Gwent to provide local community support for families, supporting parents with a child awaiting an ND assessment via CAMHS and individuals awaiting an ASD/ADHD diagnosis. Five third sector organisations were successful in gaining funding, Hope GB, Torfaen Opportunity Group (TOGS) The ADHD Sisterhood, Growing Space and Autistic Minds. The support included:

- a project providing support specifically for families
- a project providing support to adults
- 3 projects providing support to both groups.

The projects have supported a total of **200** individuals through phone and online support and provided signposting opportunities and resources to **181** of those individuals. Of the individuals supported, **139** had an ASD diagnosis, **16** have an ADHD diagnosis, and **4** have Tourette syndrome. Additionally, the programme has provided information and support to **222** individuals on benefits/Personal Independence Payment (PIP), as well as to parents and professionals. Learning and feedback from the projects, is now being used to help inform some of the detail in the Autism Code of Practice Action plan for Gwent, which is being developed and monitored by the Gwent Autism and ND Strategic Group.

## ADHD Training

In 2023, The ADHD Foundation (Neurodiversity Charity) Dr Tony Lloyd, worked with Monmouthshire ASD leads to provide a pilot training session funded through the ND Improvement fund. The session was well received with **46** attendees, who all found the training very beneficial. More sessions have been requested throughout 2023.

## Carers

### Area Plan Outcomes identified through the Population Needs Assessment:

- Support unpaid carers to care through flexible respite, access to accurate information, peer to peer support, effective care planning and through increased public understanding.
- Improve well-being of young carers and young adult carers, and mitigate against the long-term impact of Covid-19 pandemic.

**Market Position Summary:**

- There is still a need to increase awareness of the needs of carers and for frontline staff to be able to recognise when people take on caring responsibilities and need to be signposted to information, especially young carers.
- Peer to peer support and respite provision are continually highlighted as being a priority need for carers and there is a need to increase support through third sector and community partners to increase befriending opportunities and community groups.

# 2022-23 Regional Integration Fund (RIF) Programmes

## Revenue

There is one strategic programme that report into the Carers Strategic Partnership Board and further information is include in the RIF annual report included in appendix.

## 1. Unpaid Carers

### Partnership Progress

- We We continue to deliver against the four Welsh Government National priorities for unpaid carers. A complete carers annual report has been submitted to Welsh Government and can be found within the annexes of this report.
- The Gwent Regional Carers Hub and Spoke is a single point of access for all carers in the Gwent region that co-produces services for carers alongside existing provision across the partnership area.

#### In 2022/23:

- ◆ 2,731 Carers accessed the service.
- ◆ 2,295 were signposted for additional support.
- ◆ 579 were referred to other organisations for additional support.
- ◆ 51 Carers Assessments took place
- ◆ 92 Hub Events took place, and 146 Spokes were held
- ◆ We have continued to invest in our Small Grants Scheme (SGS) and the Regional Integration fund has supported this further. Post lockdown, we have seen an increase in the number of applications requesting short breaks and respite. In 2022/23 852 applications were received, and 166 carers were successful in receiving a small grant.
- ◆ 420 Carer's were referred for support within other services and 1,201 signposts were made to other services for those who were ineligible.
- HUG by LAUGH (HUG) is a new therapy device developed by design researchers, engineers, and health professionals from Cardiff Metropolitan University. The Hug is a teddy device with weighted arms and a heartbeat which helps to reduce anxiety and use other mechanisms to provide comfort. In the evaluation study, it was found that HUG improved the quality of life for 87% of the people who used HUG for six months. This is currently being piloted for unpaid carers in other areas beyond dementia. During end of February/March 2023, 32 hugs have been provided for young carers at schools, 25 hugs to carers of the diverse community autism project, 1 to the carers hub and 1 to the young project at community house. It is hoped to evaluate its impact in six months' time.
- The Gwent Young Carers in schools Accreditation programme is delivered by the Care Collective on behalf of the Gwent Carers Strategic Partnership. A total of 94 of the 233 primary/secondary schools in Gwent are engaging with the programme.
- Coleg Gwent provides post 16 education across Gwent and has achieved an Advanced Accreditation of our Carer Friendly Accreditation programme (a carers employment initiative developed for all public and private workplaces and communities to become more Carer friendly). To date 19 services have been awarded Carer friendly status and 1 employer.
- We have a number of initiatives in place that support unpaid carers with hospital discharge and this area will be strengthened in 2023.



## Young Carers Action Day

This year the annual Young Carers Action Day took place on 15th March 2022 and the theme was 'Make time for young carers. Many activities and information provision took place across the Gwent local authorities where young and young adult carers benefitted from improved self-esteem, friendships formed, respite from their daily care activities and social development.



In Monmouthshire 15 young carers participated in activities at Gilwern Outdoor centre, 920 people viewed the Twitter posts and schools participated to celebrate the day e.g. life skills course at Caldicot comprehensive. Young carers were able to take a break from their caring role, make new friends and raise the profile of young carers.

In Blaenau Gwent 24 young carers were provided with a full day of activities at Bryn Bach Park which included crazy golf, the cave, go karting and climbing the wall, lunch and transport was also provided. 34 Young carers learnt new outdoor skills, had some respite, built their confidence, made new friendships and improved their mental and physical health by engaging in physical activities.

***“Hi, I just wanted to thank you all for today ‘N’ had a brilliant time Thanks J” - Parent***

In Torfaen 80 young carers were engaged. A disco was held for those aged 5 -10, this activity resulted in a social media reach of 214 people with a 103-post engagement. Bowling for the 11-13 and 14-17 age groups was arranged with a social media reach of 380 people with 2014 post engagements.

***“I enjoyed spending time with my friend ” - YC***

The Regional partnership team sent out information over social media over the week leading to Facebook post impressions of 8,812 to a reach of 3,978 and 164 post engagements. For Twitter there were 4,888 post impressions, 183 post reach and 43 post engagement. In Caerphilly 206 young carers engaged in a number of activities e.g. rock climbing day, family swim, poster competition, vouchers, little mix tribute show and deliveries of Beth's Bakes cakes. These small rewards provide sense of pride and recognition, promoting the message that being a young carer is a positive thing, even though it can sometimes be challenging. In addition, a social media campaign invited YCs and their parents to share positive stories.

***“My young carers, in the last 2 years they’ve been through so much, I went into hospital Oct ’21. and was in until May ‘22. They’ve also had to move house as I lost the use of my legs so couldn’t get up the front steps. But even though we’ve been to hell and back they’re still the happiest little helpers I could ever wish for (well apart from the moody teenager lol) I’m so proud of them all xxxx” - Parent***

# Carers Mental Health and Wellbeing Support

## Carers Café Project

We have supported the carers café model: an ICF/RIF funded project that provides greater support and information to carers within Older Adult Mental Health hospital settings throughout Gwent. The project aims to improve the wellbeing of carers and other family members, and ultimately impact positively on the health of the service user, enable carers to feel equipped with the necessary skills to support their caring role and ensure Carers are confident and able to consider their own needs.

### This year:

- We held 276 cafes supporting 566 carers.
- 396 carers reported an improvement in wellbeing.
- 87 referrals were made for carers assessments, 181 advised of benefit.
- Entitlements and 516 were provided IAA to support their caring role.
- 234 were advised to register as carers with their GP's, 172 were signposted to organisations and 39 carers accessed training.
- 254 felt listened to by professionals with 219 feeling they were more aware of the need to look after themselves.
- 350 Carers felt involved in care planning and how services were delivered and 382 felt they were given enough information about diagnosis and treatment.
- 467 carers stated they knew their rights.

## Dementia

### Area Plan Outcomes identified through the Population Needs Assessment:

- To improve outcomes for people living with dementia and their carers.

#### Market Position Summary:

- We need to strengthen partnerships, services, and coproduction models to improve the outcomes for people living with dementia and their carers.

## 2022-23 Regional Integration Fund (RIF) Programmes

### Revenue

There are two strategic programmes that report into the Strategic Dementia Partnership Board and further information is include in the RIF annual report included in appendix.

1. Dementia - Assessment and Diagnosis
2. Dementia - Living with Dementia

### Capital

Within Gwent, £1.2m of HCF funding was issued to support accommodation focused solutions for Older Adults, including those with Dementia. In addition to this, £3.2m of ICF Legacy funding was utilised in 2022-23 for the delivery of the Crick Road Dementia Scheme.

## Case Study

### Crick Road - Dementia Project

Severn View Park, is an innovative and inclusive 32-bedroom care home, designed to replace Monmouthshire Councils, Severn View home in Chepstow. Severn View Park is being constructed by Lovell and will support older people with dementia, both residentially and in the form of respite and shorter-term support.

