



## Report of the Cabinet Member for Care, Health & Ageing Well

To the Public Services Board Scrutiny Performance Panel 6<sup>th</sup> February 2019

### PSB Live Well, Age Well Objective

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| <b>Purpose:</b>                          | To update the Public Services Board Scrutiny Performance Panel on the Live Well, Age Well objective               |
| <b>Content:</b>                          | A update on the developing action plan and delivery and progress  |
| <b>Councillors are being asked to:</b>   | Consider the information provided and to forward views to the Cabinet Member via a letter from the Panel Convener |
| <b>Lead Councillor:</b>                  | Councillor Mark Child, Cabinet Member for Care, Health & Ageing Well  |
| <b>Lead Officer &amp; Report Author:</b> | Jane Whitmore<br>E-mail: <a href="mailto:jane.whitmore@swansea.gov.uk">jane.whitmore@swansea.gov.uk</a>           |

#### 1. Context

- 1.1 Swansea PSB is currently undergoing a review of governance which will specifically address accountability and the structures governing the planning, delivery and reporting of Local Well-being Objectives.
- 1.2 As a result, formal sign of the draft action plan has been delayed subject to completion of the governance review.
- 1.3 Significant staffing changes in key positions has led to role of Objective Lead becoming vacant. In addition, reallocation of the supporting Step Leads is also necessary to clarify and agree roles. The available resources and limited capacity of most partners will also impact this process.
- 1.4 This report aims to summarise progress and outputs relating to each of the Steps within the Live Well, Age Well Objective. Where presenting officers are familiar with Steps, more detailed information is presented.

#### 2. Background

- 2.1 In 2018 Swansea published its Wellbeing Plan with the overarching vision to work together to make Swansea a place which is prosperous, where our natural

environment is appreciated and maintained and where every person can have the best start in life, get a good job, live well, age well and have every opportunity to be healthy, happy, safe and the best they can be.

2.2 Using information from the Assessment of Local Wellbeing and by listening to people, four objectives and a cross-cutting action was identified where working together will make the biggest difference to improve Swansea's well-being.

2.3 This report gives an update on the developing action plan for the Live Well, Age Well Objective

## 2. Objective: Live Well, Age Well

*To make Swansea a great place to live and age well*

2.1 The draft action plan for the Live Well, Age Well Objective has been developed throughout 2018 based on the following 'steps' identified in the Wellbeing Plan;

- **Community based approaches** – Exploring a range of initiatives to tackle social isolation and build personal resilience across PSB and voluntary sector
- **Innovative approaches to health and social care** – Maximising existing approaches and exploring evidence-based approaches to end of life care
- **Innovative approaches to health and social care** – *Supporting dementia Friendly Communities*
- **Making every contact count** – The development and sharing of joint messages and resources that support people remain safe and independent in their homes.
- **Innovative housing and technology** – To explore options for people with additional care needs that help them remain independent at home.
- **Culture change** – To start a debate across generations about what it means to live and age well and develop a campaign based on the feedback.

2.2 Progress has been made against many of the 'steps' outlined in the Well-being Plan, however further information is required in certain areas and leads for some areas need to be re-established to take these actions forward.

## 3. Progress to Date

3.1 Significant progress has been made in certain areas as outlined in the 'steps' and there are many planned activities going forward into 19/20.

3.2 The table outlined in section 3.3 highlights the immediate short term actions against each of the 'steps' and progress to date. It also highlights where the lead needs to be re-established.

