

**PROGRESS REPORT ON THE YEAR 1 (2008/09)  
IMPLEMENTATION PLAN FOR  
FEELING FINE:  
A HEALTH SOCIAL CARE AND WELL-BEING STRATEGY FOR  
CARMARTHENSHIRE 2008/11**

## **1. Introduction**

This report summarises the main achievements from the first year (2008/09) implementation of the Health Social Care & Well-being (HSC&WB) Strategy 2008-11 and documents key health and social care reforms undertaken so far and the impact service changes have had on the lives of people in Carmarthenshire. It also details some of the difficulties encountered and the areas for further development. Finally, it acknowledges some of the important lessons learnt by the HSC&WB Partnership and outlines key priorities for consideration for the next year.

## **2. Background**

A multi-agency implementation plan for 2008/09 was published and approved by the Partnership Executive Group (PEG) in March 2008. Prioritised objectives of most service areas were held electronically on Carmarthenshire County Council's Performance and Information Management System (PIMS). Training on accessing PIMS were delivered to all lead officers, including those from the NHS. This report is based on the progress recorded on PIMS and reported through relevant local authority and NHS management groups and to the PEG in 2008/09, in line with requirement of the HSC&WB Strategy 2008/11. It shows how all partner organisations have worked together to improve health and well-being of the population within our five key priority areas:

- Priority 1: Preventing ill-health in the first place.
- Priority 2: All carers including young carers.
- Priority 3: Children and young people, particularly children in need.
- Priority 4: Meeting the needs of all other people with specific health and well-being needs.
- Priority 5: Improving the availability and quality of support services for older people.

## **3. What was achieved in this year?**

### **3.1 Partnership Working**

Financial sustainability of the Partnership, in the face of growing demand for services and now in the wake of the severest downturn in the national /local economy for decades, remains a constant challenge. However, there are signs that we are beginning to believe and invest in partnership working across all sectors in Carmarthenshire to bring about service improvements with an eye to economic sustainability. Health improvement remains a top priority for Carmarthenshire Local Services Board, which continues to drive collaborations for improving health and social care services, for the second year. Some of the key Partnership achievements include:

- Last year the Partnership, working as part of a 3 counties multi-disciplinary approach, secured a total of £4.9m to bolster core health and social care services in order to stem the demand for long-term continuing health care. Of this funding, £2.516m will be spent on projects in Carmarthenshire.
- The Council has also secured £5.8m of new European Social Fund (ESF) and is leading on the Carmarthenshire COASTAL (Creating Opportunities And Skills Teams Alliance) Programme 2009/13, delivering training and employment related support services for

- adults of working age who are economically inactive in the county, some of which have impacted immediately and others will come into the budget over the next 3-4 years.
- The Council has secured and is leading on a £234m investment over the next 6 years to not only to deliver the Carmarthenshire Homes Standard but also to evaluate the health and economic impact of this programme of work on the lives of tenants.
  - The Partnership was awarded £200,000 of “Making the Connections” (MtC) funding that is being used to scope out the aligning of community services to aid future pooling of budgets, with six monthly reports to WAG. A Change Agent Team (CAT) of lead officers from the NHS and Council was established to progress the Partnership Priorities.
  - More information is being provided to engage the public at large in preventing ill-health through: [www.healthchallengecarmarthenshire.org.uk](http://www.healthchallengecarmarthenshire.org.uk) . Linked to this is a comprehensive directory of community based health and well-being services for all areas of the county hosted and maintained by NHS Direct.
  - Prosiect Sir Gâr, a large scale partnership initiative, was launched in March 2009, which aims to reduce mortality and morbidity from cardiovascular disease. It engages the County’s main employers in order to monitor and support the health and well-being of workers through a number of strands; health promotion, targeted health services, clinical support and basic science.
  - The Partnership completed a comprehensive review of Third Sector services and the support provided by the Carmarthenshire Association of Voluntary Services (CAVS). The COMPACT between the partner organisations will take forward the modernisation of the sector, supported by an implementation group and an annual investment plan.
  - The regional MtC funded, collaboration, across 7 local authorities, to improve the procurement of high cost placements / support packages for people with learning disability and mental health needs won the “Excellence Wales” award for progress made in this area.
  - The Partnership has delivered significant progress against the priorities for last year including:
    - Delayed transfers of care (DToC) have been reduced from a monthly average of 39 in 2007/08 to 33 in 2008/09 (for all reasons). This is a significant reduction from a peak of over 117 in March 2004 and is the result of our robust collaborative approach on this issue.
    - A multi-agency panel established in October 2008, scrutinising admission to long term care, either funded by the NHS or the Local Authority on a weekly basis rather than the monthly basis previously, has seen a reduction in the number of people entering long term care.
    - Following the recommendations from the annual review of Chronic Disease Management, Carmarthenshire was selected to be a Demonstrator site last year. This has accelerated the realignment and development of community services in the county, particularly the potential integration of the current service model with other community based services. Carmarthenshire Chronic Conditions Management (C4) Demonstrator Model delivery team has been established with a number of work-streams.
    - Modernisation of Learning Disability services has adopted a 3 counties approach pursuing analyses of service systems and developments within a number of work-streams: Finance, Communication, Daytime Opportunities, Transition, Systems and Operational Processes, Accommodation and Support and Workforce development.
    - A 3 counties strategy and model for dementia services is being progressed.

- The last year has been a time of significant change for all members of the Partnership, particularly for the NHS. The Partnership has supported members through this difficult time by facilitating local consultation / discussion over NHS reforms and Unified Public Health Services, which is still on-going. The challenge for the Partnership will be to adapt to the new public sector environment in order to enable partners to maintain a good working relationship and build on our strengths.