Severn View Park will establish a new way of providing care, creating individual households designed around a communal, courtyard garden, and will ensure that residents of the home and the local area come together as one community. The Scheme is scheduled for handover by March 2024.

The scheme is being delivered through ICF funding

Total Project Cost	£6,937,903
ICF	£4,810,931
MCC	£2,126,972

Currently on site with the development of an innovative care home that specialises in dementia care (long-term and short-term care) and rehabilitation

The scheme will provide an exciting opportunity to deliver best practice in design and outcomes for people receiving council run services and support



### Partnership Progress

- ABUHB have adopted the Dementia Friendly Hospital Charter for Wales. The Charter builds on the foundation offered by the Royal College of Nursing's Staffing, Partnership, Assessment, Care and Environment (SPACE) principles. It acts as a short, clear statement of the key principles that contribute to a dementia friendly hospital. It provides a set of principles and indicators that focus on the needs of people with dementia and their families, carers and supporters and offers an improvement guide to assist hospitals in their self-assessment against the dementia friendly principles. Importantly, the Charter informs people of what to expect when they receive care and visit a dementia friendly hospital. The following animation has been created to further raise awareness of the charter and it's aims:

**English:** <https://youtu.be/KudreUFNZ-E/>

**Welsh:** <https://youtu.be/8gu4AB5VFLM>

- Since Covid and restricted visiting, the distress and concerns from carers around in-patient hospital care has been highlighted through a number of complaints, through webinars and 'patient stories'. Locally, feedback about people's lived experience of dementia care when they are in hospital has been used to influence, shape and improve dementia care across our hospital wards. Our Hospital Dementia Action Plan has been significantly revised based on feedback and what matters to people.
- Through using Twitter, Facebook, internal intranet and external web pages, ABUHB have described the improvement plans that support both the Dementia Friendly Hospital Charter and overall dementia care including John's Campaign, patient bedside boards, dementia volunteer companions, Dementia Champions, and carers information.
- The Dementia Board have set up additional subgroups with workstream leads to take forward work, in readiness for the implementation of the All Wales Dementia Care Pathway of Standards to take forward workplans.
- Our Gwent Dementia Friendly Communities group now has over 170 partners flying the flag for dementia awareness, inclusion, and support across Gwent.



- We have continued to work with schools, colleges, charities, community groups and partners across Gwent, providing online and in person Dementia Friends sessions and supporting online connections with communities. 1,468 Dementia Friends have been made across **98** sessions during 2022 - 2023.

## Dementia Action Week 2023:

### Free Digital Skills Training to Help People Living with Dementia

As part of Dementia Action Week 2023 Gwent Dementia Friendly Communities partnered with Digital Community Wales to offer free online training sessions for people living with dementia, their family, friends, carers and professionals. The sessions provided an opportunity to increase dementia awareness and understanding within the community and provide people with practical knowledge to help support people to live well with dementia in the community.

#### Six sessions were held in total including:

- Inspiring Digital Activities (24 attendees)
- Digital Storytelling (24 attendees)
- Digital Tools to Support People Living with Dementia (16 attendees)
- Reminiscence (18 attendees)
- Smart Speakers and Devices (15 attendees)
- How Digital Tools can Support People with the Cost of Living (9 attendees)



Darparwyd gan  
Delivered by



***“Thank you for the training sessions this week - they have been very inspiring!” - Member of Gwent DFC’s***

A social media communications plan supported the advertisement of the free training sessions across the RPB’s Twitter and Facebook accounts. A blog post was also produced with DCW to highlight the partnership, Dementia Action Week and the training itself - <https://www.digitalcommunities.gov.wales/blog/dementia-action-week-2023-free-digital-skills-training-to-help-people-living-with-dementia/>

***“While dementia can be challenging to manage, technology and the internet have provided a wide range of new tools, devices, and resources that can make a significant difference to the lives of those living with the condition.” - Angela Jones, Digital Inclusion Advisor, Digital Communities Wales***

## John's Campaign

Following a task and finish group that met throughout the year we re-launched Johns Campaign in March 2023 for carers of patients in hospital with Dementia which allows carers to support their loved ones along the hospital pathway. John's Campaign is a framework to ensure that unpaid carers of people living with dementia are welcome on hospital wards. It encourages staff to recognise the importance of unpaid carers and their valuable expertise to always maintain a positive attitude to the involvement of unpaid carers.

It recognises carers valuable contribution to the patient's assessment, care planning and ongoing recovery, demonstrating sensitivity to their needs whilst someone they care for is in hospital. At the centre of this initiative is the patients' needs to help the recovery of the patient, the wellbeing and ongoing involvement of the carer, the support of better communication with carers and the enablement of the patient's secure discharge.



## Health, Social Care & Housing

### Area Plan Outcomes identified through the Population Needs Assessment:

- A multi-agency partnership approach to ensure appropriate housing and accommodation for older people and vulnerable citizens.
- To ensure effective use of Disabled Facilities Grants and appropriate partnership support and available resources.
- Homelessness requiring a collaborative response from public services and partners, especially the non-use of B&B accommodation for young people, and through prevention and early intervention.

### Partnership Progress:

- The HSC&H Partnership continue to oversee the ICF Capital grant and prepare for the implementation of the new RIF Housing with Care Fund (4-year programme) to support tenanted accommodation for people with complex needs, particularly where affordable housing standards are not appropriate, Intermediate care accommodation (e.g. step up/down, children's residential) and discretionary funding (aids/adaptations, feasibility studies, etc.).
- MCC and TCBC Care and Repair are continuing to deliver the Hospital to Healthier Homes project to support hospital discharge. Every £1 spent on home adaptations to support quicker hospital discharge generates £7.50 saving for health and social care.
- The Partnership continue to provide regional support to individual partners in relation to the homelessness and ending evictions agendas during the pandemic and going forward will coordinate a regional response to the Rapid Rehousing policy.
- Oversight of the Housing Support Grant (HSG) Programme especially in relation to early intervention programmes and housing related support to homelessness services and activity to help people stabilise their housing situation, prevent people from becoming homeless, or people affected by homelessness to find and keep accommodation.
- A Substance Misuse and Housing task group reporting to both the Area Planning Board and Regional Housing Support Grant Coordination Group developed a specific free online substance misuse training course targeted towards housing staff.



## Case Study



### **Transitional accommodation - Former Caerphilly Police Station**

HCF funding of £632,256 was utilised for the delivery of long-term sustainable accommodation for 6 self-contained units, within the same building for adults (16+) with mental illness, previous substance use or alcohol dependence or young people with support needs to address their emotional and mental wellbeing needs. This scheme forms part of a wider ICF, SHG and HFG funded project in partnership with CCBC and Linc Cymru.



# 4. PART 2: General progress update

## 2b: Supporting Better Integration and Delivery

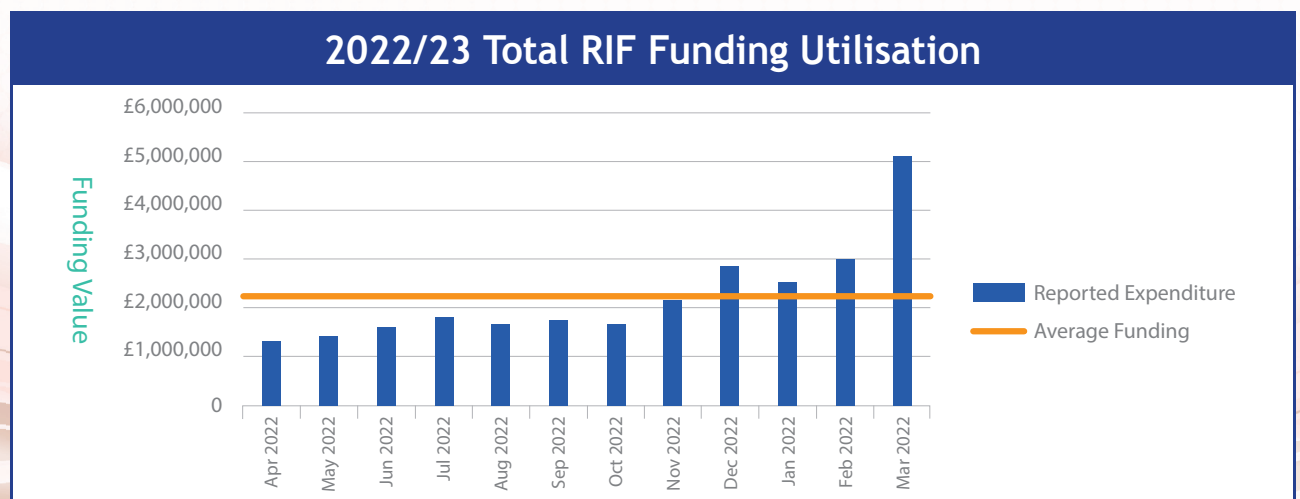
### Regional Integration Fund

Welsh Government provided a 5-year commitment of partnership funding at the outset of 2022-23 within the Regional Integration Fund. The policy funding guidance introduces the concept of 6 National Models of Care as an output of the 5-year programme, with regional learning and best practice intended to shape a national specification for the following national models:

- Community based care - prevention and community coordination.
- Community based care - complex care closer to home.
- Promoting good emotional health and well-being.
- Supporting families to stay together safely and therapeutic support for care experienced children.
- Home from hospital.
- Accommodation based solutions.

