

# Powys Regional Partnership Board

## Annual Report 2021- 2022



Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



Llywodraeth Cymru  
Welsh Government

# CONTENTS

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» EXECUTIVE SUMMARY	PAGE 3
» THE BOARD'S ROLE AND PURPOSE	PAGE 4
» THE HEALTH AND CARE STRATEGY	PAGE 5
» TAKING FORWARD PRIORITIES	PAGE 6
» THE BOARD'S STRUCTURE	PAGE 7
» THE BOARD'S MEMBERSHIP	PAGE 8
» PROGRESS AND KEY ACHIEVEMENTS	PAGE 9
» START WELL	PAGE 17
» LIVE WELL	PAGE 22
» AGE WELL	PAGE 29
» CROSS-CUTTING WORK	PAGE 35
» WINTER RESPONSE AND SYSTEM RESILIENCE	PAGE 42
» HOW THIS WORK WAS RESOURCED	PAGE 44
» FORWARD LOOK	PAGE 45

# EXECUTIVE SUMMARY

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The Powys Regional Partnership Board (RPB) is pleased to introduce its annual report which gives an overview of the main achievements during 2021/22. This has been a busy and challenging year for the Partnership. The Covid-19 pandemic continues to have a significant impact on everyone's lives. It has required us all to find different ways of working.

The RPB continues to support an integrated approach to working together with cross sector leadership and a strong shared commitment to providing seamless, integrated health and social care services, which support people across the life course and improve outcomes for people in Powys.

Despite Covid-19, the partnership has much to celebrate. It continues to make good progress against priorities, as set out in the Health and Care Strategy 'A Healthy, Caring Powys'. The most notable of these being the development of the North Powys Wellbeing Programme and the Health and Care Academy. The partnership has also utilised technology more by accelerating the Digital First programme which has optimised operational activity in so many ways.

Digital opportunities have been particularly beneficial in supporting a broader approach to engaging with people from across Powys to help shape and inform key pieces of partnership work through the year. Whilst it is recognised that face-to-face options are important, the use of Engagement HQ – our new digital platform to engage with people on a range of issues – has helped partners strengthen their engagement approaches and supports a stronger voice for people in Powys to shape and influence decisions.

Substantial opportunities for further integrated working between the Powys Teaching Health Board, Powys County Council and the third and independent sectors remains. The feedback from the people of Powys alongside emerging evidence bases, continues to support a more joined-up approach to service delivery as a means of simplifying and improving people's experience across the whole health and care system.

Similarly, efforts continue to identify opportunities to reduce out of county travel and bring care closer to home by developing services that provide more care and support in the community, prevent escalation of need and keep people well.

This winter saw extreme pressures put on the health and care system, particularly in terms of the workforce. The RPB played an important role in offering a space to co-ordinate a planned response across partners and supported implementation of this through the wider partnership arrangements, underpinned by a strong partnership ethos. The Partnership has reflected on what worked well as part of this approach to help shape planning for what will be another difficult winter ahead.

There is much for the Powys Regional Partnership Board and all its members to be proud of this year, and it is important to capitalise on the progress made whilst also recognising there is more to do in taking forward priorities for the people of Powys.

# THE BOARD'S ROLE AND PURPOSE

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Powys Regional Partnership Board (RPB) brings together a range of public service representatives and other key people, including citizens, to ensure that organisations work better together to improve the health and wellbeing of the people of Powys. The RPB Terms of Reference a statement of intent which sets out what it is trying to accomplish:



- » Create a momentum for critical improvements, by identifying key priorities for Powys citizens and concentrate efforts to ensure those are being addressed
- » Increase the focus on early intervention and prevention by encouraging citizen control and ownership in health and wellbeing matters to minimise the escalation of need
- » Ensure the voice of the citizen is not only heard but acted upon to improve services
- » Utilise intelligence on existing and future needs of citizens in the planning of services throughout the spectrum of need and ensure resources are maximised through judicious engagement with other bodies undertaking similar activity
- » Ensure quality services are delivered efficiently and effectively through a skilled and motivated workforce and volunteers
- » Promote the integration of care and support between Social Services and Health
- » Ensure co-production and the commissioning of services with the public, private and voluntary sectors that promotes connected and seamless services working effectively together
- » Foster innovative new practices and promote a learning culture Ensure effective mechanisms are in place to bridge the gap between organisational and public communication on the planning and achievements of services

# HEALTH AND CARE STRATEGY

The RPB's work is driven by Powys' Health and Care Strategy, which sets out the priorities for transforming health and care in Powys up to 2027. This keeps work focussed and helps to guide investment. By working together, the partnership hopes to create a future where everyone in Powys has the best opportunity to live healthy, full, and independent lives. The strategy is based on what the people of Powys have said about their health and care, and what matters to them.

## THE HEALTH AND CARE STRATEGY FOR POWYS 'AT A GLANCE'

WE ARE DEVELOPING A VISION OF THE FUTURE OF HEALTH AND CARE IN POWYS...



WE AIM TO DELIVER THIS VISION THROUGH-OUT THE LIVES OF THE PEOPLE OF POWYS...



WE WILL SUPPORT PEOPLE TO IMPROVE THEIR HEALTH AND WELLBEING THROUGH...



OUR PRIORITIES AND ACTION WILL BE DRIVEN BY CLEAR PRINCIPLES...



THE FUTURE OF HEALTH AND CARE WILL IMPROVE THROUGH...



# TAKING FORWARD PRIORITIES

The partnership aims to help people in Powys to 'Start Well', 'Live Well' and 'Age Well' through a focus on well-being, early help and support, tackling the big four health challenges, and providing better joined up care. Here's how this work is being taken forward:



## Community Development

Working with strongly connected local communities to develop and strengthen community assets that support people's wellbeing.

## Supporting Carers

Ensuring the wellbeing of carers before, during and after caring through information, advice and assistance, supporting skills and training development, opportunities for employment, respite and community support.

## Prevention & Health Improvement

Enabling and supporting people to make decisions and take actions to improve their health and well-being and avoid or reduce ill health through, for example, stopping smoking or increasing physical activity.



## Tackling Adverse Childhood Experiences

Working with families to make the maximum positive impact within the first 1000 days of a child's life, focusing on preventing adverse childhood experiences.

## Primary Care

Working within the clusters and third sector to develop a population based approach to planning and delivering health and social care. The partnership will further integrate primary care and improve accessibility via community hubs.

## Managing Long Term Conditions

Supporting people to identify if they are at risk of developing a disease, and help them to reduce the risk and its impact by taking a wider, whole system approach to managing that condition.



## Care Co-ordination

Continue to build on the success of integrated team sites and further develop these across the county in line with the regional centres and community hubs.

## Unscheduled Care

Reduce more avoidable emergency admissions and re-admissions of people with chronic disease and the frail elderly.