3.3. Table of progress to date against each 'step' is outlined below;

| Step   | Action (Based on short term)  | Update (January 2019)  |
|--|---|--|
| <p><b>Community based approaches</b></p> <p>Explore a range of initiatives to tackle social isolation and build personal resilience across PSB and voluntary sector.</p> | <p>Explore community health and wellbeing models and develop a range of initiatives across partners that help to get Swansea's older population healthy and active.</p> | <p>The link with the lead for this action needs to be re-established</p>   |
|  | <p>Explore opportunities for building confidence, improving wellbeing and helping people who over 50+ to get back into employment.</p>                                  | <p>Swansea Working is working with the DWP on an initiative of tailored support with our partners for 600 people of the 50+ age group who are long term unemployed and have issues such as social isolation.</p> <p>Our Club will have a focus on engaging with some of our older clients (particularly those over 50), but we will consider everyone who expresses an interest. Our Club will only consist of an intro day, two weeks training with built in graduation day.</p> <p>Our Club will not provide work experience placements after the training, however we will look to link up with our existing ELO function, if clients are ready for work experience.</p> <p>Our Club should be able to work with a larger group of clients in the Liberty Stadium over two weeks than in previous sessions</p>                          |
|  | <p>Age Friendly City Centre</p>   | <p>Planning colleagues and developers have been provided with advice and resources to ensure the City Centre development is considerate of issues relating to older community members and is accessible to people of all ages. This is in line with the Council signing the Dublin Declaration to be an Age Friendly City in 2015.</p> <p>World Health Organisation guidelines on an Age Friendly City have been shared, which covers a much broader range than just urban planning, but is very relevant. <a href="http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf">http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf</a></p> <p>Engagement events with our older community members have taken place in relation to about what an Age Friendly City looks like.</p> |

| Step | Action (Based on short term)   | Update (January 2019)   |
|------|--|---|
|      |  | <p>Key priorities have been highlighted from engagement activities and shared with the relevant colleagues.</p> <p>Also in conversations with people with dementia, clear signage was one of many important issues raised. <a href="https://www.jrf.org.uk/report/how-can-we-make-our-cities-dementia-friendly">https://www.jrf.org.uk/report/how-can-we-make-our-cities-dementia-friendly</a></p> <p>We have been liaising with the Sustainability Policy Officer to ensure that Age Friendly Cities guidance along with Healthy Cities information is included in the Swansea Sustainability Statement for use by developers. (The Sustainability Statement sets out the Councils expectations in achieving high standards of sustainable development and environmental performance which will seek to progress the economic, social, cultural and environmental goals as set out in the Swansea Central Regeneration Framework and in national and local legislation policies)</p> <p>The Older Persons Commissioners Office is keen for Swansea to explore the possibility of submitting an application to be the first WHO Age Friendly City in Wales.</p> |
|      | <p>Community Falls Prevention – Falls Prevention week February 2019</p>  | <p>The Falls Prevention group last met October to review and reflect on the purpose of the group. The next meeting planned is planned for February 2019.</p> <p>The lead for National 1000 Lives Falls Prevention and as you know he attended the Ageing Well Steering Group in December and confirmed there would be a Falls Prevention Awareness Week 18<sup>th</sup> – 21<sup>st</sup> February.</p> <p>Materials for Falls Awareness Week and links to raise awareness will be shared and have a specific focus on Primary Care</p>   |
|      | <p>As a UNESCO Learning City, develop and deliver a Swansea Learning Festival with a focus on Ageing Well.</p> | <p>Swansea Learning Festival has been arranged for the 1<sup>st</sup> to the 6<sup>th</sup> April 2019 where more than 100 free events are being planned as part of a major city-wide festival showcasing and celebrating learning for all ages. The festival will take place in traditional learning venues such as colleges, schools and community centres but also in some more unusual locations including shops, restaurants and outdoor areas.</p> <p>The aim is to showcase the many different learning opportunities available to all and increase participation in learning. Activities will include interactive taster sessions,</p>  |

| Step | Action (Based on short term)   | Update (January 2019)  |
|------|--|--|
|      | <p>Identify funding and partnership support to enable the establishment of Local Area Coordination (LAC) across the whole of Swansea</p> <p>Scope out ways to use LAC as a vehicle to drive reform and promote an asset based approach across public sector.</p> | <p>exhibitions, demonstrations, classes, workshops and seminars.</p> <p>More information can be found at <a href="http://www.swansea.gov.uk/swansealearningfestival">www.swansea.gov.uk/swansealearningfestival</a></p> <p>In 2018/19 the Local Area Coordination team has continued to expand, from seven co-ordinators in March 2018 to eleven in January 2019. Partnership working continues to be vital to development. The Leadership Group, who support the growth of the programme and which meets monthly, is comprised of internal and external partners including Housing Associations, ABMU, Public Health, Swansea University and Third Sector partners.</p> <p>Three of the Housing Associations invest financially. A 2 year secondment agreement with MAWW Fire Service was initiated in 2018 but was unfortunately ended early by the Fire service after one year. Of the two most recent new posts, one has been financed by Pobl Housing Association and the other through a successful Transformation fund bid by the Cwm Tawe GP Cluster.</p> <p>Further partnership investment is being sought for further expansion of the team in 2019.</p> |

