



Report of the Cabinet Member for Care, Health and Well-being

Scrutiny Programme Committee – 10th December 2018

Key Headlines: Cabinet Member for Care, Health and Well-being

Purpose: This report outlines notable activities and achievements in terms of ensuring the delivery of key priorities within the Care, Health and Well-being portfolio. It describes some of the improvements made and the impact of these activities in terms of delivering key activities within the portfolio. The report also identifies objectives, key challenges and decisions which are anticipated for Cabinet over the next 12 months. It also sets out how the Well-being of Future Generations Act is being used to achieve positive outcomes

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For Information

1.0 The Portfolio for Care, Health and Well-being

1.1 Key responsibilities within the portfolio include;

- Activities to Promote Independence & Ageing Well
- Adult Social Services modernisation
- Assessment / Care Management
- Elderly Care
- Healthy City Partnership
- Integration of Health & Social Care
- Joint Equipment

- Lead Elements of Sustainable Swansea
- Learning Disability
- Local Area Coordination Lead
- Mental Health
- Physical & Sensory impairments
- Poverty Reduction
- Safeguarding Lead
- Supporting People
- Wellbeing
- Western Bay Lead Member

1.2 The Cabinet member provides strategic direction to departments delivering the services within the portfolio. The role is drive the delivery of corporate and political priorities by working closely with senior directors and heads of service. This involves the monitoring of key performance indicators and ensuring appropriate actions are taken, tracking the delivery of planned savings and supporting the identification of any future transformational opportunities.

1.3 This report highlights the progress made and future areas of focus in relation to key priorities within the portfolio; prevention and early intervention, modernisation and integrated working. The report also highlights other notable areas of achievement and focus for the longer term.

1.4 Social services continue to work under severe budgetary pressures due to austerity and escalating numbers of older people and others in the community with vulnerabilities. Whilst progress is constantly being made in efficiency, prevention and reablement, the savings made by achieving these improvements lags behind the impact of increasing pressures.

2.0 Prevention and Early Intervention

2.1 Promoting Independence & Ageing Well

2.1.1 *Making Every Contact Count* – A pilot was launched in August 2018 to ensure that public services community staff are supporting people to age well.

2.1.2 *Dementia Friendly Swansea* - Swansea Council is recognised as working towards being Dementia Friendly by the Alzheimer's Society. 1600 Council staff are now Dementia Friends and dementia friendly activities take place in sports and cultural venues across Swansea.

The Dementia Action Plan funds projects including Dementia Friendly Generations and Dementia Friendly Homes and a participation officer to ensure a co-productive approach.

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2.1.3 *Ageing Well* – A refreshed Network 50+ Group has a more active membership and focused communications and activities.

2.1.4 Plans moving forward include;

- Swansea's first intergenerational Big Conversation on 10th December 2018 (International Human Rights Day)
- The development of a 50+ employability project (working in partnership with Swansea Working, Lifelong learning Swansea University and Ageing Well in Wales).
- The development of a Healthy and Active Lifestyles Fund bid (working with Ospreys Foundation and the Sports Development team) to improve physical activity opportunities for people aged 50+ and those living with dementia, including the development of Sporting Memories project in Swansea.
- A roll out of Dementia Friendly Generations work across schools in Swansea and develop Intergenerational projects with schools and care settings, including a project with Digital Communities Wales.

2.2 *Local Area Coordination* - This strengths based approach is expanding (with funding in place for Coordinators secured from sources including Pobl and ABMU using Welsh Government's Transformation Fund). Ongoing work includes the development of a performance framework to demonstrate return on investment.

It is hoped a pilot area focusing on Blaenymaes will ensure effective performance and reporting mechanisms are developed. MAWWFRS have withdrawn a secondment from Gowerton a year early. However, it remains our ambition to expand Local Area Coordination provision to all in Swansea.

2.3 **Poverty Reduction (support)** – A cross-departmental delivery plan sets out commitments across the council ensuring tackling poverty is everyone's business, with each outcome reported against the appropriate Corporate Well-being outcome. Many of these activities are detailed throughout this report as activities within this cabinet portfolio have a significant impact upon tackling poverty and are measured within the Tackling Poverty Strategy Delivery Plan.

3.0 Modernisation

3.1 *Adult Social Services Modernisation* - Implementation of the Adult Services Model through the Commissioning Reviews is taking place.

A retendering exercise in domiciliary care is in progress. This is due to go live on Sell2Wales towards end of 2018 with a view to new area based arrangements being in place by early summer 2019. This will reduce care workers travelling time, increasing the amount of time spent caring and hopefully reduce the number of carers providing care to an individual.

- 3.2 *Elderly Care* - Cabinet agreed to proceed with the outcome of Residential Care and Day Services for Older People Commissioning Reviews at its meeting on 20th September 2018. Day Services are being remodelled to address complex needs only, as a result less capacity is needed so Rose Cross and the Hollies Day Services will consequently close in early 2019.