## New model of care

Assessing current service provision, and working with communities to further develop a Regional Rural Centre which delivers integrated health and care for the population.

## Planned Care Closer to Home

Prevent people having to go out of county to receive health and care and bring people in need of specialist care and support out of county back closer to home.



## Mental Health

Across all tiers, from health promotion through to specialist services, focus on further improving mental health services in Powys.

## Cancer, Respiratory and Circulatory

Further develop services to focus on early screening, information, advice and guidance to ensure appropriate signposting to help and support. Focus on meeting people's holistic needs through more integrated working and new workforce models. This work is mainly delivered through the Health Board's Integrated Medium Term Plan.

# THE BOARD'S STRUCTURE

To achieve these priorities the Board is also working to deliver the following:



## Staffing Model

Maximising the role of the workforce across all sectors including carers through an integrated approach will be fundamental to delivering the new model of care. New innovative models will be based on multi-skilled roles ensuring a shift to prevention and early intervention.

## Staff and Partner Engagement

Develop a joint approach to using the collective knowledge, skills and experience of our staff and key stakeholders to inform next steps.



**Safeguarding:** Continue to work with private, voluntary and independent sectors to ensure that safeguarding remains everybody's business.

**Third Sector Commissioning:** Develop pooled budgets and joint commissioning arrangements for third sector provision to support an increased focus on wellbeing, early help and support.

**Care Home Commissioning:** Develop pooled budgets and joint commissioning arrangements for care home commissioning to ensure those in need of residential and nursing care receive a seamless service.

**Access and Transport:** Review non-emergency patient transport and voluntary transport schemes to ensure future provision of community transport.

**Welsh Language:** Improve the Welsh Language offer across health and social care services to improve equity.



## Regional Rural Centre in Newtown

To address the issues around the ageing estate, support the future population needs and mitigate against the potential shift of services away from North Powys under the Future Fit Programme.

## Development of Community Hubs

Review community assets as well as existing service provision against future population needs to identify further potential areas for community hub development.

## Supported Housing

Develop suitable accommodation that enables people to access basic services, build good relationships with neighbours and others, and maintain their independence.

## Innovation, Improvement, Research and Development

Develop the evidence base, improve how impact is measured, and seek to identify, share and embed good practice.



**Information, Advice and Assistance (IAA):** Continue to develop IAA including the Community Connectors to enable swift access to local community support.

**Implement Digital Information System:** Continue to implement digital systems across Powys to support care coordination.

**Telecare and Telehealth:** We will promote and roll out telecare and telehealth to enable people to self care and remain independent in their own homes.

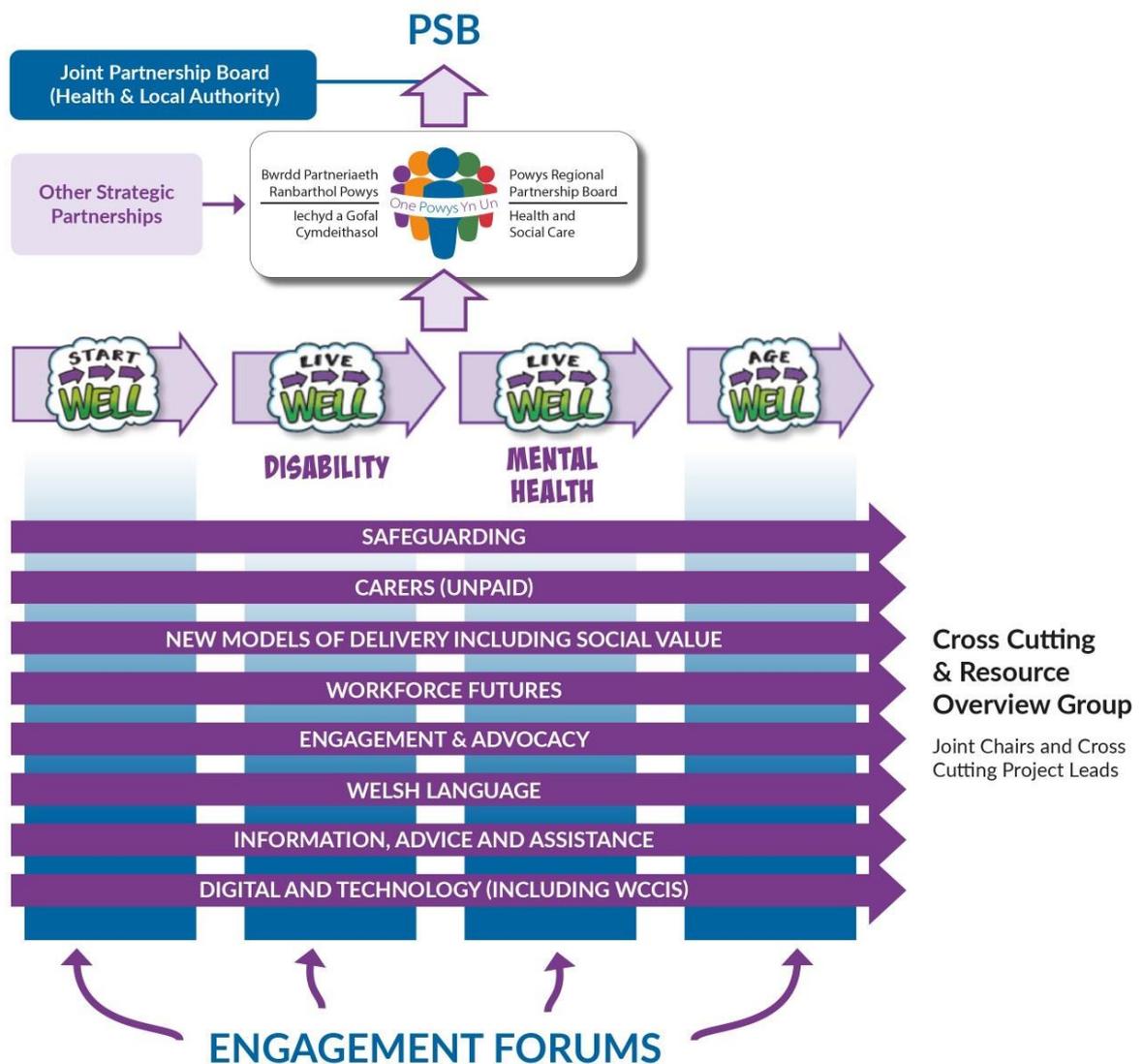
# THE BOARD'S MEMBERSHIP

The Regional Partnership Board sets the direction for health and care in Powys and takes the big decisions about where resources should go, but key to driving work forward are its four subsidiary partnerships: Start Well, Live Well (Disability), Live Well (Mental Health) and Age Well. They each involve a much wider group of people and also have their own sub-groups that carry out more detailed work.