Whilst the Regional Integrated fund guidance targets the models of care as the intended outputs, it acknowledges that funding is historic and existing allocations are in place. As a region, we have continued to deliver the strategic programmes identified within the RIF strategic outline plan during 2022-23 alongside seeking to describe the contributions and learning against the national models of care. Continued conversations with Welsh Government are taking place to manage the transition and ensure local ownership and oversight of Regional Integrated Funds with the development of the models of care. The core RIF allocation for 2022-23 was £26.8million. £15.4million utilised as Year 1 ‘acceleration funding’ and £8.3million as Year 1 ‘embedding funding’, with circa £3million has been provided in ring-fenced funding which consists of Dementia, Memory Assessment Service, Integrated Autism Service and Unpaid Carers.

In addition to the core RIF allocation, Welsh Government provided a further £0.666 million of additional funding, making the total 2022-23 allocation provided by Welsh Government £27.5million. This growth in funding relates to Carers Short Breaks, the Neurodivergent Improvement Programme and the Learning Disabilities Programme which is shown in the graph below. The utilisation profile also takes account of the approval of uncommitted funding utilised for the RPB winter plan delivery in the Autumn as strategic tests of change, and the usage of slippage materialised across the programme in Month 12.



In 2022-23 the Regional Partnership Board spent a total of £27.5m Revenue and the following has been achieved (the following headlines do not reflect specific activity within the RPB winter plan):

- 19,310 unpaid carers have accessed services, with 2083 feeling less isolated and 2479 achieving personal outcomes.
- 2,597 children at risk of entering care have been supported, to date 600 have achieved personal outcomes.
- We have provided intensive support to 267 care leavers to develop coping strategies and achieve personal outcomes.
- 611 neurodivergent children and their families have been supported, with 515 reporting good experiences.
- Additional capacity within Memory Assessment Services has enabled a total of 3644 people with cognitive impairment, living with dementia and young onset dementia to be supported and assessed.
- 12,462 contacts have been provided to support people to live well with Dementia, and an additional in-year referral acceptance of 2,577 people.
- The connected communities programme has assisted 25,276 adults via a range of prevention and wellbeing services to remain well within the community. Of which, 4968 report maintaining or improving their emotional health and wellbeing and 4396 are more aware of the support available to them.
- 12,498 individuals have received intermediate care in the community via the Place Based Graduated Care programme. 45% of stroke survivors have been supported to rehabilitate within the community, and 53% of individuals receiving intermediate care were prevented from hospital admission/crisis.
- Improving System Flow programme capacity supported 8824 individuals to leave hospital, with 1689 of these individuals receiving aids and adaptations to return home as independent as possible, and 2007 individuals achieved personal outcomes.
- 2505 people with learning disabilities achieved personal outcomes via the LD independence and wellbeing programme, with 1195 new individuals identified during 2022-23.
- 25,000 individuals have accessed information and advice via the Enhanced Foundation Tier programme, along with 169 training sessions provided across the partnership to support awareness and recognition of emotional wellbeing in self and others.
- The CVC led Third Sector Grants fund has supported 3107 individuals within the community, with 2511 reporting maintaining or improving their emotional health and wellbeing.

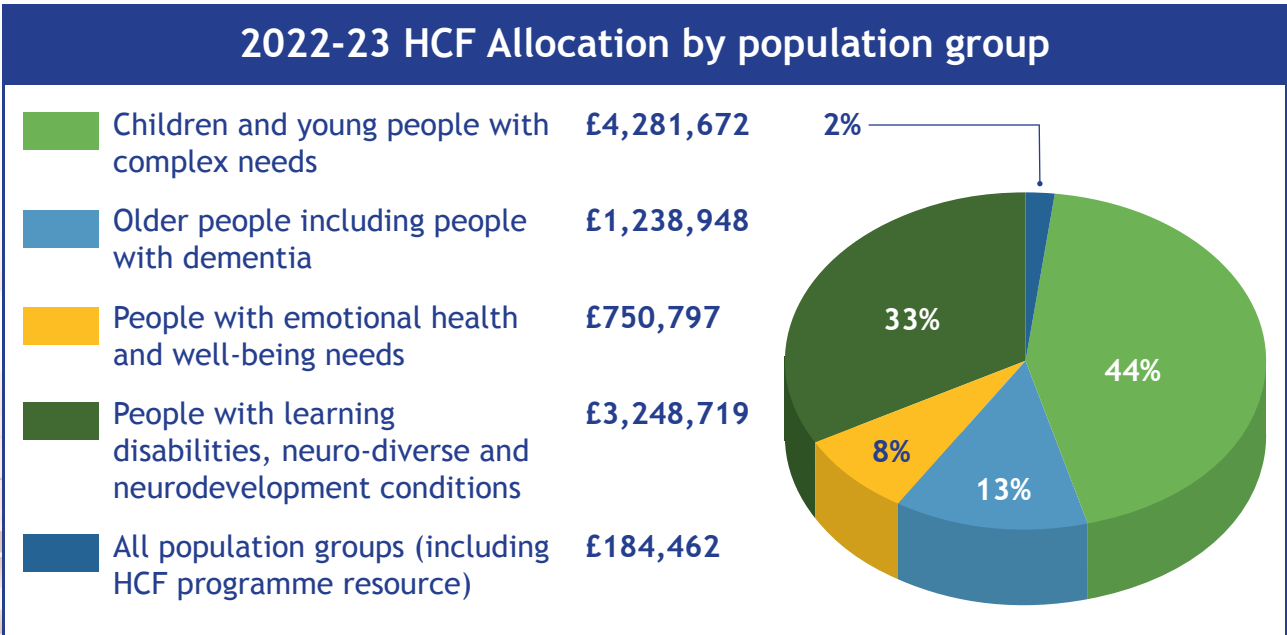
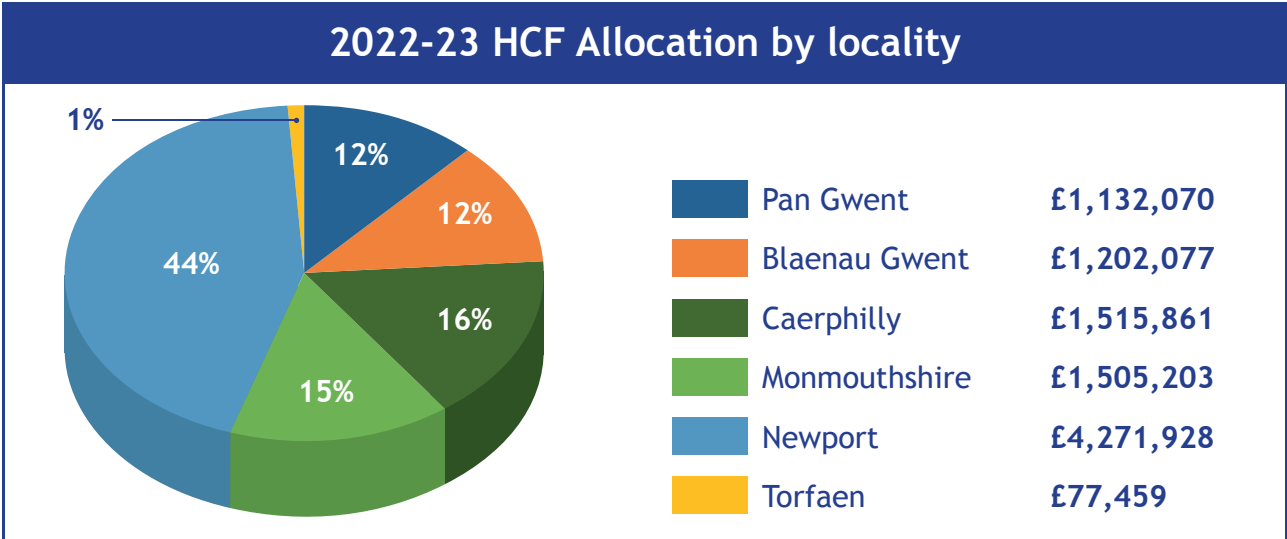
## 2022-23 Regional Partnership Capital Programme

Welsh Government provided significant growth in partnership capital funding at the outset of the 2022-23 financial year, building on the successes and learning from the ICF Capital programme. Welsh Government have therefore introduced two sources of capital funding for the region as the Housing with Care Fund (the successor to the ICF Capital programme), and the new Integration and Rebalancing Capital Fund. Both funding streams support key programmes for government commitments and are intended to be complementary and supported by RIF revenue to develop new models of preventative care.