In-house residential care is being remodelled to focus on complex needs, short-term reablement and respite. Less capacity is needed and therefore Parkway will close in early 2019. The focus is currently on moving on those individuals affected as maintaining their well-being is of paramount importance.

These decisions will meet the need for respite and maximise our ability to provide reablement.

- 3.3 *Learning Disability, Mental Health and Physical and Sensory Impairments* - Cabinet agreed Commissioning Strategies in relation to Learning Disabilities, Mental Health, Physical Disabilities and Sensory Impairment in April 2018. Service reviews are now underway and schedule of Gateway 2 reports for options regarding in-house and externally commissioned services will go to Cabinet for consideration during 2019.

- 3.4 *Supporting People* – This accommodation related support aims to reduce tenancy breakdowns, reduce hospital and residential care admissions and promote independent living across a wide range of vulnerable people. Services are jointly planned through Social Services, Housing, Health and Probation.

The Council administers this Welsh Government funding at a local level and is working through new requirements. Welsh Government will implement a super grant in 2019/20 which will bring several grants together and enable increased flexibility. Our aim is to ensure that the current successes of supporting people are maintained.

- 3.5 *Assessment / Care Management* – Traditionally Adult services has not adopted a common approach to practice. A New Practice Framework, entitled Doing What Matters has been developed. Staff are now in the process of being trained. This will improve consistency of approach. Our aim working with Social Care Wales is to raise the professionalism, career opportunities and status of people working in the caring sector.

Heads of Service and Social Care Wales are due to present to present an update to Cabinet in December 2018.

- 3.6 All work in this area needs to be as fully coproductive as possible.

4.0 Integrated Working

4.1 *Integration of Health and Social Care* - The Cabinet Member leads on Western Bay as an active member of the programme's Board.

Current projects include Stage One and Two of a Transformation Fund bid Stage One of the bid has been approved and relates to the Cwmtawe GP cluster and primary care, while Stage Two of the bid which is yet to be approved focuses on working in the community in the North Hub. The objective of the overall bid, is better integration between health and social care and delivery of 'A Healthier Wales' as a template for all hubs in the ABMU area.

There is ongoing implementation of the agreed optimum model for Intermediate tier services including the development of a Common Access Point as the front door into Adult Services, and a reablement pathway to support people both at home and in short-term residential beds.

4.2 *Western Bay - The Community Services Workstream*

This workstream provides support for people to remain independent and keep well. It enables more people to be cared for at home with shorter stays in hospital if unwell. It creates change in the pathway from institutional care to community care with fewer people asked to consider long term residential or nursing home care.

4.3 *Western Bay - Complex Needs Workstream* -

An Outcome Focused Assessment reassesses an individual's needs and recognises outcomes based on the progression model and further identifies areas where independence can be promoted. The assessment recognises the strengths of an individual and identifies areas that could be further developed.

4.4 *Western Bay - Mental Health Brokerage Regional Service for Residential Placements*

The Mental Health Regional Brokerage service is a process where care coordinators with the support of other professionals complete a brokerage form for all new placements which details the service users' needs and the outcomes to be achieved by the provider.

4.5 *Western Bay – Welsh Community Care Information System (WCCIS)*

WCCIS is an electronic information sharing platform designed to improve care by enabling Health Board and Social Services staff to work together to deliver services and support across Wales by providing professionals with clear and consistent data records.

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Swansea Council has approved the business case for WCCIS, and has signed the deployment order.

4.6 *Western Bay - Children and Young People Workstream*

4.6.1 *Review of Residential Placements for Young People* - The review programme has identified a number of areas that require further investigation and the knowledge gained to date will be shared with the teams supporting Children and the Children's Commissioning Consortium Cymru (4'C's).

4.6.2 *Multi-Agency Placement Support Service (MAPSS) -*

MAPSS is a multi-disciplinary team that aims to help children with, or at risk of mental illness, emotional and behavioral difficulties by providing specialist placement support and therapies. To date a number of outcomes have been achieved. For example, 91 children have been referred into the Multi Agency Placement Support Service with each of them identified to receive therapeutic interventions.

Additional benefits expected as the service develops include:

- Improved placement stability for looked after children;
- Improved educational stability;
- A reduction in the number of looked after children subject to school exclusion and number of looked after children changing school for reasons other than normal transition;
- An improvement in the capacity and ability of in-house fostering services to meet the needs of Looked after Children.

4.7 Moving forward, Western Bay will continue to deliver the programme and projects as outlined in the Area Plan for the Region. The programme will work with partners to ensure that services are not affected as a result of the Boundary Change for the Partnership with Bridgend County Council moving to the Cwm Taf Partnership.

Alongside this Western Bay needs to be a vehicle for seemingly seamless services for the citizens of the region.