### **3.1.1 Communication**

The Partnership Press Officer has continued to co-ordinate health and social care news for the local media and on behalf of all stakeholders on a monthly basis. All partners have continued to use the Community News to provide health and well-being information to every household every two months. We have also continued to engage the public on health and social care matters through the Community Network meetings, Health Panels, and the Citizens' Panel. We have improved the timeliness of essential information across the Partnership through regular information reports prepared by the Partnership Officer and distributed to all organisations.

### **3.2 Priority Area 1: Preventing ill-health in the first place**

This priority encompasses all aspects of health promotion, disease prevention, health improvement and health protection, taking into account the economic and physical environment influencing behaviours and how these help prevent long-term health conditions.

#### **(a) Improving public health by tackling the root causes of ill-health.**

The multi-agency Public Health Planning Group co-ordinates Priority Area 1 and achievements have been reported to the Partnership Board and Local Service Board. These achievements have included:

- A further 12 organisations and a total of 24 individuals have received training in the use of the "1,2,3...Eat Healthily" resource pack, an evidence based, quality assured and OCN (Open College Network) accredited tool for raising awareness of basic healthy eating messages including physical activity and basic skills. There are now 6 food Co-operatives operating across the county promoting healthy eating. All 135 schools (119 primary schools, 14 secondary schools and 2 special schools) in Carmarthenshire have achieved a "Healthy Schools" Award.
- The Dietetics Department of Hywel Dda NHS Trust has delivered two MEND (Mind, Exercise, Nutrition...Do it!) Programmes, working with children and young people who are overweight or obese together with their families in a Llanelli school and leisure centre. A total of 15 families participated and evaluation showed that all children had reduced waist circumference and had reduced or maintained Body Mass Index and indicated significant improvements in psychological well-being.
- A review of present provision and best practice in relation to prevention of accident among under 5 year-olds has been completed which has informed the development of an Under-5s Home Safety Forum.
- A multi-agency Children and Young People's Emotional Health and Well-being Group has undertaken an extensive mapping exercise of best practice in improving emotional health and well-being in order to inform the development of an action plan. Teachers from 15 secondary schools have received training on the promotion of emotional health and well-being. Child and Adolescent Behaviour Toolboxes (CABT), online interactive approaches that provide evidence based intervention strategies and resources have been developed and made available to all primary schools and professionals, to address the

emotional health and well-being needs of children and young people and alleviate an escalation of mental health problems.

- The Substance Misuse Prevention, Education and Training (PET) subgroup has met as planned, progressing a number of prevention initiatives including raising awareness of solvent abuse and delivering a co-ordinated approach to addressing the problems. “Resolv” training has been delivered to 40 tier 1 and 2 workers with regards to volatile substances misuse. A “Drug and Alcohol Education, Prevention and Training” leaflet has also been produced and is being used to raise awareness of the training and other resources available to schools.
- Sexual Health expertise from across the Partnership has been brought together as part of a multi-agency peer education sex and relationship training programme, which has led to sixth forms students within four secondary schools being trained to educate their peer groups.
- The Director of Public Health has chaired and supported the Project Board leading the work on evaluating the economic and health impact of the Carmarthenshire Homes Standard.
- Carmarthenshire Local Authority Partnership Agreement (LAPA), a three year Physical Activity and Sports Plan has been published and implementation is underway, in partnership with the Sports Council for Wales and other local stakeholders. Leisure services continue to facilitate access to the GP Referral ‘Vitality’ Exercise Programmes, with a total of 227 individuals being supported last year.
- A Healthy Ageing Action Plan was published last year aimed at promoting healthy eating, physical activity, emotional health and well-being for the 50+ age group. A pilot study, engaging ten older people and three day centres, to investigate the potential physical and emotional benefits of using Nintendo Wii was completed. Twenty support workers from across the Partnership have been trained as trainers to deliver the British Heart Foundation (BHF) “Moving More Often” Programme aimed at promoting physical activity, independence and well-being among frail older people and the programme is being implemented in residential care homes and day centres. The “Keep Well This Winter” campaign was delivered, led by the Positive Ageing in Carmarthenshire Partnership last year, delivering information on eating well, flu immunisations and energy efficiency.
- A Falls and Fractures Prevention strategy has been established, information leaflets published and a Falls co-ordinator has been appointed. An additional 6 Falls awareness and risk screening events involving 8 GP Practices have been delivered which engaged a total of 651 older persons aged 75+ , providing a range of information and screening / support services available in the county.
- A multi-agency older people Nutrition Strategy is under development following the completion of a comprehensive survey of eating habits of 800 members of the Carmarthenshire 50+ Forum with a response rate of over 53% and in-depth interviews with some people and a mapping exercise establishing the availability and access to healthy food.
- The Tobacco Control Forum has continued to co-ordinate the implementation Tobacco Control Action Plan. The Partnership has also supported the “Smoke Bugs” initiative to raise awareness of harm from smoking. The National Public Health Service (NPHS) have continued to deliver the “Stop Smoking Wales” Programme recording 1,225 individual contacts with the service, of which 459 individuals had some form of treatment, and of which 307 had stopped smoking at 4 weeks (66% success rate). The Council’s

enforcement officers reported that of the 844 premises they visited in Carmarthenshire last year, the vast majority were compliant of the Smoke-free Wales legislation (2008).

- The Three Counties Planning Forum Stroke Services Group, chaired by the Director of Public Health has met as planned and produced a detailed draft service specification. Through this work and that of the Regional Stroke Forum, improvements have been made in the delivery of stroke services locally. An additional investment of £140,000 in the Hywel Dda Community has seen an increase in staffing levels and access to radiological investigations.
- Implementation of the local mental health promotion action plan is underway. Mental Health and Well-being Small Grant Scheme has enabled Third Sector groups to access up to £1,000 to deliver projects that promote mental health and well-being. Altogether 23 projects were funded through contract arrangements led by 11 organisations. Information on the Suicide and Self Harm Prevention Action Plan for Wales has been presented to all the leads of all public sector organisations at the LSB and a local action plan is under development.
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#### **(b) Improving access to primary community and secondary care services**

A number of initiatives have been progressed to maximise health, well-being and independence through supported self care and improved access to primary, community and secondary care in order to reduce avoidable dependence and over-reliance on acute care.