There are some themes that cut across all areas e.g., the needs of unpaid carers. These also have dedicated partnership groups to take forward work. A Cross Cutting and Resource Overview Group (CCROG) exists to oversee these areas.

The Board is supported by a small team that provides high level support and co-ordination.

The RPB have sub partnerships which focus on how people in Powys can Start, Live, and Age Well. These are complimented by subgroups which focus on RPB's cross cutting priorities. Engagement forums feed into the work of the subgroups, which in turn link into the RPB and then to the Joint Partnership Board and Public Service Board.



# THE BOARD'S MEMBERSHIP

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**Alice Smith**

Area Neighbourhood Manager, Pobl Group

**Ali Bulman**

Corporate Director Children & Adults, Powys County Council

**Carl Cooper**

Chief Executive of Powys Association of Voluntary Organisations

**Carl Strack**

Citizen Representative

**Carol Shillabeer**

Chief Executive of Powys Teaching Health Board

**Cllr Rachel Powell**

Cabinet Member for Children's Services, Powys County Council

**Cllr Rosemarie Harris**

Leader of Powys County Council

**Cllr Myfanwy Alexander**

Cabinet Member for Adult Social Care, Powys County Council (Powys RPB Chair)

**Dylan Owen**

Head of Commissioning, Powys County Council

**Estelle Hitchon**

Director of Partnerships and Engagement at Welsh Ambulance Services NHS Trust (PTHB)

**Jamie Marchant**

Executive Director of Primary, Community and Mental Health, PTHB

**Julie Gillbanks**

Action for Children representative

**Lynette Lovell**

Interim Chief Education Officer, Powys County Council

**Melanie Davies**

Powys Teaching Health Board Representative

**Merionia Davies**

Carer Representative

**Kim Spelman**

RPB Citizen Member

**Melanie Minty**

Head of Housing and Community Development, Powys County Council

**Nina Davies**

Head of Housing and Community Development, Powys County Council

**Sian Dorward**

Citizen Representative

**Steve Jones**

Service Manager, Barcud

**Stuart Bourne**

Director of Public Health Wales

# PROGRESS AND KEY ACHIEVEMENTS

## Population Needs Assessment

The second Population Needs Assessment (PNA) for Powys was published in March 2022. The PNA provides a focused view of current and future health and social care needs across the county. It was carried out as an extensive joint exercise with Powys Teaching Health Board, Powys County Council and in partnership with the third and independent sectors.

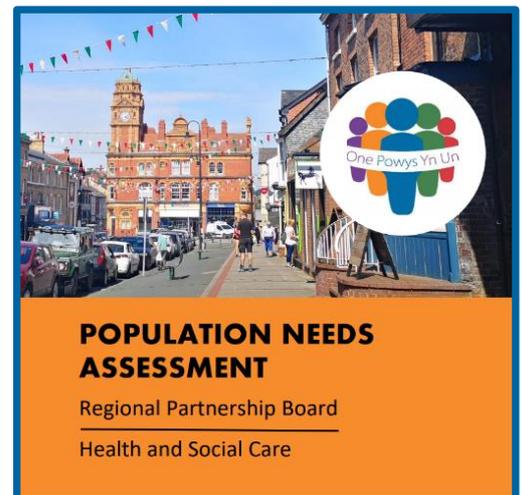
**Asesiadau anghenion  
y boblogaeth**



**Population Needs  
Assessment**

This PNA focuses on eight core themes:

1. **Children and young people**
2. **Older people**
3. **Health**
4. **Physical disabilities and sensory Impairment**
5. **Learning disability and autism**
6. **Mental health**
7. **Carers who need support**
8. **Violence against women, domestic abuse, and sexual violence**



The PNA will enable Powys RPB to understand where to focus in the short to medium term building on the evidence gathered during our first PNA. The detail in the PNA will now be drawn on to produce an area plan which outlines our integrated priorities for the next five years. The area plan will be published in March 2023.

The latest PNA exercise has continued to build on our understanding of need by pulling on engagement information, as well as national research, reports, and evidence, to help understand the situation and experience of residents and those using services.

The Social Value Sector were engaged in the collaborative process that implemented the PNA. There was important and significant involvement from key, third sector agencies, including:

- **Credu (carers)**
- **Citizens Advice (financial support & help)**
- **Community Connectors (individuals' needs and experiences)**
- **Powys Befriending Service (loneliness & social isolation)**
- **Accessibility Powys (disabilities)**
- **Powys Volunteer Centre (volunteering)**
- **Third Sector children & young people organisations**
- **Third Sector dementia support agencies**

Forums that included Mental Health providers and Advocacy networks responded to the draft PNA to ensure its content was shaped by the lived experience of people and providers, and not exclusively by population data.

**For more information and to download the Population Needs Assessment visit [Population Needs Assessment \(powysrpb.org\)](http://powysrpb.org)**

The Powys RPB Market Stability Report is currently under development. The report will seek to offer a high level and coordinated overview of market stability and sustainability with the intention of helping Powys County Council and Powys Teaching Health Board to better understand the social care market within Powys, particularly with respect to regulated services. The report will be considered in conjunction with Powys' current Population Needs Assessment. Taken together, these studies are intended to provide staff who commission care and support in Powys with a comprehensive picture of current and projected demand and supply.