5.0 **Healthy Cities**

5.1 The overarching goal of Phase VI (2014–2018) was to implement 'Health 2020' at the local level. Achievements included; tobacco controls (at playgrounds, beaches and school gates), the city wide 'best start' campaign promoting positive parenting, a healthy nightlife via initiatives such as the Purple Flag Accreditation, the 'help point' and the 'drop off point', the Community Voice Programme which established ten citizen groups and 'Active and Healthy Swansea' which led to HAPPEN – a multi-agency primary school network.

In 2019, Swansea will have the opportunity to commit to Phase VII: The Copenhagen Consensus of Mayors. This coincides and will be considered alongside the forthcoming Swansea PSB review of governance. It is anticipated that the Healthy Cities will act in an advisory and critical friend role to support Swansea PSB.

6.0 Safeguarding Lead

- 6.1 Safeguarding vulnerable children and adults is a corporate priority and “everybody’s business”. As a result, the Cabinet portfolio has championing the completion of training by all elected Members.

A good performance in terms of number of safeguarding referrals thresholded within the required 7 day period has been reported. Revised arrangements in relation to Deprivation of Liberty Safeguards (DoLS) with a dedicated team have been in place since July 2018. Performance is already improving with a view to increasing compliance against statutory timescales.

7.0 The Well-being of Future Generations Act

- 7.1 The sustainable development principle’s five ways of working underpin how the portfolio operates in order to maximise contribution to the national well-being goals.

- 7.2 *Prevention* - The Council’s Prevention Strategy aims to promote action to intervene earlier in order to support people at greatest risk, change behaviours and prevent the need for costly specialist services. It is anticipated that this will help to make individuals, families and communities more resilient, reducing the demand for Council services, lowering costs and achieving better outcomes.

Promoting independence and wellbeing is core to the delivery of all Adult Services. A focus on a strengths based approach to assessment and reablement/recovery/progression is core principle of practice.

- 7.3 *Involvement* – Co-productive and participative approaches are increasingly important. The Council ensures that the voice of groups with protected characteristics is heard. An example being the facilitation of a disability liaison group which meets with council departments to discuss issues of joint interest. The principle is demonstrated as integral to the operation of services such as Local Area Coordination where Community members continue to coproduce Local Area Coordination recruitment.

Putting the individual at the centre of all services by listening to what the individual wants is key to effective involvement.

- 7.4 *Long term* – Understanding future challenges is key as demand increases due to population change reflecting a growing, ageing, more

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diverse Swansea. The current demand for adult services is not sustainable. Demand management has therefore become critical and is a core theme of the Adult Services Transformation Plan and Savings Strategy.

The success of this approach is demonstrated by the percentage of adults who have received support from the information, advice and assistance service and have not contacted the service again during the year which has exceeded the target of 80%.

The impact of technology, data and integrated information developments are identified as key trends and initiatives such as the adoption of WCCIS and agile working embrace future ways of working.

7.5 *Integration* – A number of joint approach projects surrounding Information, Advice and Assistance have been developed between Adult Services and Child and Family. In addition, closer regional and multi-agency planning and coordination is taking place via Western Bay and Swansea PSB.

7.6 *Collaboration* – This common denominator underpins the portfolio's services. In particular collaborative funding bids are increasingly common. Joint working is increasingly a factor in social care through Western Bay, Swansea PSB and separate one to one arrangements often with the third sector.

8.0 Links to the Public Services Board and Local Well-being Plan

8.1 The Cabinet member sits on both the Swansea PSB Partnership and Western Bay. This has proved useful in improving integration and collaboration between the partnerships. Closer links are currently being forged between the PSB and the RPB. The current governance reviews of both Western Bay and Swansea PSB will explore the relationship further.

8.2 Work within the Care, Health and Well-being portfolio is critical to the delivery of Swansea's Local Well-being Plan. In particular, the Live Well, Age Well objective takes a whole life approach to ageing well and aims to help people to plan and live well in order to age well.

8.3 Ageing Well takes a partnership approach across all its work. The Making Every Contact Count pilot has been developed and delivered by public and voluntary sector partners in Swansea. While all Public Services in Swansea have been promoting the Dementia Friends approach and have been recognised and working towards being dementia friendly.

8.4 Key elements of the Stronger Communities Objective are represented by assets based approaches such as Local Area Co-ordination. While joint approaches to developing people, coproduction, increased multi-agency

working and the development of Swansea as a Human Rights City are all part of the Sharing for Swansea cross-cutting action.

9.0 Lead Elements of Sustainable Swansea

9.1 Sustainable Swansea is particularly relevant to this portfolio given challenging demographic led changes in demand and the need to implement transformation as a way to sustainably manage demand. An effective, accessible front door to care and health services, is seen as a vital part of Sustainable Swansea.

10.0 Equality Implications

10.1 There are no equalities issues within report

11.0 Legal Implications

11.1 There are no legal issues within report

12.0 Financial Implications

12.1 There are no financial issues within report