- Locality Commissioning group meetings with 5 GP Practices in each of the 3 localities (Llanelli, Aman/Gwendraeth and Taf/ Tywi/Teifi) have been held to foster a multi-agency locality approach to health and social care commissioning, service development and provision. Local Authority Area managers have been given priority to ensure that agreed criteria for eligibility for social care are consistently applied.
- The Council has established a single contact telephone number for the Call Centre, in order to improve access to all forms of social care, with a view that health services can also be reached with greater ease through the same point in the near future.
- The Council, LHB and Hywel Dda NHS Trust have worked collaboratively to improve multi-agency care management in collaboration with partner organisations. The Partnership hosted a workshop facilitated by NLIAH (National Leadership and Innovation Agency for Healthcare) in October 2008, engaging over 250 practitioners / leaders in the field in improving multi-disciplinary care and discharge planning, including the launch of "Passing the Baton" (NLIAH, 2007).
- Work on developing a primary care strategy including estates issues is being progressed at a three counties level. A Protected Time for Learning (PTL) programme has been established and is being implemented on a locality basis in collaboration with social care. Quality and Outcome Framework (QOF) audits led by the LHB continue to show overall improvements in the quality of primary care services for the whole population delivered by GP practices in relation to both clinical and non-clinical outcomes. GP surgeries have continued to offer annual health checks for people with learning disabilities and mental health needs and similarly enhanced services to other patient groups.
- Much work has been undertaken to establish a care co-ordination centre as part of the Unscheduled Care Local Delivery Plan to ensure that patients presenting to unscheduled care are directed to the most suitable care provider, with the aim of reducing the time for patients to access definitive treatment. Much of this work has been done across the Hywel Dda Community to establish a 3 counties Out of Hours (OOH) service with consistent

protocols for triage and referral pathways to and from unscheduled care to other community intermediate care services and with links to social care.

- The Medicine Management Team of the LHB, has undertaken medication reviews for over 1,095 older people in 115 care homes in the county and involving 23 GP practices, contributing significantly to their quality of life, reducing waste and delivering an estimated saving of over £236,000 in the last year. The team has also piloted closer collaboration with Canllaw, our intermediate care service, providing medication reviews, blood pressure checks and discussion with GPs for a selected group of 22 (high-risk) patients, which made significant contributions to their quality of life and delivered an estimated saving of £2,500 last year.
- During 2008/9, Carmarthenshire LHB worked to maintain the NHS dental provision that had been established over the 2 previous years. Over 4,000 additional patients received NHS dental treatment last year compared to 2007/08. The total number of patients treated (77,377) represents approximately 45% of the population for Carmarthenshire. An evaluation of the Dental Domiciliary Service for older people in care homes showed that the service was providing consistent access to dental care across the county and had been well received by both Care Home staff and patients. The Community Dental Service has also worked with the LHB in their initiative to set up Tooth brushing in Carmarthenshire Schools by distributing a toothbrush and toothpaste to all school children involved at the start of each term. The Dental Access Scheme, via NHS Direct Wales on 0845 60 10 128, providing urgent treatment for people who do not have a regular dentist, has seen a reduction in the number of patients seen last year, reflecting the increased provision of regular dental services for patients.
- A draft sexual health action plan has been produced and consultation within the Sexual Health Forum is underway.
- Canllaw, [www.canllaw.com](http://www.canllaw.com) the county-wide Community Intermediate Care Service funded jointly from across the Partnership, with a budget of £1.23m, comprises three main teams, with 7 satellite offices: Llanelli Team (Llanelli East and West satellite), Amman Gwendraeth Team (Amman Valley and Gwendraeth Valley satellites) and Myrddin Team (Carmarthen, Newcastle Emllyn and Llandovery team). The teams have continued to offer short-term intensive multidisciplinary rehabilitation service (up to six weeks for 7 days a week from 7am to 10pm) to enable people to live as independently as possible within their chosen environments. The single point of access has been strengthened so that the call centre is now receiving full referrals via the unified assessment enquiry form. The total number of referrals has increased to 1,942 (monthly average of 162) last year compared to 1635 (monthly average of 135) for 2007/08. Last year Canllaw assessed and supported a total of 1,222 individuals, enabled 413 individuals to avoid hospital admission, facilitated the early discharge from hospital for 134 service users and reduced the need for domiciliary care services. Overall, it is estimated that Canllaw is delivering a potential saving to the Partnership of over £0.5m per annum on average that can only be realised if services are planned and delivered more efficiently.
- “Menter Min Nos”/ the Twilight Service commissioned jointly by the council and the LHB and delivered by Menter Cwm Gwendraeth has continued to support about 40 individuals per month (on average) to return home following an episode of assessment / treatment at the A&E department. The service operates 5 days a week between 2 and 10pm and undertakes a variety of duties such as screening and signposting people to appropriate services with a limited amount of post discharge support. It is estimated that this service avoids about 20 unnecessary hospital admissions per month on average. Staff and volunteers who deliver the service liaise with many services particularly the “Home

From Hospital Discharge Scheme” co-ordinated by British Red Cross who provide additional support at home.