With 2022-23 being the first year of a refreshed capital programme for Regional Partnership Boards, significant focus has been on fund utilisation against policy funding guidance in the early years of the programme, pending the development of a regional Strategic Capital Plan. With a significant collaborative effort between the Partnership PMO and partnership delivery organisations, the RPB were able to optimise the funding available to the region, utilising £9.7million of the £11.2million HCF allocation, achieving the highest number of committed accommodation bed spaces within Wales, with a pipeline of 44 units and 95 bed spaces being funded.

The graph below illustrates the fund utilisation on a county basis. Within Gwent, Newport City Council have secured £4.3m spend within the HCF programme, the second highest within Wales, whilst Caerphilly and Monmouthshire both secured £1.5m each, the third and fourth highest within Wales respectively. Whilst few developments were commenced in Torfaen during 22-23, there are a number of opportunities being explored for potential partnership funding in future years.

The graphs below provide an illustration of the Housing with Care Fund investment by population group and by geographical area for 2022-23.





In addition to the Housing with Care Fund, the Region utilised £3.3m of the Integrated Rebalancing Care Fund in 2022/23 for the Newport Integrated Health & Wellbeing Centre in 2022/23. With an expected completion date of December 2024, the remaining balance has been re-profiled into future years.

## Improving System Flow

The Improving System Flow programme has two workstreams. The first is delivered by the Home First model which provides turnaround services at the hospital front door and preventing admission to the hospital where appropriate. Where admission is required, the second workstream provides a streamlined discharge liaison capacity to support people to be discharged to recover at home as quickly and safely as possible, transferring seamlessly between pathways. The overarching objective for the Improving System Flow programme is that community admission prevention and discharge support services are strengthened and redesigned to ensure that they are right sized to meet the needs of an individual. Through the redesign of services outcomes for individuals will be improved through the avoidance of unnecessary days in a hospital bed and subsequent deconditioning.

## 2022 to 2023 Delivery Summary

The programme primarily supports older people including those living with Dementia. The programme's Home First model has provided turnaround services at the front door of the hospital and the project has prevented unnecessary admissions, promoting efficient system flow. The emphasis on involving individuals in deciding where they receive care and support, as well as facilitating timely discharges with the necessary support in place, reflects good person-centred care practice and promotes individual involvement in the care journey.

Timely discharge of individuals from the hospital with appropriate support in place has been a notable programme success. By streamlining the discharge process and involving individuals in discharge planning the programme has facilitated smoother transitions and reduced unnecessary hospital stays.

- A total of 8,824 individuals accessed the services delivered by the programme. This demonstrates the programme's ability to reach a considerable number of people and suggests that it effectively addresses the needs of a diverse range of individuals.
- 1,689 individuals received aids and adaptations through the programme. This highlights the commitment to enhancing living conditions and promoting independence by providing necessary equipment or modifications at home.

## 2018-22 Dementia Action Plan

The regional Dementia Board oversee development and implementation of the national Dementia Action Plan (DAP) across Gwent; and general progress is highlighted in part 2a above, including how the RPB has delivered against the DAP aims. The Dementia Board have considered the new national Dementia Standards and strategic alignment across the DAP priority areas and this will be embedded during 2022/23. The RIF allocation has been distributed and allocated against the national DAP aims.

# PART 3: Communication, engagement and social value

**i** How your Board engaged directly with service users, or groups representing service users.

## Communication and Engagement Strategy

The RPB will be working to refresh its communications and engagement strategic approach in light of Rebalancing Care consultation (up to 14th August). The Gwent RPB website has undergone a redesign during 2022-2023, with many areas now finalised. The website redesign continues to take place and is due to be completed by the end of 2023. The new look website will be key to further raising the profile of the RPB with both the public and professionals. The new design will act as platform to share the work of the RPB across Gwent with the aim to engage citizens in policy decisions and share information, advice, and assistance.

The below data, demonstrates increase in website usage since the commencement of the redesign.

<https://gwentrpb.wales/>

The English facing site from 01 April 2021 to the 31 March 2022	The English site from 01 April 2022 to the 31 March 2023
<p><b>Users - 2,214</b></p> <p><b>Sessions - 3,070</b></p> <p><b>Page Views - 7,470</b></p>	<p><b>Users - 3,912</b></p> <p><b>Sessions - 6,034</b></p> <p><b>Page Views - 22,502</b></p>

The RPB raises awareness of national campaigns through social media (Twitter and Facebook) and includes key messages from Monday to Friday each week of national campaigns.

<https://twitter.com/BoardGwent>

<https://www.facebook.com/profile.php?id=100068857284255>

## Citizen's Panel

The Social Services and Wellbeing Act (Wales) sets out through coproduction principles the need for partners, including citizens to work together. The Citizen Panel Chair and Vice Chair attend Regional Partnership Board (RPB) meetings and feedback topics raised at the Citizen's Panel Meetings. The Vice Chair is also an unpaid carer and ensures the voice of carers is included in discussions. Due to the pandemic the meetings are now hybrid so panel members can join either via teams or in person at the Civic Centre. The meeting has extended to 2 hours.

*“Attending the Gwent Citizen panel gives me a chance to voice concerns, on matters that are important to me, in Health and Social Care, as well as catching up with new and useful information. It also gives access to people who can often make things happen. I enjoy the privilege of raising points from my community and feeding back to them.” - GCP Citizen*

Standard agenda items discussed at each meeting: notes from previous meeting with an action log to monitor progress, community updates from partners including hospital discharge, update from Llais, Area Plan Priorities and upcoming Events. A more detailed list of topics discussed during 2022/23 is included in annexe 4.

### **Co-operation and participation with relevant partners and adults with care and support needs, carers, people with dementia and children and young people.**

- The Regional Autism group include parents of people living with autism and meets regularly to monitor and implement the new autism code of practice.
- The Citizen Panel Vice Chair is an unpaid carer and identified RPB carers member. Carers sit on the Gwent Carers Strategic Partnership Board and provide a voice for carers across the region. The board also links to established carers groups and coordinators in each of the 5 local authority areas and ABUHB.
- The Dementia Board oversee Dementia Friendly Communities across the region with a regional group coordinating delivery and Dementia Friends awareness. People with Dementia and their carers sit on local groups and help coproduce approaches to deliver DFC. We have been continuing to link with people living with dementia and their carers via online webinars and forums during the past year and also a number of face-to-face events with ABUHB.
- The Mental Health & Learning Disability strategic partnership have engaged with people within mental health and learning disability services to develop an Engagement and Involvement Strategy for Gwent, to help transform future services and are continuing to implement coproduction training for both professionals and experts by experience and all citizen panel notes are easy read and produced by a third sector partner.
- The RPB have continued to engage with members of Coleg Gwent to promote careers across health and social care and how to design course content to promote the sector.
- The RPB continues to engage with the Regional Youth Forum around a Mental Health Campaign following the completion of the national UK Youth Parliament's Make Your Mark survey.



- Neuro Development parent group - we are working together with parents awaiting an assessment for their child to develop solutions together around how we might provide support to families on the waiting list. We have been working with the group to create a group identity (name/mission statement) and working on our 'key objectives' going forward.

# Co-Production in Partnerships



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

## What is co-production?

Partnership co-production is the process in which those who use or have used a public service become involved in the development of that service. Within the Health Board and other partners this is seen in voluntary and paid opportunities for service users and carers to be involved in a variety of projects such as sitting on interview panels, co-producing new pathways and becoming a peer mentor. This not only benefits the services, but also the individual and overall co-production is a process that is highly valued with the aim to embed it within all aspects of mental health and learning disabilities.

A multi agency steering group made up of public service staff, 3rd sector representatives and those with lived experience of mental illness and learning disability ambassadors meet every 6 weeks to collaboratively make progress on a work plan created to focus on embedding co-production throughout the Health Board and partners.

## "Nothing about us without us"

### Victoria Stock says...

"The opportunity to work co-productively has been a real positive for me in both a personal and professional manner. Being able to offer my insight from a lived experience view point and also my working role within mental health alongside those in other organisations and the Health Board has given me a true reality of the challenges we face. But together we can make a difference and I am excited for the amazing outcomes from working co-productively with the team."