| Step  | Action (Based on short term)   | Update (January 2019)   |
|---|--|---|
| <p><b>Innovative approaches to health and social care</b><br/><i>Maximising existing approaches and exploring evidence-based approaches to end of life care</i></p> | <p>Opening the dialogue about end of life – Giving staff the skills and confidence to have open, sensitive and consistent conversations with individuals and families to ensure their rights and needs are met.</p> <p>Bereavement support – ensuring people get the right support at the right time across the life course.</p> | <p>The link with the lead for this action needs to be re-established</p> <p>The link with the lead for this action needs to be re-established</p> |

| Step   | Action (Based on short term)  | Update (January 2019)  |
|--|---|--|
| <p data-bbox="98 277 324 411"><b>Innovative approaches to health and social care</b></p> <p data-bbox="98 453 282 587"><i>Supporting dementia Friendly Communities</i></p> | <p data-bbox="351 277 844 416">Co-produce a Dementia Friendly Swansea Action Plan for the next three years for the Public Service Board. (PSB)</p> <p data-bbox="351 491 822 703">Dementia Friendly Generations – Development of schools pack and aligned programme to increase awareness of dementia in young people and develop and promote intergenerational projects.</p> | <p data-bbox="871 277 2022 416">An action plan and engagement plan has been developed within the life stages team setting out our priorities for the next 3 years this includes promoting Intergenerational projects e.g. The BIG Intergenerational conversation, Dementia Friendly Schools and Dementia Friendly Homes.</p> <p data-bbox="871 453 1424 485">This will be further developed in 2019/20</p> <p data-bbox="871 491 1962 560">This project has been co-produced with colleagues from Health, Social Services, Education and the Alzheimer’s Society. In line with the ICF bid.</p> <p data-bbox="871 564 1160 596">As a result we found;</p> <ul data-bbox="920 601 2022 778" style="list-style-type: none"> <li>• Alzheimer’s society have a pack of school resources (on application only) and currently underused if not used at all by schools.</li> <li>• Student voice from 2 schools consulted. Findings show no Dementia awareness at all in schools and needs to be integrated somewhere in the curriculum. Preferably Welsh Bacc and PSHE.</li> </ul> <p data-bbox="871 815 1518 847">As of Jan 2019 we have achieved the following:</p> <ul data-bbox="920 852 2022 1422" style="list-style-type: none"> <li>• 2 schools to be involved in a pilot to raise Dementia awareness and initiate Dementia Friendly actions Pontarddulais Comp and Bishopston Primary have agreed to be pilot schools</li> <li>• 2 Care homes identified The Hollies (Pontarddulais link) Newton Court Care home (Bishopston Primary link)</li> <li>• Dementia Friends information sessions have been delivered to staff and some parents. (Jan 2019) of Bishopston Primary 2 sessions to be delivered to pastoral staff at Pontarddulais Comp (March 2019)</li> <li>• People Speak Up (PSU) will be tasked with much of the intergenerational work. The aim is to create a digital storytelling project to bring together the young and older people of Swansea. To create an understanding of Dementia and to explore issues around being young and old, to learn from each other and to celebrate those moments through finding and telling our stories. (Work</li> </ul> |