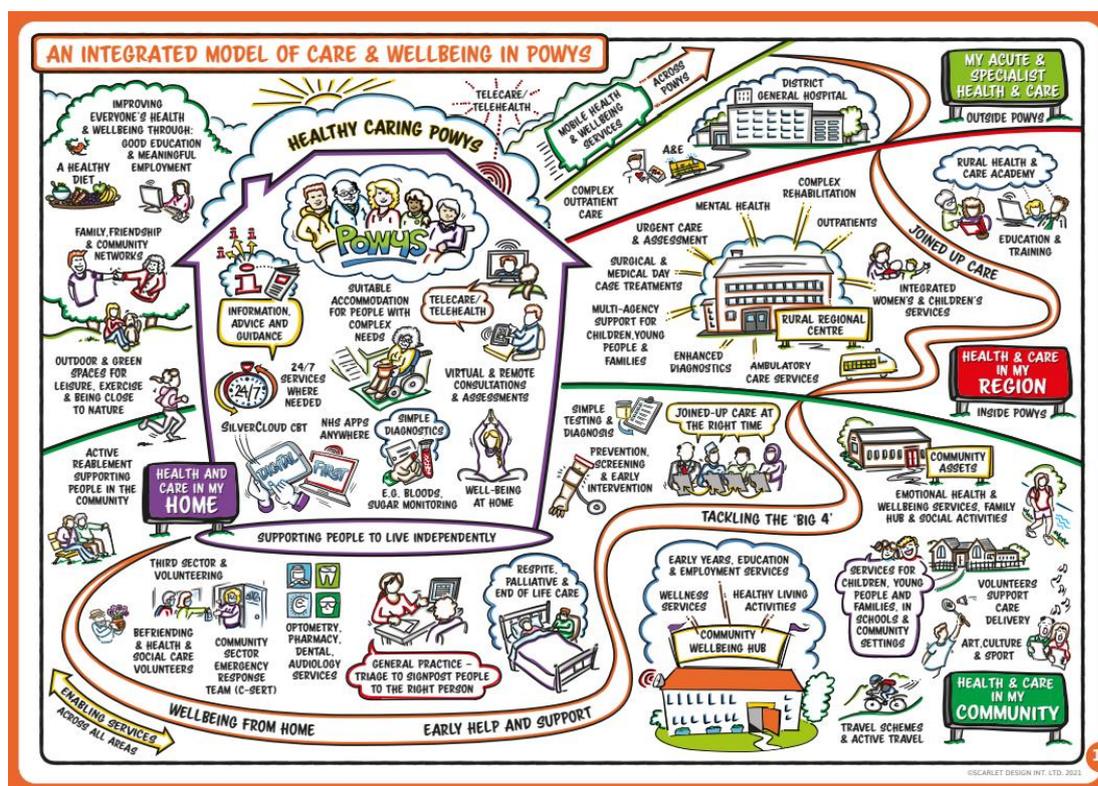


## Integrated Model of Care and Wellbeing

The strategic vision for an Integrated Model of Care and Wellbeing in Powys is embedded within the longer-term vision of Powys Health and Care Strategy.

It seeks to identify opportunities to transform health and care services, in part by focusing on delivering more services in-county and bringing care closer to home. This new integrated model of care and wellbeing is a once in a lifetime opportunity to transform health and care services for the population in the rural heart of Wales, as well as harnessing and accelerating the opportunities for digital advances that Covid-19 has presented.

In order to enable residents in Powys to live longer, healthier and happier lives, there is a need to shift the focus of the model of health and care away from service delivery in acute and specialist hospital settings and offer a more holistic, integrated model with more wellbeing, prevention and early help services delivered closer to people's homes and communities.



An infographic outlining the Integrated Model of Care and Wellbeing in Powys can be viewed [here](#). The image shows the key components of an integrated model of health and wellbeing to deliver an improved health and care offer for people within their home; their communities; their district or region; or out of county.

Maintaining the interdependencies between all the key partnerships and programmes under the Powys RPB will be crucial, as will ensuring learning is shared across the partnership, to maximising opportunities to deliver on the integrated model of care whether it be on a pan-Powys basis or within a specific region

**More information on the Integrated Model of Care and Wellbeing in Powys can be found [here](#)**

## Workforce futures

Workforce is the single most important factor in the quality of care we deliver and is therefore integral to achieving what is set out in Powys' Health and Care Strategy.

The partnership's Workforce Futures programme focuses on high quality, person-centred care and greater partnership working. It has made good progress this last year, working towards delivering against the outcomes stated in the Workforce Futures Strategic Framework including laying the foundations of the Powys Health and Care Academy.

The Academy is set to enhance local access to education, training and development across the health and social care sector in county. The ambition is to support the sector to be among the top choices for those entering or returning to the jobs market, and for it to become an exemplar provider of rural professional and clinical education through both its physical and virtual spaces.

The first of its kind in Wales, the Health and Care Academy offers face- to-face and digital learning opportunities through these four schools:

- **Research, Development and Innovation**
- **Leadership**
- **Volunteers and Carers**
- **Professional and Clinical Education and Training**



**Academi Iechyd a Gofal Powys**

**Powys Health and Care Academy**

### Key achievements over the last year include:

» Opening of the state-of-the-art physical hub at the Bronllys campus to enable learners to learn dynamically. This facility hosts an 'Adaptive Simulated Living Space' that support people to develop skills in a home environment. It will also enable trialling of the latest technology that supports people to live independently.

» Developing career pathways that support individuals with an ambition to work in the health and care sector to gain experience and skills. The first group of learners have been offered work placements with Powys Teaching Health Board, Powys County Council's Social Services department and Powys Association of Voluntary Organisations through the UK Government-funded Kickstart Scheme.

- » Establishing the school of volunteers and carers in recognition of the role played by volunteers and carers in delivering health and care services across Powys. Wellbeing support is offered to volunteers and unpaid carers in Powys. At the start of the year 31 people learnt techniques to 'balance' their own care needs, with the needs of those they look after, as part of a successful pilot. The eight week Balance programme is now open to the county's paid health and social care staff too.
- » Developed the pioneering Health & Social Care syllabus for year 11& 12 students, to be piloted through Crickhowell, Brecon and Gwernyfed as part of the curriculum from September 2022. A blend of theoretical, simulated and placement learning.
- » Hosting on behalf of Wales the 'Digital Transformational Leadership' programme, whereby Leaders from across Wales develop their skills across a range of CPD qualifications and learn to think differently about the way they deliver their services.

Rhys Warburton, aged 21, took up an Administration Assistant work placement at the Bryntirion Resource Centre in Welshpool as part of the Kickstarter programme. Rhys said:



**“Great on the job experience. My placement allowed me to see what a real job was like. It has improved my confidence and pushed me to improve various skills and to work outside my comfort zone. I learnt a lot about what it was like to work in the NHS”**

Kimberly Owen, aged 20, took up a dual placement supporting the domestic and porter teams at Ystradgynlais Hospital.

**“The reason why I chose this work placement is because I thought it was a fabulous way of offering new opportunities to young adults. It’s a bit different to my previous job roles but it caught my eye as they were specifically looking for young people who were actively looking for work.”**



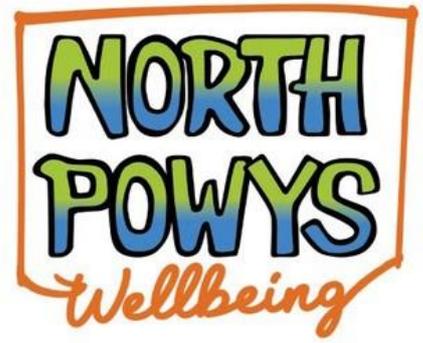
The programme of work has been co-created with workforce from across all aspects of the sector. Over 300 stakeholders from across Powys supported the development of the programme of work. our stakeholders said:

**“I want to be able to access training, education and skills in county to help me develop and access opportunities.”**

**“I want those who care for me to be able to make decisions and respond appropriately because they are well informed and qualified.”**

**To find out more visit**

**<https://www.powysrpb.org/powyshealthandcareacademy>**



## North Powys Wellbeing Programme

The North Powys Wellbeing Programme is a once in a generation opportunity to radically transform and improve the way health, care and wellbeing services are provided for people of all ages. It is shifting focus to prevention and wellbeing, increasing the use of digital technology to improve access, and overcoming workforce challenges by working together in partnership.