Victoria Stock, Lived Experience Volunteer for the Health Board



As a team we are exploring new and exciting ways to embed co-production, including liaising with the National Forum for service user and carers on policy documents, exploring the use of time credits to show the value and payment of volunteers time, recruiting representatives to sit on the Partnership Board and sub-groups and setting up the foundations for Lived Experience Advisory Panels.

### Stephen Ash says...

"I have been working alongside the health board in the Gwent area and also working with Senedd advisory group. I have also been working with the Melo website. I feel with my life experiences with mental health and autism that I have made a difference to services. Before working alongside services I used to have the opinion that they couldn't be bothered to help people who are neurodiverse but since working alongside the health board I have changed my opinion and it's made me appreciate things are changing for the better."

Stephen Ash, Lived Experience volunteer for the Health Board

### Sally Hewitt says...

"We want to ensure that co-production is a key under-pinning principle that ensures that people who have lived experience are involved at all levels of service design and delivery. We are also committed to ensuring that people with lived experience have a real opportunity to shape policy and throughout 2023 the Welsh Government will be working co-productively to develop the successor of both Together for Mental Health and Talk to me 2, as we see this as key to driving forward improvements."

Sally Hewitt, Senior Policy Lead, Mental Health and Vulnerable People for Welsh Government

For more information please contact: [Libby.Ford@wales.nhs.uk](mailto:Libby.Ford@wales.nhs.uk) or [Lorna.Anderson@wales.nhs.uk](mailto:Lorna.Anderson@wales.nhs.uk)



## Engagement with people living with dementia

We have been working in collaboration with partners and communities providing webinars through ABUHB, to highlight the Dementia Care Standards, and gather peoples experiences of dementia care. This included bespoke webinars for people who are deaf, people from ethnic minority communities, carers and people who identify as LGBTQ+



Evening and daytime online and face to face enragement opportunities have also taken place, to highlight the Dementia Standards, and what this will mean for people living with dementia, their family, and carers.

**Wales Listens Campaign:** Improvement Cymru has launched a Wales Listens Campaign, which encourages regions to engage with specific communities and work with those communities to identify what they feel is important to ensuring good dementia care and support.



*How we have engaged with wider stakeholders, including Public Service Boards, other strategic partnerships, service providers from the third and independent sectors*

Third sector partners sit on the RPB including the Chairs and senior strategic leads from the 2 CVCs: Gwent Association Voluntary Organisations (GAVO) and Torfaen Voluntary Alliance (TVA). The chair of the Provider Third Sector Forum also sits on the RPB to ensure a voice for local providers and third sector partners. The third sector are also represented on the strategic partnerships under the RPB including CVC reps on Carers Board, GASP, Dementia Board and a specific third sector network developed under the Children and Families Board. The voice and input from third sector colleagues has contributed to partnership working across the region at all levels and in particular ensuring RIF funding was appropriately utilised across the third sector, in line with Welsh Government’s requirement for RPBs to ensure an identified proportion was made available. Third sector staff have also been seconded to work in the Performance Management Office administering RIF.

The Regional Partnership Team that supports the RPB work closely with Public Service Board colleagues and sit on a joint regional needs assessment and engagement group. A PSB Chair has also attended and shadowed RPB members at meetings. The 5 PSBs have now merged a regional board and developed a regional stakeholder engagement group and RPB officers attend to ensure synergy.

*Progress to establish social value forums to promote social value and share good practice.*

The RPB continues to engage with WCVA and the Wales Cooperative centre in adopting a Social Value Forum Toolkit and will look to support the development of social enterprises across the regions working with our third sector umbrella organisations. We will work at pace during 2023 to rebrand our current forums in line with new duties set out in Rebalancing Care and refreshed codes of practice.

The Regional Commissioning Group continue to explore new opportunities linked to RIF and will provide a renewed focus to further develop the role of 3rd sector social Value-Based services in the region. This may be linked to day services or to supporting hospital discharge, admission avoidance and maintaining low level support in the community.

The Mental Health and Learning Disability Partnership are also exploring a new coproduction approach to commissioning based on a consortium approach across third sector providers.

### **Gwent Regional Domiciliary Care Provider Fora**

The Gwent Regional Domiciliary care provider fora is a long-established forum led by the Regional Team and ABUHB to provide support to domiciliary care providers in Gwent. Meetings are held on a monthly basis collaboratively between the local authorities and ABUHB, and address current issues being experienced by providers. During the pandemic, these meetings were increased to weekly, to ensure that providers were suitably supported while receiving up to date legislative information.

### **Care Home Executive Liaison Group (CHELG)**

As with third sector and domiciliary care providers, the regional team also engages with care home providers. Support is provided to ABUHB at monthly care home webinars. These were increased during the pandemic to weekly, although occurred more frequently when new legislation was released. This allowed local authorities and ABUHB to ensure care homes were suitably supported through a critical period.

More recent meetings have focussed on the recruitment and retention issues faced by providers, and the effects of the cost of living crisis on services. Regular engagement with care providers in Gwent while also ensuring key priorities are addressed by RPB through provider representatives. Providers also engage with ongoing workstreams, such as regional fee methodology and a regional approach to contract monitoring procedures in care services.

*“I must commend Gwent for their partnership approach with commissioned services which I know is much appreciated by care homes, domiciliary care agencies and 3rd sector bodies alike. Prior to the COVID pandemic partnership working was well developed in the region and this provided a head start when it came to working through the many and varied issues brought about during the 2020 - 2022 period. The weekly webinars were particularly valued.”*  
**- Melanie Minty, Provider Representative, Gwent RPB**



## PART 4: Forward look

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**The new Area Plan sets out the key actions and priorities following the Population Needs Assessment and will continue to focus on priorities requiring collaboration and include:**

- Reduce length of hospital stays for older people and return safely back home with sustainable support through our winter planning and delivering the 'Further Faster' agenda.
- Continued focus on children with complex needs and children looked after, especially provision and impact of out of county placements.
- The increasing need to support people living with dementia and their carers especially with community support and earlier intervention.
- The domiciliary care marketplace requires innovative solutions to long term recruitment.
- Isolation, loneliness, and impact on mental health.
- Respite is critical for carers and needs to be available in a timely and flexible way (formal, informal) especially in crisis situations.
- Recruitment across health and social care, especially Domiciliary Care workers.

The RPB will continue to monitor and support progress of the Area Plan through 2023/24.

## Annexe 1: Register of RPB bi-monthly meetings

Meeting date	Meeting type	Key topics covered
July 2022	Business Meeting	RPB Chair election and ratification. Terms of Reference update. Winter Plan and preparing for future challenges. Regional Integration Fund Outline Plan sign off. Programme Closure report. Frailty Budget proposals for consideration and sign off. Draft RPB Annual report. Views from Regional Citizen Panel. RPB Self-Assessment.
September 2022	Business Meeting	Eliminating profit from Children's Services. Winter Plan update and risk assessment. Regional Integration Fund financial plan and Memorandum of Understanding. Market Stability report. RPB Self- Assessment. Views from Regional Citizen Panel.
October 2022	Special Meeting	RPB Capital Workshop
November 2022	Business Meeting	Winter Plan and risk assessment. Workforce transformation and planning. Partnership Programme Development and Delivery. NCN Development and Integrated Partnership Strategic Planning. RPB Statutory Duties and Self-Assessment. Views from Regional Citizen Panel. Views from the Third Sector. Views from the Provider Forum. Autism and Neurodevelopment.
December 2022	Special Meeting	Regional Integration Fund.
January 2023	Business Meeting	Winter Plan review and system pressures. Redesign of Services for Older People and Frailty Service. RPB Statutory Duties and Self-Assessment. Views from Regional Citizen Panel. Views from the Third Sector. Views from the Provider Forum. Partnership Programme Development and Delivery.
March 2023	Business Meeting	RPB Chair's update. Redesign of Services for Older People and Frailty Service. Frailty budget sign off. Winter Plan review and system pressures. RPB Statutory Duties and Self-Assessment. Regional Partnership Board Footprint meeting (with Welsh Government) - proposed amendments to Part 2 and Part 9 of the Social Services and Wellbeing Act.

## Annexe 2: Membership of the Regional Partnership Board

The required membership of the Regional Partnership Board is set out in statutory guidance in Part 9 of the Social Services and Wellbeing (Wales) Act. The Board also has the flexibility to co-opt additional members should they wish.