- We have continued to support the Third Sector in Carmarthenshire to grow and expand to deliver more non-clinical health care and social care services through the work of the COMPACT Liaison Panel, the implementation group and the Funding Code of Practice.
- A great deal of intelligence has been gathered through scoping and audit of community, emergency and non-emergency transport, some of which continues to be undertaken now. This has extended to a 3 counties level in partnership with the local authorities, NHS, Welsh Ambulance and Third Sector organisations. A proposal to develop integrated transport across the NHS and Local Government has been developed by the 3 Counties Transport Forum.
- As part of the continued implementation of the “Telecare” Strategy, a total of 751 “Telecare” packages including a variety of support and electronic monitoring devices / sensors were delivered last year to enable older people, particularly those with dementia to remain living independently at home. This service also responded to 402 calls last year, complementing the Council’s “Careline” Service, and has also supported the development of “Telehealth” initiatives led by the Chronic Disease Management Team.
- The LHB has continued to deliver the Expert Patient Programme (EPP) across the region, facilitating training sessions for patients with chronic health conditions to develop greater confidence in managing their own care. Last year 9 courses were delivered in different locations across the county, engaging 93 participants.
- The average number of emergency medical admissions (EMAs) has decreased from a monthly average of 918 in 2007/08 to 797 in 2008/09. We have reduced waiting times for treatment to 26 weeks from referral to start of treatment for 90% of admitted and 92% on non-admitted patients. At the end of last year no patient in Carmarthenshire was waiting for more than:
  - 10 weeks for first outpatient (consultation) appointment,
  - 8 weeks for specified diagnostic / assessment service and
  - 14 weeks for specified therapy / treatment service.

### **(c) Improving the availability and quality of housing and support services**

Further development and implementation of the Carmarthenshire Housing Plan has seen a number of key service developments:

- A 3-year Supporting People Plan was launched last year detailing a variety of housing related support services that are available in the county. As part of this plan, a directory of housing related support services has been published and available to the public, and a number of floating support projects for people with learning disabilities, people with mental health needs and others with substance misuse problems across the county has been developed and delivered.
- As part of a £234m investment over the next 6 years to evaluate the health and economic impact of the Carmarthenshire Homes Standard (CHS) on the lives of tenants, a pilot study has been completed which confirms significant correlational associations between housing conditions and health outcomes, however the data on economic impact was less conclusive for a number of reasons. Nonetheless, the findings provide a firm foundation to roll forward the longitudinal investigation to run alongside the CHS programme of work.
- Of the total 72 new affordable homes delivered last year, 69 were available to families or young people and 3 were available to people over 25 only.

- The LHB in conjunction with the Carmarthenshire Homeless Forum completed a mapping exercise of the services available for homeless and vulnerably housed groups. In addition, a survey was undertaken to capture the views of homeless and vulnerably housed groups in respect of access to health services the results of which have been shared widely with a variety of strategic planning groups and partnerships to foster a greater understanding of health needs of this group and inform future service development.
- It has taken the Council 80 days on average to address the needs of homeless people from the time they presented to discharge of their duty, missing the target of 66 days. 97% of homeless presentations were decided within 33 working days.
- A total of 1,878 council houses have had cavity wall insulation installed and 1,382 homes now have fuel efficient central heating systems installed exceeding their respective annual target. One thousand home owners had support last year to improve energy efficiency and reduce CO<sub>2</sub> emission, as part of a partnership between the Council and a private insulation company and work is ongoing on delivering the wider aims of the affordable warmth strategy.
- On average the Council took 330 days to deliver a Disabled Facilities Grant (DFG) last year, exceeding its target of 370, which ensured that more disabled people lived in their own homes independently.
- Emergency repairs were completed within half a day on average against a target of one, urgent cases were dealt with in 6.4 days (target of 7.6) and non-urgent repairs in 20 days (target of 25.6).
- For all properties that applied for home improvement assistance for last year, the works have been completed and all have also received energy advice, as part of a proactive approach to home maintenance in the previous renewal areas of Llanelli and inner Ammanford.

### **3.3 Priority Area 2: All carers including young carers**

We have continued to develop and implemented the Carers' strategy and action plan for Carmarthenshire, and monitored, evaluated and progressed a number of initiatives to support all carers.

- To further identify and recognise carers, all Hospitals in Carmarthenshire carry dedicated information boards for carers with several being placed strategically in the two District General Hospitals. A poster information campaign has also been delivered and will continue. The Carers' Training Group delivered the first of many training sessions to social care staff on carer awareness. As part of the carers' week, the carers' rights day was held on the 11th June 2008, with carers leading training for staff and engaging 55 county councillors. This has fostered and maintained excellent relationships with all local stakeholders in promoting carers' rights. An aide memoir for practitioners was printed and disseminated.
- A Young Carers' Conference was held on the 11th March 2009, engaging approximately 50 people representing the statutory and the Third sectors and young carers. Links to Young Carers Steering Group, Carers Alliance and Carers Wales Network have been maintained.
- With regards to breaks for carers, a prototype website has been developed for respite providers in the county, and secured additional 44 places per week of day care for Dementia Service Users, and provided over 100 episodes of emergency or contingency replacement care for carers.

- With regards to additional community support for carers, we have continued to support a team of carers support workers delivering support and information to carers of different client groups in liaison with their GP practices. We have also embarked on a programme to recognise and reward primary care teams that make additional effort to support carers within their practice population, with the “Ceredigion Investors In Carers” (CIIC) award. The framework provides surgery staff with half day training to raise awareness and introduce types of support that they should aspire. It also provides them with a portfolio for them to develop and maintain that demonstrates how they are actively supporting carers. It may include: a database of known carers in the practice, documents used to support carer activity, photo evidence of surgery events during carers week, carers rights day, newsletters with carer information and carers’ notice boards and any other items that demonstrate their commitment. At around six months post-training the practice along with the portfolio are audited and depending on progress made, they may be given a Bronze, Silver or Gold award. So far two surgeries in Carmarthenshire (Llandeilo and Llandovery) have achieved the CIIC award.
- With regards to opportunities for all carers, the “Action for Carers Equalities” (ACE) group has convened and an Action Plan developed. An additional £30,000 to support working carers was secured from external funders.
- Additional day care support for people with dementia and their carers was commissioned, from Amman Valley Dementia Carers Support Group, a registered charity through Promoting Independence & Well-being (PI&WB) Grant. Altogether 1,800 places of day care were provided over 25 weeks (3,744 places projected pa) supporting 25 families of people with moderate to severe dementia, enabling these individuals to live at home for as long as possible and enjoy a better quality of life.