The programme of work includes the development of a multi-agency wellbeing campus in the centre of Newtown, bringing together the town's health and social care provision alongside provision from the voluntary sector. The campus will also include a replacement building for Ysgol Calon y Dderwen, a health and care academy, library and information services as well as a small amount of accommodation for supported living, academy students and visiting health and social care specialists.

The Programme Business Case (the first of four business cases) for the Newtown campus was submitted in November 2019 and was approved by Welsh Government in March 2022.

During this time, the team have developed the next stage of the business case planning process, the Strategic Outline Case.

The programme has engaged with communities and stakeholders around what is important to them in relation to the campus and linked with clinicians and professionals to discuss alternative models of care to inform demand and capacity modelling.

This work has provided further clarity around the potential scope of the scheme and the ambition around the possible service models. At a very high level it also looks at the various options being considered, the intended benefits and the financial and commercial aspects of the scheme. This business case was approved by Powys Teaching Health Board and Powys County Council in March 2022.

Many third sector partners have expressed interest to be a part of the programme to improve outcomes for the population. A partnership approach is being taken to formally link partners into wellbeing and preventative services.



The proposals for the Newtown campus are in line with the 'Integrated Model of Care and Wellbeing in Powys' which was launched in 2021 and which was developed following a programme of intensive engagement pre-pandemic.



During the year, a number of 'Acceleration for Change' projects were funded by the programme. These included:

- 1. A new sleep diagnostic service in Powys. The service has secured equipment to test people and is now able to offer this service to any Powys resident remotely, so that they don't have to travel to a particular hospital.**
- 2. Powys Teaching Health Board's Digital Transformation Team joined with the Powys Association of Voluntary Organisations (PAVO) and the North Powys Wellbeing Programme to offer local residents support to get online in a pilot project. Residents can now make use of a confidential, safe and secure location at Plas Dolerw on Milford Road, Newtown to 'virtually' attend their appointment. Support staff are available to provide technical support that may be required in accessing their appointment.**
- 3. Repatriation of Children Looked After – the project is sustaining a fall in the number of out of county placements of looked after children each quarter and is demonstrating return on investment.**
- 4. Bach A lach - training & support sessions delivered including 'cooking together', 'music & movement' and 'circus skills training' for schools and pre-schools in Powys. Feedback from staff and Head Teachers is very positive. In the summer, the team delivered, jointly, with Powys sports development at a Wales wide conference showcasing their collaborative approach.**
- 5. Drive Through Spirometry project. The pilot has proved very helpful in forming longer-term spirometry plans with a view to explore ways to implement nationally.**
- 6. Powys Together Community Co-ordinators have worked with over 879 children and young people and over 350 families. A range of opportunities and events were organised as part of the 'Summer of Fun' providing families with positive experiences over the summer months.**
- 7. Eye care services are being invested in locally and some patients are now being seen locally, preventing people from travelling out of county.**

More information about these projects and the wider programme can be found at

[www.powyswellbeing.wales](http://www.powyswellbeing.wales)



- » Building Resilient Communities and Integrated access to services
- » Keeping Children in Powys
- » Voice of the Child
- » Emotional Health and Wellbeing



## START WELL

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The Start Well Partnership continues to address the key priorities across the spectrum of need for children and young people, whilst helping to ensure that families continue to be supported with the impact of the pandemic.

**The focus of the partnership is informed by the evidence of the effects of the pandemic on children and young people, aspects which matter most to the wellbeing of the population of Powys, and interventions which will work best to address some of the most complex needs identified.**

The Start Well Partnership Members will take responsibility for developing a [NEST / NYTH model](#) . The NEST/NYTH Framework is a planning tool for Regional Partnership Boards that aims to ensure a 'whole system' approach for developing mental health, well-being and support services for babies, children, young people, parents, carers and their wider families across Wales. It has been co-produced nationally by the Together for Children and Young People (T4CYP2) network and a wide range of stakeholders.

The Powys model will cut across the five workstreams that sit under Start Well and will underpin the development of key priorities being delivered under Start Well (see diagram below).



## Building resilient communities and integrated access to services

The Integrated Access to Services work aligns the work of the Start Well Partnership with the national '[No Wrong Door](#)' report being led by the Children's Commissioner for Wales and the integration and collaboration priorities within the Health and Care Strategy.

Over the past year work has progressed to build early help hubs in Brecon and Welshpool. These were funded through Flying Start capital grants. Each hub will house a multi-agency office, contact rooms, and childcare for 2, 3 and 4-year-olds.

The early help hub in Welshpool will be based at Oldford School and is due to open to families in the autumn term of 2022.

The early help hub in Brecon will be based in a new building on the Priory Church in Wales schoolground. Phase one of the project was completed in March 2022 with a new playground for 0-4 year olds opened on land bordering the school. New inclusive play equipment is enabling children to develop their physical skills and creativity. This area will act as an extended outdoor space for the new Flying Start setting that is due to open in autumn 2022.



Universal and targeted parenting support sessions continue to be delivered online across the county. These are delivered in a range of ways including parenting groups and 1:1 support.

The increased flexibility that online delivery allows has been regularly highlighted, and in a large, rural county such as Powys, online parenting groups have led to shorter waiting times for people to access these groups.

The 'Team around the cluster' was developed at the beginning of the Covid-19 Pandemic with the aim of supporting the emergency child-care centres across the 13 regional cluster areas in Powys. This Multi-agency wrap around support was identified as a real positive and valued by the schools.

Consequently, work has been undertaken to strengthen and further develop this approach. The benefits of a designated multi agency group for each cluster include the opportunity for schools to build relationships with a diverse group of childcare professionals and gain advice and information informally, drawing on a broad range of expertise, knowledge and support. Information about local needs can be identified and matched to local services and the multi-agency group can respond flexibly, identifying gaps in services to mitigate risks and meet need.



## Keeping children in Powys

The partnership continues to provide intensive support to improve the current living arrangements for children and young people so that they can remain living with their families rather than entering care, where it is safe to. This year the Edge of Care Team were able to reunite 15 children with their families. Around 86% of all referred families showed positive progression at the end of the intervention, which helped keep re-referral rates low all year.



**The service is working with families for longer periods to ensure that families remain motivated to reach their goals. With a 99% achievement in keeping children at home with their families, the service has evidenced how they are producing effective interventions that assist families to make relevant changes.**

The Safe Accommodation for Children and Young People with Complex Needs in Powys Project Board, works to make the in-county provision of safe accommodation for children and young people with severe emotional and behavioural needs available in order to reduce the need for secure accommodation. A therapeutic multi-agency model and training plan has been developed and a property has been purchased in North Powys and is undergoing refurbishment in preparation for registration with Care Inspectorate Wales.

## Voice of the child

The partnership recognises the importance of the voices of young people living in rural Powys. The Junior Start Well Board (JSWB) established in March 2021 has continued to meet regularly over the last year. The young people's board is for people aged 11 – 17 living in Powys who want to have their say and make a difference. The junior board meets with health and care leaders on a bi-monthly basis to discuss areas of work, offer their points of view, and raise the issues that matter most to them.