| Step | Action (Based on short term)   | Update (January 2019)  |
|------|--|--|
|      |  | <p>to Commence March/April 2019</p> <ul style="list-style-type: none"> <li>• PSU will work closely with the Life Stages team of Swansea City and County Council to create a digital storytelling project. We will start the project with training sessions in both the schools and the care homes, this will help us to understand the needs of all participants and create a project legacy.</li> <li>• A collection of 2 workshops will take place in each school for pupils with the storyteller to create an understanding of storytelling, communication and dementia awareness.</li> <li>• A collection of 2 workshops will take place in the care homes for staff, residents and their families to create trust, form relationships between storytellers and participants and help relive anxiety.</li> <li>• The second stage of workshops will be bring the younger and older people together to explore, create and tell stories. This will be a collection of 5 workshops in the school and care homes.</li> <li>• Project Sharing – Exhibit the digital stories with photographs from the project process/ This could be in the school or the care home/ invite families and networks to celebrate the project.</li> </ul> |
|      | <p>Dementia Friendly Homes – supporting families to stay together at home for as long as possible.</p> | <p>Dementia Friendly Homes project to commence April 2019 with a consultation event with a view to developing a training and information programme to support families to fully understand the dementia journey and give practical advice and support in how to create a dementia supportive environment in the home.</p>  |

| Step                              | Action (Based on short term)   | Update (January 2019)  |
|-----------------------------------|--|--|
| <b>Making every contact count</b> | Development of a Making Every Contact Count model for Live Well and Age Well – Training rolled out across participating PSB orgs | <p>A lead for this step needs to be identified.</p> <p>Champions for the roll out of this approach have been identified and training has taken place. Aide memoire cards have also been developed.</p> <p>Two training sessions have taken place with a total of 19 participants and the roll out of this will need to be reviewed following the feedback as outlined below;</p> <ul style="list-style-type: none"> <li>• General discussion on whether the brief intervention element is too heavy and clinical for many of the front-line staff we intend to deliver this training too.</li> <li>• Needs to be flexible and adapted to all audiences.</li> <li>• Time and capacity of staff is limited, this is evident in the inability for health staff to engage as they do not have the time to attend or deliver sessions.</li> <li>• The Making Every Contact Count title could be misleading as this related to a very specific model that involves a specific brief intervention approach that may not be suitable for all front line staff</li> </ul> |

| Step                                     | Action (Based on short term)  | Update (January 2019)   |
|--|---|---|
| <b>Innovative housing and technology</b> | Explore innovative housing and assistive technology options for people with additional care needs to help people to remain independent at home.   | The link with the lead for this action needs to be re-established |
|  | Commence consultation and engagement work with adults on what their future housing needs and desires might be and explore the range of housing options available to inform Council and Social Housing new builds post 2020. | The link with the lead for this action needs to be re-established |



| Step                  | Action (Based on short term)  | Update (January 2019)   |
|-----------------------|---|---|
| <b>Culture change</b> | Commence an intergenerational debate about what it means to live well and age well and develop a campaign based on the feedback that can be promoted across the life stages | <p>The first Big ‘Intergenerational’ Conversation which took place on December 10th 2018 at St Teilo’s Community Cwtch.</p> <p>The content of this Big Conversation was based on the fact that the session took place on International Human Rights Day and served as the launch of the our intergenerational approach to improving quality participation and wellbeing across the life stages and was born out of the Future Generations Wales Act and the Swansea Wellbeing Plan to improve the wellbeing of all residents in Swansea.</p> <p>There were three workshops when attendees explored the following:</p> <ul style="list-style-type: none"> <li>• A City For Everyone – Participants watched a fly-through video and had access to the tactile models, maps and artist impressions before creating their idea of a ‘Best City’ using drawings, words and Playdough models.</li> <li>• All Ages Working Together – Participants created Venn diagrams of similarities and differences across the age range and considered how we can successfully work across the ages.</li> <li>• Digital Heroes - Participants learnt about the Digital Heroes programme and were able to explore different technologies like apps and virtual reality headsets to bring all ages together.</li> </ul> <p>Excellent feedback was received from this event and the next intergenerational Big Conversation is planned for the 8<sup>th</sup> of April.</p> |

**4. Legal implications**

4.1 There are no legal implications associated with this report

**5. Finance (if required)**

5.1 There are no financial implications associated with this report

**Background papers:** None

**Appendices:** None