**The current RPB membership as of March 2023 is set out below:**

Name	Title	Organisation
Ann Lloyd CBE	ABUHB Chair	ABUHB (Chair)
Phil Robson	Independent Member	ABUHB (RPB Vice Chair)
Katija Dew	Independent Member	ABUHB
Nicola Prygodzicz	Chief Executive	ABUHB
Chris O'Connor	Interim Executive Director of Primary Care, Community and Mental Health	ABUHB
Tracy Daszkiewicz	Executive Director for Public Health & Strategic Partnerships	ABUHB
Cllr Hayden Trollope	Executive Member	Blaenau Gwent
Tanya Evans	Interim Director, Social Services	Blaenau Gwent
Cllr Elaine Forehead	Executive Member	Caerphilly
Dave Street	Director, Social Services	Caerphilly
Cllr Tudor Thomas	Executive Member	Monmouthshire
Jane Rodgers	Director, Social Services	Monmouthshire
Will McLean	Monmouthshire	Education Rep
Cllr Jason Hughes	Executive Member	Newport (Vice Chair)
Sally Jenkins	Director, Social Services	Newport
Cllr David Daniels	Executive Member	Torfaen
Jason O'Brien	Director, Social Services	Torfaen
Paula Kennedy	Chief Executive	Melin Homes
Melanie Minty	Care Forum Wales	Provider Rep
Lorraine Morgan	Citizen's Panel Chair	Citizen Rep
Christine Kemp-Philp	Citizen's Panel Vice Chair	Citizen Rep
Stephen Tiley	GAVO	Third Sector Rep
Anne Evans	TVA	Third Sector Rep



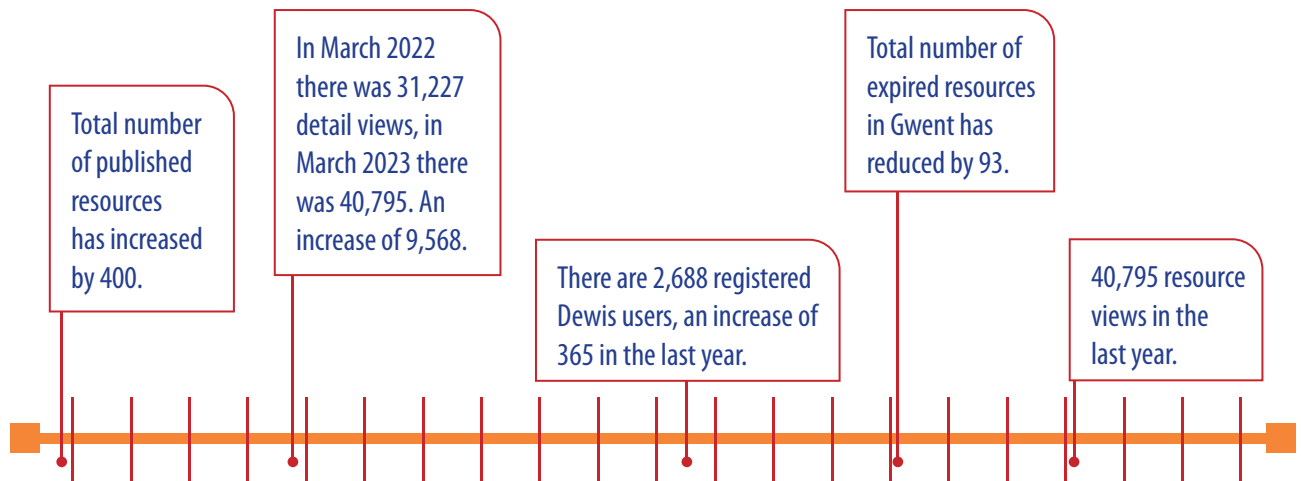
## Annexe 3: DEWIS Citizen Portal

### Overall Progress 2022 - 2023

www.Dewis.Cymru  
Cael dewis a chymryd rheolaeth



www.Dewis.Wales  
Have choice and take control



### Top 3 Successes

1. Increased resources and a reduction in expired resources.
2. Increased registered users.
3. Resource detail views have increased.

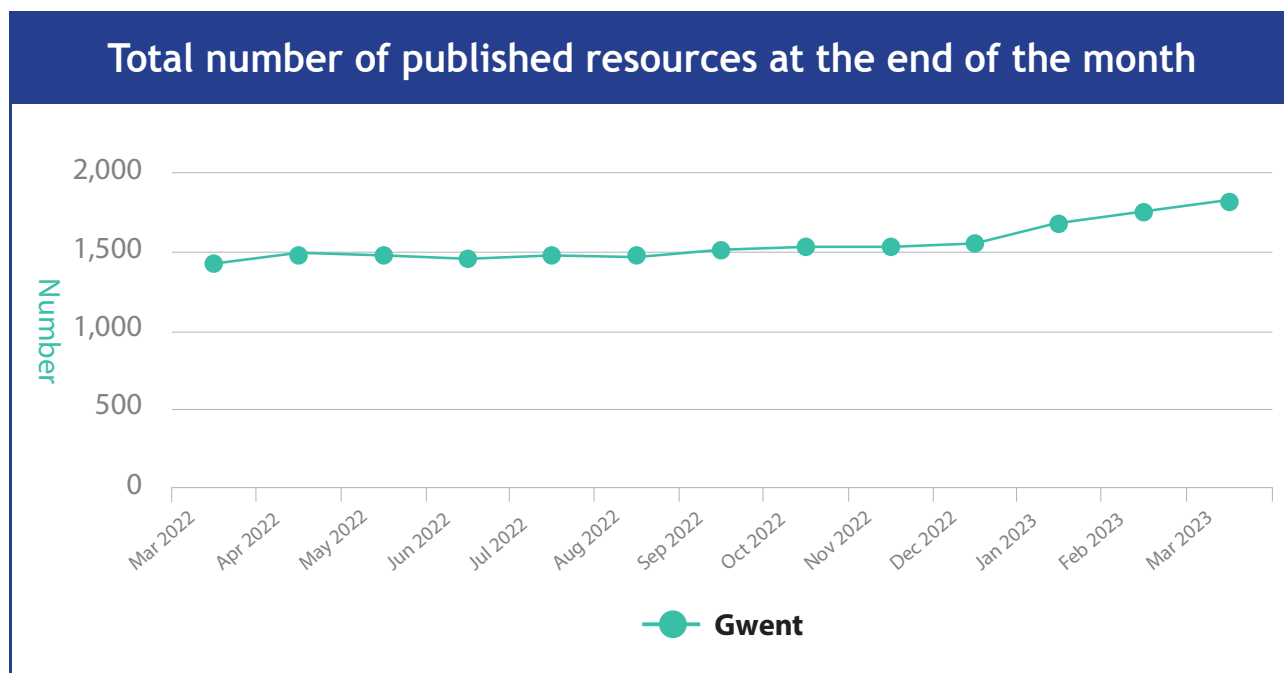
### Top 3 Challenges

1. Re-engaging with expired resources.
2. Myth busting that DEWIS resources are out of date if viewable.
3. Ensuring DEWIS is developed with/linked to existing/new directories, developing stronger links with partners and organisations.

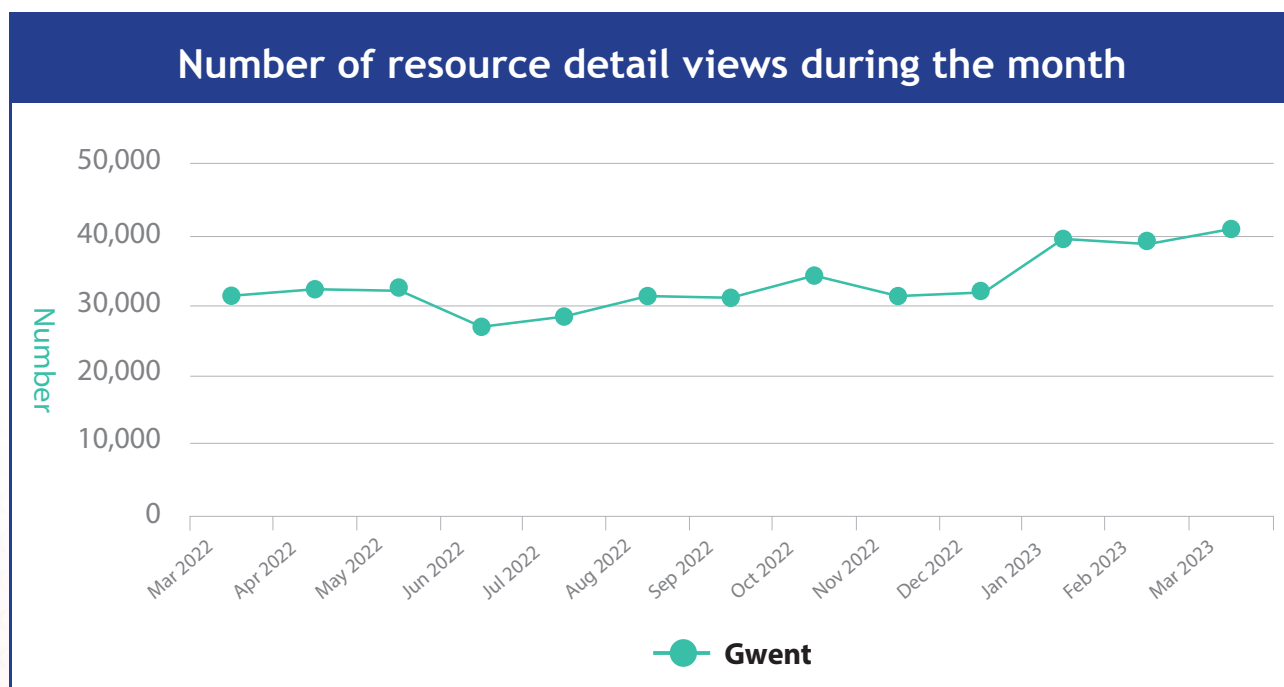
### Next Steps

1. Continue to lead and coordinate DEWIS implementation across the region.
2. Promote and encourage the use of DEWIS within the community and with providers of support and services throughout Gwent.
3. Continue to increase available resources and reduce the number of expired resources.