JSWB Members helped to create a survey to gather young people's views on emotional health and services in Powys. The online survey published in June 2021 had a total of 233 responses. Almost half the respondents had received services in Powys previously (e.g., CAMHS, YIS, Credu, Kooth). For those who had accessed services, 40% had used the School Nurse, followed by Kooth Online (18%) and CAMHS (16%).

In response to the survey the Start Well Team produced a **You said, We did** document that is updated at Start Well meetings and shared with the partnership workstreams. Feedback is then given back to the JSWB. The JSWB are supporting the Partnership in their work to address the themes drawn out from the survey, such as access to information, safer spaces project, and emotional health in schools.

These actions also respond to the previously mentioned [No Wrong Door agenda](#) which seeks to improve access to services for young people and families and provide clear information on services available. The JSWB have received training on No Wrong Door and the NYTH NEST model and attended the National RPB meeting that was organised by the Children's Commissioner for Wales.



## Emotional health and wellbeing

An emotional health and wellbeing service for children and young people who do not meet a criteria for Children and Adolescent Mental Health Services (CAMHS) has continued to be delivered as part of the Missing Middle project.

### **CAMHS assessed 545 young people during 2021/22 and continues to support professionals and schools and sign post young people to the most appropriate services.**

The CAMHS service has seen a reduction in referrals being made and an increase in assessments being undertaken with a 69% rate for appropriate referrals. The Missing Middle project has enhanced existing capacity so that young people can access 1:1 support, as well as group work across all secondary schools providing emotional support around exam stress and developing resilience. This year 89% of young people showed improvement on SDQ overall stress.

### **This year 4,220 young people have been involved in activities organised by a new health and wellbeing development officer, which was jointly funded through this project.**

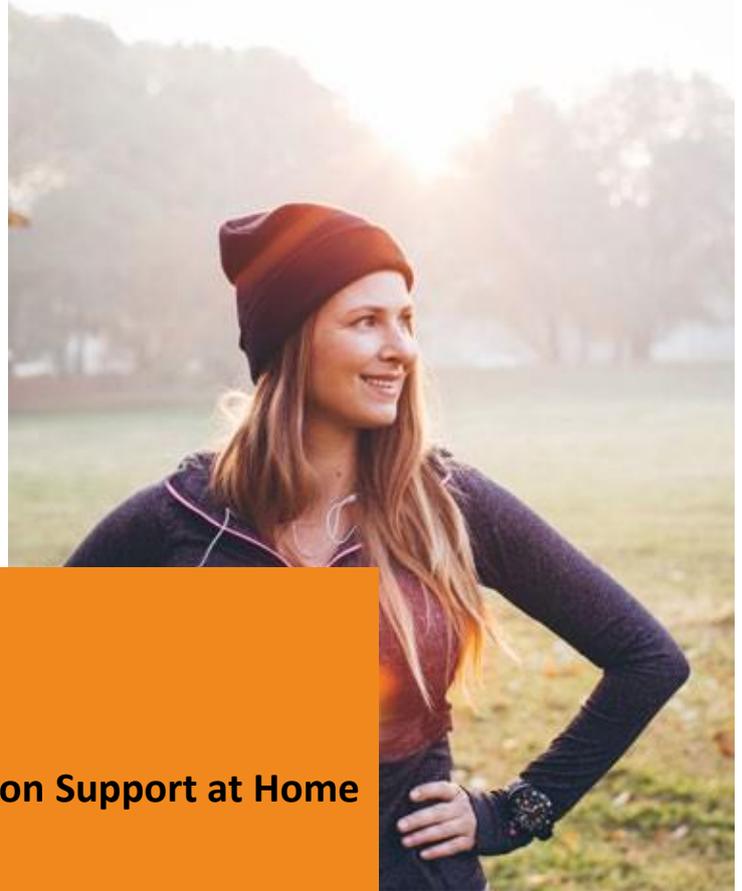
Powys has developed an Emotional Health and Wellbeing Model, which brings together all elements of children, young people and families' emotional health and wellbeing. The model is an integrated way for services, national legislation and guidance to work together to support wellbeing.

Powys has seen an increase in children's mental health needs over this past year, as the toll of the pandemic continues. The county has managed to maintain a service throughout, which is largely down to strong multi-agency partnership working. The development of the Early Help Hubs has continued, as well as the development of a 'single point of access' for all referrals.

The Children and Adolescent Mental Health Service (CAMHS) In-Reach schools pilot has been hugely successful and as a result Powys has received funding to develop its own service which will see schools benefit from specialist mental health support. A focus for next year will be to implement a 'whole school approach' to address mental health, using education as a gateway.

The Start Well Board recognises the demand and the positive impact of the Missing Middle project which seeks to support children and young people with moderate to severe mental health issues Building on the Emotional Health and Wellbeing Model the partnership has secured investment through the national Regional Integration Fund to develop a multi-agency Therapeutic Positive Attachment team which will align with the missing middle project and emotional health support services to form an integrated Powys Emotional Health and Wellbeing response.





- » Closer to Home
- » Early Intervention and Prevention Support at Home
- » Community Connectors
- » Mental Health
- » Dementia



# LIVE WELL

The core purpose of the Live Well Partnership is to remove any barriers that get in the way of people living a good life. This has been very much shaped in response to citizen coproduction and a move away from a deficit approach where ‘problems’ are related to the person experiencing disability to a social model recognising the system conditions that need to be in place to enable equality of opportunity across all areas of life. The shift in focus has enabled a sharpened understanding of the partnership responsibilities to meet the programme priorities outlined for 2022 and beyond.

The Live Well Mental Health Partnership continues to prioritise opportunities to embed key components of the model specifically for people with mental health across Powys. The Partnerships’ Memory Assessment Services aims to develop a more efficient model of working that improves patient care and address gaps in service to align to the dementia care standards. The Partnerships’ Dementia Home Treatment Team provides a targeted, specialist community dementia service supporting patients during periods of crisis to maintain living successfully, safely and independently at home or within their current care environment.



## Closer to home



The partnership continues to help people who live out of county due to their specific support needs, to live closer to home.

During the year, new accommodation for 10 people was opened, enabling them to live independently, closer to their home communities. The development provides accommodation for people needing extra support to live with independence and dignity. Tenants access some of the latest technology along with support on site, helping them to achieve independence within their own home.

This year a 14-bed development in Newtown has been planned in coproduction with Wales and West housing Association. A co-produced build specification has been completed to ensure futureproofed accommodation which can meet the identified needs.