### **3.4 Priority Area 3: Children and Young People, particularly children in need**

The Children and Young people’s Partnership Plan 2008/11 was prepared and launched in September last year following a comprehensive consultation with all stakeholders, particularly children and young people. The outcomes of this plan are the subject of separate Scrutiny Committee reports and therefore only a brief summary is presented below:

- Following the participation work programme over the last year, children and young people have taken part in participation events and planning, and as a result of this young people were trained and became representatives, who now meet regularly with the head of children’s services to discuss their concerns. A pool of young people has also been trained and is now part of the interviewing process for new staff.
- The Corporate Parenting Manager was appointed last year and a work plan is under development to implement the corporate parenting strategy, focusing on improving educational attainments and health and well-being outcomes for looked after children in collaboration with the LHB and Hywel Dda NHS Trust.
- A multi-professional Youth Health Team was established in September last year, including youth liaison nurses, youth workers, primary mental health worker and sexual health worker seconded from Terrence Higgins Trust to work across Carmarthenshire to deliver health promotion/education workshops as well as one-to-one programmes of care for children and young people who are not in mainstream education. Accommodated by Coleg Sir Gar and located at the Graig Campus, the team has been successful in establishing relationships with college tutors and delivering a wide range of sexual health and well-being workshops and has worked closely with young people who are offending

(or at risk of offending identified by the Youth Offending and Prevention Service) as well as other vulnerable groups e.g. homeless shelters and refuges. So far the team has:

- Delivered 134 health workshops in a variety of settings e.g. further education, wider curriculum settings, refuges, homeless shelters.
  - Conducted 9 Youth Health Panels involving approximately 150 young people to collect the views of young people about health services.
  - Assessed and supported a total of 112 young people.
  - Established a process for following up Accident and Emergency contacts for young people considered “at risk”.
  - Supported a number of community open days to provide generic health promotion information and advice.
- A Local Safeguarding Children’s Board business plan has been published alongside a comprehensive implementation plan, which received positive feedback from the last inspectorate visit.
  - The Behaviour Strategy for schools continued to be implemented, with the anti-bullying conference being held in October 2008, launching the Behaviour Support Team to work with parents, schools and pupils and progressing other developments.
  - All “looked after children” (LAC) had a completed care plan at the beginning of their first placement and 88.8 % of these were reviewed within the statutory timescale (target of 87%). Only 11% of these children had three or more placements in the year, meeting the target for last year and 12% of these children experienced one or more change of school (target of 10%).
  - All child protection reviews were completed within the statutory timescale.

### **3.5 Priority Area 4: Meeting the needs of all other people with specific health and well-being needs;**

#### **(a) People with long-term health conditions**

Work on modernising the service systems and improving the accessibility to services for people who have long-term health conditions has been gathering pace, through 4 work-streams of the Carmarthenshire Chronic Conditions Management (CCM) Collaborative Demonstrator Model (C4), which has also incorporated the work of the chronic disease management (CDM) team and action plan.

- This remains a high priority for the LSB and Partnership Board in Carmarthenshire with a shared vision for the integration of CCM services directing developments. A C4 reference group has been established for the Hywel Dda community to inform other stakeholders. A Community Services Re-alignment project has also been established in Carmarthenshire.
- A review paper on integration of community health and social care services was completed in December 2008 and consultation with the Health Panels undertaken subsequently. This work is also fully integrated across the 3 localities of the county common to both NHS and the council, allowing for greater collaboration from the outset. Locality GP Leads have been appointed and locality social care managers identified for the C4 demonstrator. Additionally, 21 out of 24 GP practices have signed up to use the Predictive Risk Modelling (PRISM) tool.
- A baseline audit review relevant to chronic conditions has been collated to form part of the baseline assessment. A Local Delivery Plan has been completed for the Hywel Dda community in line with the Chronic Conditions Model and Framework key objectives.

- Work has commenced on the generic care pathway, and an electronic pathway in primary care for chronic obstructive pulmonary disease (COPD) patients has completed a pilot phase and a roll out programme is underway.
- The CDM Team in Carmarthenshire continues to provide services locally in the community for patients with COPD, Diabetes and Heart Failure. Total number of referrals to the team has continued to rise to 683 (149 COPD referrals, 276 Diabetes referrals and 258 Heart Failure referrals). The team avoided a total of 599 admissions against a target of 528 for last year.
- A telehealth and telecare joint implementation model in place, work continues on implementation of telehealth devices in chronic conditions management in the community via the CDM Team. This team also completed a telehealth research project showing the benefits to patients of using home telehealth monitoring for patients with COPD.
- The Hywel Dda oxygen working group is implementing new oxygen services across the Hywel Dda community. A recent audit of the Oxygen Assessment Service showed that 257 patients out of a total of 425 receiving oxygen therapy had been assessed last year.
- The Acute Response Team (ART) have continued to deliver a rapid response service to people with chronic health conditions, receiving 1,440 referrals altogether (monthly average of 120), avoiding a total of 1,217 unnecessary admissions (monthly average of 101) and facilitating early discharges for a total of 64 patients over the last year.
- CCM information requirements are being identified through the C4 demonstrator.
- The CDM (Heart Failure) Team has been working across the Hywel Dda community to improve the care of patients with chronic heart failure as part of the 1,000 lives campaign.
- The CDM (Diabetes) Team has continued to provide the X-pert Diabetes Education Programme across Carmarthenshire with 3 courses being held in Llanelli, three in Ammanford and 3 in Carmarthen.
- Progress with the establishment of the C4 has been reported regularly to WAG, LSB and the Partnership Board.