## March Data 2022-2023

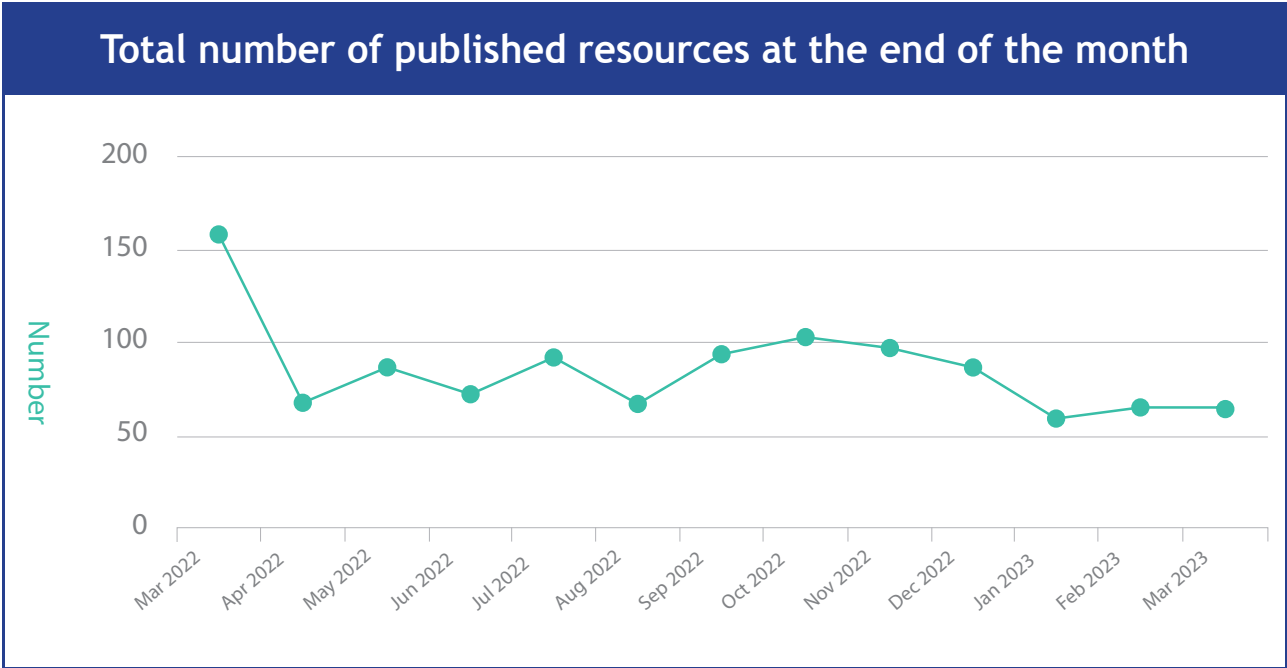


The required membership of the Regional Partnership Board is set out in statutory guidance in Part 9 of the Social Services and Wellbeing (Wales) Act. The Board also has the flexibility to co-opt additional members should they wish.

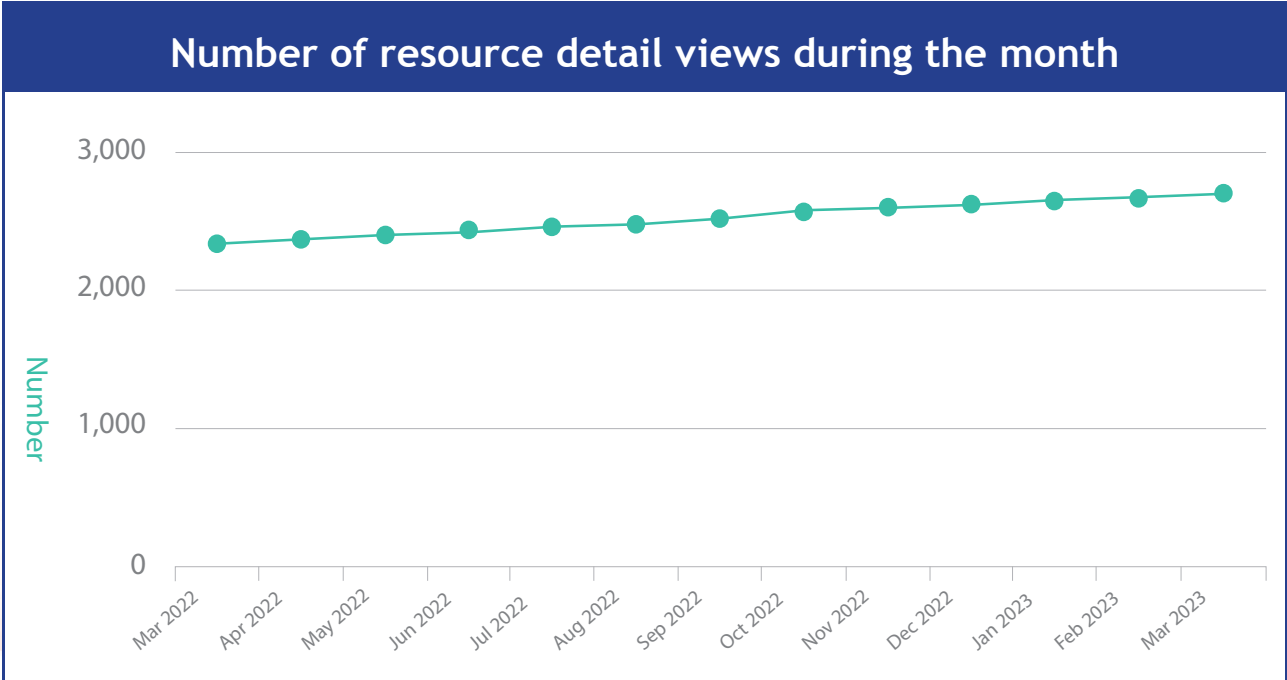


The graph above shows how many clicks there has been in Gwent over the past year, this shows how many times someone has searched for something on Dewis and then clicked to find more information about the resource. In March 2022 there was 31,227 clicks and in March 2023 there was 40,795. Over the last year there has been an increase of 9,568 clicks.

# March Data 2022-2023



The graph above shows the Total number of expired resources in Gwent over the past year, in March 2022 there was 158 expired resources and in March 2023 there was 65 expired resources. This has been a decrease of 93 expired resources.



The graph above shows the Total number of registered users over the last year. In March 2022 there was 2,323 registered users and in March 2023 there was 2,688. There has been an increase of 365 users over the last year



## Annexe 4: Gwent Citizen Panel discussed topics 2023/24

### Meeting topics

#### **Unpaid Carers.**

Carer's week takes place in June every year, the theme for the last year was making carers valued. We have a young carers hub - in the last year held 28 events. Supporting Life Alongside Caring - a small grant scheme and a young carer in school's programme.

#### **Finding the Light in Dementia presentation.**

There is a training platform called 'My Favourite Things'. This has been developed with people who have dementia through the dementia, engagement and empowerment project and the 3 Nations Working Dementia Group. The training is available for hospital staff, volunteers, care homes, or anyone working within dementia linked roles.

#### **Jackie's Revolution presentation.**

Jackie's Revolution has moved from a concept to a campaign. The sole purpose of Jackie Revolution is to ensure that it's based on community and citizens and our community has been identified as the people born between 1945 and 1964, the so-called baby boomer generation. The intention is that our community has real choice and viable options to live and die in our own homes or wherever we choose.

#### **Wellbeing Plan presentation.** Online consultation.

#### **Cost of Living Crisis.**

This is something that we're trying to raise through all the strategic partnerships and dementia friendly communities, as this is a topic that's affecting everyone.

#### **Obstructive Parking - Crime Commissioner and Gwent Police.**

A Member of the panel put together a presentation. Dropped curb parking is endangering disabled people.