## Early intervention and prevention support at home

Providing support and practical assistance to those who need a little extra help in their day-to-day lives can keep people living at home - safely and independently - for longer. The partnership's Home Support service continues to provide early help and support in the form of welfare visits, telephone calls, essential shopping, collecting prescriptions, assisting carers, signposting to community services, as well as 24/7 cover for emergencies through community alarms.

### **These often small but significant acts are playing a big role in keeping people safe and well in their homes.**

The service helps prevent and or delay the need for additional care and support and reduces feelings of isolation and loneliness. This year 36,287 scheduled home support interventions were carried out across Powys, which included supporting individuals with dementia, as well as carers. Results of a survey for people using the service revealed that 98 % have a good quality of life and 97% said they have a good experience of care and feel involved in addressing what matters to them. Home Support continues to alleviate pressures on other health and care professionals.

**"I have been given some excellent support from home support over the last two years and could not have managed without them. They have sorted out advocacy, my care package, getting direct payments to name but a few things."**

Resident feedback

**"Your service its extremely important to our service users. As a falls nurse I feel happier knowing my clients have you to their aid. I can't express enough how important it is for this service to continue."** Nurse feedback on Home Support

## Community Connectors

Referral rates to the Community Connectors service still remain higher than they were prior to Covid-19, but the service is now seeing a return to more complex longer term case work rather than the single-issue advice and sign-posting that featured during the height of the pandemic.

The top presenting issues this year were loneliness and isolation, practical support with daily tasks and information on support in the community.

Those who accessed the Community Connector service this year reported a 96% satisfaction with the service.

**'I don't know how I would have got through the last few months without the Community Connectors and everything they have helped find out, put in place and advise for me.'** Resident feedback



## Case Study

A resident living in temporary accommodation was looking for support to secure permanent accommodation and improve their health and well-being.



### What mattered to the individual?

- To secure appropriate accommodation
- Access to food and a change of clothing.
- Medical intervention due to self-harm.
- Address concerns regarding Covid-19 vaccine.
- Volunteering opportunities to gain confidence and to lift low mood.

The Community Connector listened to the resident's needs and what mattered to them most and supported them by making appropriate signposting in several stages, so as not to overwhelm them with too much information at once.

### What happened?

- Medical attention received for self-harm.
- Accessed food and a change of clothing from Helping our Homeless.
- Completed 'Activate Your Life' course which improved mental health and general wellbeing.
- Volunteering opportunities enabled social interaction and heightened confidence in the great outdoors.
- Secured own accommodation/tenancy.



The resident admitted to feeling much better and said:

**“Life seems to be on the onwards and upwards road at last. Amazing what the security of a roof over your head can offer.”**

**“Hugely appreciative of the support and information received from the Community Connector service.”**

Next year, we will launch our Accommodation and Support Delivery Plan and also develop a model of work, leisure, and learning options and opportunities.



## Mental health

The Live Well Mental Health Partnership continues to prioritise opportunities that are identified in the Together for Mental Health Plan and local key priorities.

Given the challenges presented by Covid-19, new ways of working had to be embraced quickly by the partnership to ensure that mental health support could be provided. Virtual platforms soon became an integral part of keeping crucial support networks alive, and a number of regional networks have continued to meet virtually throughout the pandemic. The partnership network has continued to focus on the stated priorities for the RBP which are:

- **Partnership support for whole system approach which involves operational links between partners services, reporting and workstreams**
- **Development of a Powys Suicide Bereavement Support Service, linked with Powys Bereavement Strategy and national framework**
- **Focus on researching and engagement in relation to Self-Harm, gathering, analysis and development of related services**
- **Whole system approach to trauma informed services and training**
- **Continuing to develop co-production approach to services, supporting whole system engagement with citizens, carers and the voice of young people.**
- **Exploring new peer support models, linking programme with the Health and Care Academy, exploring potential for apprenticing people who have lived experience being employed**
- **Continued development of South (North alignment) Dementia Home Treatment Team linked with Memory Assessment Clinics**
- **Mental Health needs of Carers, including young carers**
- **Focus on early intervention with Eating Disorders**

All the above work is in various stages of development. The first ever Suicide and Self Harm Forum will be held in June 2022 which will help bring practitioners and those affected by a death through suicide together for more informed planning. A whole system approach has been considered within the field of substance misuse and Dual Diagnosis positions have been advertised to support those individuals with co-occurring mental health and substance misuse issues.

An Engage to Change group has been established to promote co-production and engagement with people who use services in Powys. The partnership continues to provide the online SilverCloud Cognitive Behavioural Therapy service, and has embraced a blended approach to supporting people to gain access to mental health services. CAMHS and Primary Mental Health have developed new criteria so that the threshold is lowered for those children and young people requiring support from Primary Mental Health.

There is an enhanced focus on early intervention work to avoid issues or illness becoming chronic and to avoid long term support. Further work is being planned with even greater connectivity between various partnerships and different reporting mechanisms.



## Dementia

The pandemic has disrupted some of the outcomes within Powys'

Despite the disruption caused by the Covid-19 pandemic services developed different systems of working to continue to meet the needs of people living with dementia in Powys and introduced virtual ways of working.

Third sector partners provided virtual connections with people with PAVO Community Connectors & Dementia Matters in Powys offering practical and telephone support, and virtual groups were run by Dementia Matters in Powys.

The Dementia Home Treatment Team (DHTT) in North Powys continued to provide telephone support, and face to face contact as required. In the past year 224 referrals have been received, with two people requiring a hospital admission.

The DHTT in South Powys has supported 86 people with dementia, with only 5 of those people requiring admission to a Mental Health ward. The team has maintained face-to-face contact with our patients, providing a high standard of care.

The support and signposting from the DHTT teams in Powys has meant people have remained in the place they call home for as long as they are able to.

In March 2021 Welsh Government launched the All-Wales Dementia Care Pathway of Standards. There are twenty standards, which have been developed using the Improvement Cymru delivery framework, which was designed to assist the regions in implementing the Standards, through a two-year programme. There are five workstreams:

- **Community Engagement**
- **Memory Assessment/Learning Disabilities/Mild Cognitive impairment**
- **Community Connector**
- **Dementia Friendly Hospital Charter**
- **Workforce Development**
- **Measurement**

Powys RPB and North Wales RPB were successful in gaining “National Dementia Funding” for a Dementia Project Manager, to facilitate the Standards in Powys and North Wales.

In November 2021 a workshop with all partners involved in dementia care, was held to launch the Standards in Powys. Following the workshop four task and finish groups were established to commence the implementation of the Standards in Powys. The groups meet bi-monthly and Dementia Standards action plans have been developed to identify and prioritise the work required during the readiness year, with April 2023 being the implementation stage.