#### **(b) Adults with mental health needs**

Mental health remains a priority for the Partnership Board. COMPACT, the multi agency planning group has met infrequently last year, however, progress has been reported regularly via the PIMS. A revised Mental Health NSF progress report submitted to WAG and submissions prepared for the Wales Audit Office mental health review and currently awaiting the outcome. Implementation of the Locality Mental Health Action Plan and a number of associated plans over the last year have delivered a number of outcomes for people with mental health needs:

- As part of the Primary Care Mental Health project, Carmarthenshire Counselling Service secured the tender for a Brief Intervention Service, providing 6 sessions of cognitive behaviour therapy (CBT) to people with mild to moderate mental health needs in primary care. Stress control classes, aimed at people with mild to moderate problems with anxiety, depression and related conditions, have been publicised in all the local Newspapers in the area and Carmarthenshire Radio and leaflets are being printed to be made available to GP Surgeries. Approximately 60 people have completed the course so far. Currently people in the Ammanford / Llandeilo / Llandovery areas have to travel to access these courses but in the new year extra courses will be run in these areas. Both initiatives have helped to reduce the waiting list in Carmarthen from 10 months to 2 weeks, in Ammanford from 6 months to 3 weeks, in Llandeilo / Llandovery from 6 months to 3 weeks and in Llanelli

from 10 months to 3 months. Mental Health First Aid training, a WAG initiative to train people to recognise emotional distress and to develop appropriate skills to respond, has now been arranged for LHB staff with others for the Job Centre, Leisure Centre, nursing homes, with A&E staff to follow.

- The Mental Health (MH) Accommodation Strategy has continued to be implemented with a 3 counties database of NHS continuing care funded cases and social care residential placements being established and currently being audited against CPA (Care Programme Approach) assessments. Unmet need will be identified through the CPA process to identify individual potential for supported living both now and in the future, and an accommodation model has also been agreed. A supported housing service for 6 adults with mental health needs was established in the Llanelli area, funded from the Supporting People grant. Last year 66.12% of adults (18-64) with mental health needs were supported to live in the community.
- An Implementation Plan for the Day Opportunities & Employment Strategy is being progressed, which includes a review of the sustainability of third sector services and led to the development of joint contracts between the LHB and the Council for these services. Other training and employment related services are being planned as part of the Carmarthenshire COASTAL Programme 2009/13.
- Actions around carers and carers' assessments, accommodation, CPA and others, aimed at addressing mental health DToC have been integrated into a whole system DToC Delivery Plan, following the NLIH funded workshop last year. A validation group has been established and continues to meet to validate and identify escalation issues around mental health DToC. Difficult issues around meeting the MH DToC target have been escalated to senior managers within the Trust, LHB and local authority and discussions to resolve them are ongoing. The monthly average number MH DToC for last year was 9.1 compared to 10.9 for 2007/08 and 9.5 in 2006/07.
- A mental health continuing care group has been established that is reviewing out of county and high cost cases and reporting on activity.
- A 3 counties **Hywel Dda Health Community Service Improvement** Team has been established, chaired by the Director of Finance (Pembs LHB), with a number of work-streams driving the implementation of the secondary care mental health services modernisation plan. A total of 26 new staff have been appointed and due to start in the near future across the Directorate with 18 of these in the Carmarthenshire area. The Crisis Resolution Home Treatment (CRHT) services are being enhanced and will integrate with the development of acute services which include the introduction of an acute therapeutic day service. Work has been completed on the Teilo / Y Delyn site to allow the opening of the new day services and the tendering process has been completed for the work to be undertaken on the Cwm Seren site. Plans are being progressed to improve access to Psychological therapy / treatment / CBT for depression & anxiety, Schema focused therapy and Early Interventions in Psychosis Projects.
- Monitoring against the Annual Operating Framework (AOF) targets showed a 98% compliance with care planning for service users on enhanced CPA and 94% for those on standard CPA. This monitoring has been further enhanced with an ongoing regular audit of care plans across all services in order to improve care, with good progress being made in various areas identified as part of the Local Delivery Plan.

### **(c) People with Substance misuse problems**

Implementation of the Joint Commissioning strategy for people with Substance misuse services, led by the Community Safety Partnership, in collaboration with the NHS, the Council and providers have led to a number of developments:

- A community awareness campaign was held in February, engaging various local providers and statutory agencies in the week-long campaign aimed to raise awareness of the services available, and to promote a positive outlook amongst community members, through a number of activities such as a football tournament, presentation evening and enforcement campaign. The project was funded from the Prevention budget. Positive feedback was received and an evaluation report has been produced.
- A Social Worker has been appointed to the Local Authority Substance Misuse Team as part of the newly commissioned Hidden Harm Service which is a joint project with Barnardos funded via the Substance Misuse Joint Commissioning Group and the recruitment of a Barnardos Youth Worker remains outstanding. The service is intended to provide interventions to parents with a drug or alcohol problem and their children. A Dyfed Powys wide Substance Misuse Serious Incident Protocol has been developed.
- Refurbishment work is complete on the new multi-agency substance misuse premises based in Llanelli. The premises provide significant counselling and group work space. It is the first multi-agency site in Dyfed Powys and will house Turning Point Catalyst drug service, staff from the Hywel Dda NHS Trust Substance Misuse Service and the Local Authority Substance Misuse Team with the aim of providing seamless care. Protocols have already been developed between the organisations and weekly allocation meetings are held to discuss referrals received via the Turning Point single point of entry system.
- The contract for the reconfiguration of the Carmarthenshire Adult Alcohol Service has been awarded jointly to Prism and Hywel Dda NHS Trust. The contract creates additional treatment capacity for clients and clear pathways into and out of treatment. The two organisations have already developed a memorandum of understanding and completed training on new psychological interventions for alcohol treatment and the new outcome monitoring tools which will evaluate treatment success from a service user's perspective.
- During last year 93.75% of people with substance misuse problems and 68.97% of people who also had mental health needs were supported to live in the community (target of 67.5%).
- A Substance Misuse Tenancy Support Service has been established that offers support to people with substance misuse problems, who are committed to treatment and rehabilitation, in gaining and / or sustaining their tenancy, funded through the Supporting People grant.