#### **ASB - Crime Commissioner and Gwent Police.**

A number of ongoing projects were discussed.

#### **Community Podiatry Services presentation.**

The acting head for podiatry in ABUHB took attendees through a presentation. Any health care professional can refer a patient to the service

#### **Market Stability Report.**

As a requirement of WG each LA and Health Board are required to produce a MSR and the Regional Partnership Board must publish a regional summary. The report has been taken through all LA councils for comment and sign off of the report.

#### **Housing Support Grant presentation.**

Housing Support Grant brought together 3 funding streams: Supporting People Programme, some Homelessness Prevention Grant funding and Rent Smart Wales funding.

#### **Direct Payments presentation.**

Direct Payments are monetary payments made to an individual who is eligible to receive a service for care and support from a Local Authority.

## Meeting topics

### **Value Based Care presentation.**

Value based healthcare is the equitable, sustainable and transparent use of the available resources to achieve better outcomes and experiences for every person.

### **Track the Act - Carers Wales presentation.**

Under the Social Services and Well-being Act 2014, unpaid carers in Wales have equal legal rights to support as well as the people they look after.

### **ABUHB CEO**

ABUHB CEO attended the September meeting to discuss Covid 19 Pandemic, vaccination programme, annual plan and answer questions from the panel.

### **Compassionate Communities -**

ABUHB presentation contained patient stories.

### **Police and Crime Plan Engagement Survey -**

Link sent to panel to complete.

### **Engagement Reports - GAVO and TVA.**

Results from the survey which asked of those who have accessed health services during the pandemic. BAME has been renamed Diverse Communities.

### **The State of Caring in Wales -**

Carers Wales presentation. There are a growing number of carers. Welsh Government Strategy for Unpaid Carers: 4 national priorities and delivery plan.

### **Time Credits -**

Paper time credits have now gone digital. The panel were encouraged to join the scheme.

### **ABUHB Primary Care Update -**

Digital, face to face and home visiting is important as a blended approach. The telephony service must be fit for purpose. Recruitment and retention is important. Dental work was suspended due to the pandemic, this caused a backlog and urgent care is to be prioritised.

### **Day Services -**

Several day services were closed and people with learning disabilities were accessing more local services available to them.

### **Population Needs Assessment -**

RPT presentation looked at population increase and core themes including Dementia, Older people, Carers, Mental Health, Children Looked After, Learning Disabilities, Autism, Housing and next steps.

### **Older Persons Commissioner -**

Helena Herklots presentation on priorities: Protecting and Promoting Older Peoples Rights, Stopping the Abuse of Older People, Ending Ageism and Age Discrimination and Enabling Everyone to Age Well.

## Annexe 5: Assistive Technology

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The Assistive Technology (AT) Programme seeks to maximise the use and impact of Assistive Technology solutions to improve health and well-being outcomes, maintain and improve independence, and support the transformation of models of care. The programme goal is to work with partners across Gwent to optimise the implementation and effectiveness of AT and technology-enabled care (TEC) solutions, which enhance health and well-being outcomes, maintain and improve independence and aid escalation prevention.

### 2022 to 2023 Delivery Summary

The Assistive Technology (AT) programme includes regional Better Care projects, a Technology Coach and AT projects centrally managed by the RPB PMO team. Over the last year, there has been a positive increase in the collaboration and sharing of existing AT projects across the region and clarity of AT leads across local authorities, housing associations, third sector and within the health board.

Organisations across Gwent continue to innovate and use AT products that are person-centred and in ways that are making a positive difference. There has been an increasing investment in AT and Telecare over many years and there is a good level of awareness of the products available across all partners. Over the 2022-23 period, the programme has assisted 754 people in various capacities. Additionally, 290 people received training delivered through 92 sessions. The Gwent AT Network delivered an Inspiring Digital Activities Festival of training in partnership with Digital Communities Wales in March. The 4 sessions resulted in training 37 people accessing training. Programme Case Studies.

1. How Care and Repair is Helping to Tackle Hospital Waiting Times.
2. How British Red Cross support staff and patients within the Emergency Department.
3. Newport and other counties in the region have produced wellbeing town maps.
4. The Happiness Programme has been rolled out across Gwent including County Hospital.
5. 15 'happy to chat' benches have been installed in Monmouthshire to help tackle loneliness.

### Assistive Technology and Dementia

- RITA (Reminiscence Interactive Therapy Activities), developed by My Improvement Network, enhances care for older individuals, including those with dementia and mental health conditions. It uses a touchscreen device with interactive screens to offer meaningful activities that blend entertainment with therapy. RITA assists patients, particularly those with memory impairments, in recalling and sharing past events through music, news reports, speeches, games, karaoke, and films. Over 120 RITA devices were purchased in 2020/2021 and distributed to care homes, hospitals, and healthcare teams. An additional 140 devices were purchased in 2021/2022 and distributed in partnership with local authorities and third-sector organizations in Gwent. RITA is also being used by mobile teams and has been trialled in complex care settings. More information is available on the Gwent RPB website - <https://www.gwentrbp.wales/rita>



- **500 HUG** devices were purchased for distribution across Gwent as a pilot in the financial year 2021/2022. A guide has been co-produced with partners to support implementation across the region. Although designed for people living with Dementia, the device is being tested in a range of different settings including - care homes, hospital wards, hospice care, carers and organisations within the third sector. A HUG evaluation by TEC Cymru is due for completion in Summer 2023. More information is available on the Gwent RPB website - [HUG by LAUGH - Gwentrpb](#)
- The Happiness Programme, developed by Social Ability, blends interactive, sensory light technology with a guided programme and training and support. Developed for people living with cognitive physical care needs the projector, known as a Magic Table 360, offers meaningful and engaging activity through over 80 interactive activities. The activities are a collection of interactive games, quizzes and mindful immersive content some of which are specific to Wales. Over **140** devices have been distributed across all sectors in Gwent with early feedback positive. More information is available on the Gwent RPB website [Happiness Programme - Gwentrpb](#)
- Stay Well at Home Pilot - The Stay Well at Home project is a free non-intrusive monitoring service being tested by Aneurin Bevan University Health Board (ABUHB) in partnership with a smart home monitoring provider, HOWZ. This system aims to help people retain their independence by supporting people to stay safer at home for longer. The pilot project started in April 2023 with five patients.

## Annexe 6: Micro Care

The Regional Partnership Team in partnership with Monmouthshire Council have completed a 12-month Micro Care pilot. The pilot aimed to explore if micro carers could support local care capacity and delivery, providing an alternative to traditional domiciliary care provision. Micro-care pilots have been introduced in other regions as a response to the national shortage of care workers and to meet the growing demand for care at home, particularly in rural areas where recruitment is difficult. During the initial stages of the project, a 'Community Catalyst' was commissioned on a consultancy basis to support with project roll out.

### The pilot has focused on two identified areas where micro carers could potentially support local care capacity:

- Providing care to those that self-fund their care and support
- Providing care to those in receipt of direct payments.

The first 12 months of micro care in Monmouthshire has seen 9 micro carers meet the standards laid out in the code of practise and entered onto the micro care directory. There are currently 21 citizens being supported by micro carers in their local community, delivering a total of 161 hours of care and support each week. There are 5 citizens funding their own care through a micro care service, and 16 citizens via a direct payment.

Following the success of the first 12 months of the pilot, Monmouthshire CBC intend to continue the project for a further 12 months with a full-time member of staff.

Next steps will look to see if the Monmouthshire micro care model could be scaled up and learning shared with the other Gwent local authorities.

### Micro Carer Video- Liza and Phoebe



The poster features the 'microcare' logo at the top left, with the tagline 'a little bit of good' underneath. The main headline reads 'Become a micro carer and make a big difference!'. Below this, it asks if the reader is passionate about supporting people in their community and interested in being their own boss. It provides contact information: 'Call us on: 07977094126 for an informal chat about becoming a micro carer Or Scan the QR code below or e-mail microcarer@monmouthshire.gov.uk to register your interest.' It also states 'We offer FREE support with business set-up and training.' A QR code is located on the left side. The central illustration shows a woman in a purple coat pushing a man in a wheelchair. In the background, there is a silhouette of a person and a dog. The bottom of the poster contains the Monmouthshire Council logo and contact details: 'monmouthshire sir fynyw', 'Tel: 07977094126', and 'Email: microcarer@monmouthshire.gov.uk'.

## **Annexe 7: Annual Carers report**

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(Submitted separately)

## **Annexe 8: Gwent Dementia Friendly Communities Conference Report 2022**

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(Submitted separately)

## **Annexe 9: Regional Integration Fund End of Year Report 2022-23**

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(Submitted separately)