#### **(d) People with Learning Disabilities**

The development of the Big Plan: A Learning Disability Strategy and the wider work of the Joint Learning Disability Modernisation project group working across 3 counties, have led to a number of service developments:

- There has been substantial development in supported living opportunities, with a total of 32 new units of independent living places being created locally in the last year, rising from a baseline of 42 to 74 against a target of 10.
- A variety of different models have been developed to meet equally varied needs, such as a supported housing service for 3 people who have complex behavioural needs in Gorslas (the final Hensol resettlement). A total of 8 supported living flats in Llanelli, were established, where people are living within a housing estate with a staff base on site and

where staff provide emergency cover plus targeted support to enable service users to develop skills required to live more independently.

- There has also been a new development of a supported living service for 3 young people who have Autistic Spectrum Disorder (ASD) and complex behavioural needs in Llanelli, the lack of which was forcing parents to accept out of county residential placements. Additionally, a supported living service for people who have moderate needs in Kidwelly enables residents to develop their independence skills whilst still providing necessary emergency cover.
- A pan-disability Transition Team has been established to provide Care Management and multi-disciplinary support for all young people aged between 16 and 25.
- The Joint Accommodation and Support Team (JAST) was set up in early 2008, with the Senior Social Worker being appointed in April 2008, funded from the PI&WB Grant to work with a prioritised list of 93 users with complex needs and whose care packages were over £50,000 per annum and with some of these clients living in out of county residential placements. This project enabled 6 clients to leave larger residential care placements and move into supported living accommodations against a target of 5 for the year. There has not been a single out of county placements in the last year, although 3 individuals have accessed residential care. Altogether 75.4 % of adults with learning disabilities (18-64yrs) were supported to live in the community (target of 74%) last year.

#### **(e) People with Physical Disability and / or Sensory Impairments**

A great deal of scoping and consultation with a variety of services user groups such as Disability Coalition and the Committee for Disabled People and others have been and are being undertaken in preparation for developing a more succinct multi-agency commissioning strategy for services for people with physical disabilities / sensory impairments.

Implementation of the existing plans across the partnership has led to the following developments:

- Work on a new building to house the Integrated Community Equipment Service in Heol Aur, Dafen, Llanelli commenced in December 2008 with completion expected by October 2009. A “Virtual Store” has been in operation since 1<sup>st</sup> Jan 2009, which has seen an improvement in the delivery of equipment (85% within 7 days, exceeding LA target of 80%). This service has benefited from new Promoting Independence and Well-being (PI&WB) Grant funding of £50,000 to buy an additional 32 Hoists and 30 Slings, items of equipment that are in high demand. We delivered 85% of equipment within 7 days (exceeding target was 80%). The delivery of equipment within 21 days has also risen to 95.85% .
- Workstep facilitated supported employment for 88 individuals last year.
- Over the last 4 years the Independent Living Fund (ILF) team has maximised income for disabled people (all groups) in the county to the tune of over £3.8m to fund individualised support. A total of 164 individuals (all groups) have also been supported to access Direct Payments last year.
- A greater number of disabled adults (18-64 yrs) were supported to live in the community last year (94.77% against a target of 92.2%)
- A great deal of work has also been completed in preparation for delivering new training and employment related services for all disability groups as part of the Carmarthenshire COASTAL Programme 2009/13. Additionally, a separate European capital bid is being prepared to refurbish Coleshill as a modern Centre for Inclusive Living (CIL) to provide

information, training, business and rehabilitation support to all disabled people in Carmarthenshire.

### **3.6 Priority Area 5: Improving the availability and quality of support services for older people**

The Older People Planning Team has continued to meet to co-ordinate the implementation of the Joint Commissioning Strategy for Older People, which has driven a number of service developments:

- Last year there was an additional investment of £82,551 to create capacity within the care management team particularly for assessing and meeting the needs of older people with complex needs from the PI&WB grant. The number of cases awaiting community care assessments and service allocation decreased from 102 at the end of March 2008 to 58 in 2009. However, the Council narrowly missed its target for supporting older people (65+) to live in the community at (2,212), the most likely explanation for this is that there has been a significant rise in the number of older people with more complex needs who are being supported to live at home.
- Implementation of the Domiciliary Care strategy is underway, supported by the establishment of a strategic group and dedicated project management in order to develop an enablement service through refocusing the Council's in-house home care service. A Brokerage system for domiciliary care has also been established. Demand for care home placements for older people aged 65+ has decreased marginally from 894 in 2008 to 834 at the end of March 2009 and there has been a modest increase in the level of service provided by the independent sector, matched by a modest reduction in LA provision from 7,469 hours in 2008 to 6,861 hours at end of March 2009. This is a key goal of the social care modernisation plan.
- Last year we engaged all stakeholders from the Hywel Dda Community to create a whole system DToC Delivery Action Plan using a tiered approach and based on an analysis of a balanced model of health and social care in the county, an event which was funded by NLIAH. This approach, co-ordinated through by the DToC Delivery group over the last year, led to a reduction in the number of hospital bed days lost to DToC by 10,000. A bed Bureau was developed to co-ordinate vital information about vacancies across the statutory and independent care home sectors as part of developing and maintaining a capacity plan for use of all secondary health and social care services in the county and to support the work of the DToC Delivery group
- The telecare Service is increasingly targeting older people with dementia, particularly those who have fallen or require support with discharge from hospital, offering assessments, installations and a 24hr response to emergency calls. Approximately 105 dementia patients currently receive Telecare services. A basic foot care service was also commissioned from Well-being Regeneration, a Social Enterprise which supported around 600 older people.
- Further work is being undertaken on a 3 counties integrated commissioning model for dementia services. 14 new units for Dementia Services have been secured on the Annedd Extra Care Housing development in Llanybydder. Funding has been secured from PI&WB Grant for the provision of three specialist dementia home care workers to work jointly between local authority and Hywel Dda NHS Trust. Funding has also been secured to continue the commissioning of a dementia trainer to implement joint training for staff in specialist services, hospital, Intermediate Care and community care. Dementia day services facilities have been extended in Carmarthen town and Llandovery with potential for a further cross boundary facility in Newcastle Emlyn. The development of low-level

housing related support services has been extended from the initial pilot in Llandovery and Llandeilo to be available in Ammanford. The extension of the Hafan Glyd dementia day care model has created an additional 15 places commissioned across the County.

- Progress in developing a specialist stroke service in Carmarthenshire has established a Rapid Access Neurovascular Clinic and co-located stroke beds. The clinic has been operating for twelve months and 230 patients have accessed this service during this time.
- Further development of transitional beds, now renamed flexible accommodation, has continued to facilitate hospital discharge and prevent hospital admission. There are currently 12 Local Authority care home beds and 8 units of sheltered accommodation with a further 2 identified as designated flexible accommodation. The use of flexible accommodation in the last year with an average occupancy of 69%, supported 82 individuals aged 65+, saving a total of 2,511 hospital bed days from being used, which represents a financial saving of approximately over £765,000 to the Trust
- A virtual pooled budget of £69,000 was created with equal contribution from the council, the LHB and Hywel Dda NHS Trust to fund transitional Nursing and Residential Care placements for people on the DToC list. Altogether 28 older people (20 women and 8 men aged 75+) were supported, contributing significantly to their quality of life, which saved 1,176 hospital bed days and delivered a potential financial saving of over £358,000 to the Trust.
- Additional palliative care services have been jointly commissioned between the LHB and Hywel Dda NHS Trust from Marie Curie, which builds on the current overnight care by also providing an evening service, while the British Red Cross (BRC) provides care and support during the day between 8am and 6pm, 7 days a week. In order to improve communication and efficiency, a common referral form and flowchart is in operation. BRC also provides a care plan co-ordinator based at Mynydd Mawr Hospital to strengthen local links with community nursing staff.

#### **4. Key lessons that have emerged from the implementation of Year 1 of this second HSCWB Strategy 2008/11**

There have been a number of reflection points / lessons learnt in implementing the first year of the second HSC&WB strategy that have been acknowledged and addressed by the partnership at different levels across the planning framework, in preparation for the second year:

- We have a tremendous amount of services / teams / projects across health and social care, all aimed at collaborating with one another, but this has proved to be difficult for some and the Partnership has now reached a level of maturity that we can now work towards greater integration and efficiency.
- All costs and budgets particularly for integrated services planned ahead need to be checked and secured in the light of the new financial climate, that may give rise to a degree of protectionism.
- Projections of financial efficiencies to be delivered through service redesign were over-estimated and too short-term in some areas that have had to be adjusted.
- The NHS reorganisation has slowed down the pace of change, however, this has also bought valuable time to hone not only our conviction but also the integration model(s), through greater understanding of the different cultures that pervade different parts of individual organisations and the Partnership.
- There is a growing evidence of preventative aspects of most services that we deliver after the 4<sup>th</sup> year of implementing HSC&WB strategies that must be nurtured and protected to be given a chance to flourish in the future.

- Working up a model for partnership performance management as part of the capacity plan for secondary health and social care services has proved difficult.
- Equity of services / resources across localities may not address unequal distribution of needs across the county. We need to have greater appreciation of the factors that contribute to the economic deprivation and all the associated health and social problems experienced in parts of the county, particularly in the Communities First areas.
- Engagement of the independent sector, particularly at a strategic planning level, within our local health and social care economy remains slow and as a consequence we continue to have an under developed social care market.

## **5. Areas where more work is required**

There are a number of areas where further work is being undertaken to develop health, social care and third sector services, as part of Year 2 implementation of this strategy, including:

- A Pooled budget for all intermediate care services, and possibly wider, is being investigated as means of getting the most from these services.
- Further reducing the number of DToC and the days lost to DToC through reviewing our delivery plan against our expectations and better performance management of all intermediate care services that contribute to the reduction of inappropriate hospital admissions and promote early discharge.
- Further developing the health and social care capacity plan, as a means of managing the performance of the partnership.
- Implement the recommendations of the Review of third sector services and the support provided by CAVS in an effort to improve performance.
- Further develop health improvement services as part of a Public Health Strategic Framework for Carmarthenshire.
- Investing more sustainably and further improving core health and social care services and our systems and processes through the C4 in order to reduce our reliance on continuing NHS care and acute care.
- Find new, imaginative and more productive ways of engaging the public in health and social care.

## **6. CONCLUSION**

This report has demonstrated a whole range of achievements arising from this first year implementation of the second strategy evidencing some of the service redesign / changes that have been pushed through so far and others under consideration, along with the positive impacts they are having. These are important steps towards our long-term goal of creating truly person centred services.

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**24th August 2009**