## Welsh Language and Rurality Summary

Two key areas of concern for both North Wales and Powys were the issue of the provision of dementia services in the Welsh Language and the issue of the provision of dementia services in rural areas. The Dementia Project Manager commenced in her role in June 2021 to support the following:

- **To map Dementia service provision taking into account the impact, changes, and loss as a result of Covid-19 and in particular to understand what Welsh Language service provision and provision in rural areas look like.**
- **To engage and consult with people living with dementia whose first language is Welsh and those who live in rural areas, their carers and their professionals, to understand, what is wanted and needed.**
- **To report on the findings to inform the RPBs of the current situation, highlight issues, and gaps, and make recommendations for priority pieces of work to address these going forward.**



Key priorities for the Dementia work for the next 3-5 years are outlined under the four themes identified in the report. Following approval from both North Wales and Powys RPBs, a detailed delivery plan for 2022 – 2023 for these work streams will be developed.





- » Unscheduled Care and Discharge to Recover then Assess
- » Supporting Older People to Remain Independent at Home
- » Accommodation for Older People



## AGE WELL

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The core purpose of the Age Well Partnership is support for older people to live a thriving and independent life for as long as possible, with an emphasis on maximising opportunities with Technology Enabled Care; reducing isolation and loneliness; and ensuring appropriate accommodation options for a range of needs.

Where individuals care and support needs cannot be met within a community setting or within the home, the partnership's emphasis is on increasing capacity and capabilities to ensure seamless patient flow across the health and care system whilst maximising opportunities for care closer to home. The partnership recognises the importance of addressing wider issues too, such as food poverty and homelessness, which was identified in the most recent PNA.



### Unscheduled care and discharge to recover then assess

Powys' Health and Care Co-ordination Hub is a single point of contact for queries around admission avoidance, ensuring sustained wellness in the community and making strong links with third sector support. The hub includes staff from both health and social care, meaning the patient care is joined up and collaborative. Staff also communicate with neighbouring health boards on a daily basis to coordinate patient flow in and out of Powys's community hospitals.

**Clear communication between colleagues has helped to reduce the length of stays and delays with care. The patients have seen their needs met in a timely manner.**

If a pathway to a step-down bed is identified the hub will check capacity, ensure referrals are appropriate, and manage the flow for all sites to ensure that care is delivered as close to home as possible. This work focuses on the wellbeing of the patient by allowing them to be discharged to their desired destination as often as possible, and with the help of primary care, virtual wards, GPs and PAVO, it also ensures that help and support is offered early on to avoid admission.



The team continues to assess care packages to ensure they are at an appropriate level for both the individual and their carers. The service continues to increase capacity within domiciliary care, whilst also keeping people at home with the support and equipment they need. Occupational therapists have been training domiciliary carers in the use of equipment which is reducing both the number of double handed care packages and the hours of care needed. Length of hospital stays is often reduced as a result of this work, meaning good outcomes are being delivered for both the service user and the staff taking care of them.



By following a 'what matters' and person-centred approach to service delivery the partnership was able to reduce the time taken to resolve long-term issues and subsequently, reduce temporary bed-based care over the winter period. With regular monitoring, hospital patients discharged to intermediate care beds were supported to return to their own home with appropriate care.

Being able to provide additional beds in community hospitals increased capacity during the winter. *Some patients have been in interim beds longer than anticipated, due to the unavailability of Package of Care and choice of placement.*

### **The beds were occupied at 95% throughout the period when the hospitals were able to admit.**

During this period, fifteen patients were discharged sooner through the discharge to recover then assess pathway, which freed up inpatient capacity at a time when Powys was suffering Covid-19 outbreaks in its community hospitals. This process also allowed for patients to be assessed in an environment which is more conducive to their needs and gave care home staff more time to gather evidence resulting in comprehensive assessments.

The winter pressures were hugely compounded by the pandemic. Ensuring that staff could cover any additional surges in hospital admittances was very challenging at times, particularly when staff caught the virus or had to self-isolate. A lesson learned from this period was the need to work more closely with the Complex Care Team to ensure the best possible outcomes.

90 patients were discharged under the D2A process.



## Supporting older people to remain independent at home

Community Catalysts are a social enterprise and community interest company working in partnership with Powys County Council to help people set up small care businesses in their locality.

Many people need tailored support to live their lives, whether that be with personal care, help with shopping, cooking, or simply companionship - this project addresses all of these. A total of 43 community enterprises have now been established in Powys.

Some of the increased need for care is being delivered by these community micro- enterprises therefore bolstering the capacity of the registered home care providers. There have been particular pressures in the North and the Community Catalyst has worked hard to enlist the help of local people. One business has taken steps to become Care Inspectorate Wales registered.

Interest in this project is growing rapidly and the positive impact it is having is being felt by many. Together, these microenterprises bring an additional 800 care hours a week to the health and care system.

This year the partnership prescribed 816 items of technology to 695 residents, to provide care and support at home. The service continues to use cost-effective technology to help keep people safe in their own homes for longer, whilst also reducing the demands on carers. The technology can trigger automatic calls for assistance and allow family members to keep a remote eye on loved ones.

### **It's estimated that technology enabled care in Powys saved social care £483,510 this year.**

Befrienders support isolated individuals over the age of 50 to maintain their independence and enhance their social lives. With over 100 active befrienders in Powys the service now offers support and companionship to over 600 people and the service continues to grow each year.

The befrienders are helping to promote personal choice, increase self-worth, and develop skillsets.

Befriending Groups have started to meet face to face again and include both general social and specialist interest activities. Engagement with social media has increased along with online groups. This year there were 17 online groups supported and 26 face to face groups.

**A volunteer satisfaction survey found that 95% of befrienders were satisfied in their role, and 97% of service users felt less lonely and isolated last year because of their befriender.**





Virtual Wallet is now available to all direct payment recipients in Powys. Virtual Wallet is being used to encourage more individuals to take an active role in managing their own direct payment.

The roll out of Virtual Wallet is being managed in two separate phases:

- **In phase one, all new direct payments will be managed through Virtual Wallet and existing direct payment recipients can request to manage their payments through Virtual Wallet.**
- **In phase two, some 'managed account' direct payments will also be migrated to Virtual Wallet.**

The new virtual wallet system campaign has helped to raise awareness of the system for staff working with families in Powys.

Shirley provides care to older people and those with disabilities through a community micro-enterprise called Heartfelt Care Services, which is based in Builth Wells. It provides support to people throughout much of mid Powys.

Shirley said: **“We are carers, and I shouldn’t have to be rushing around, running after my pennies. I’m here to care and look after people, that is where I spend 11 or 12 hours of my day. I don’t have time to be doing the administration of other departments. I just find that with Virtual Wallet, I’m always paid by them. And I’m paid by them on time, and they are responsive, and they’ve had it correct from day one. So far, I’ve had zero hiccups with Virtual Wallet”**

## Powys | Virtual Wallet ([myvirtualwallet.co.uk](https://myvirtualwallet.co.uk))



A mum who has been using a Virtual Wallet to help support her daughter and is finding it much easier to manage than when they previously had direct payments said: **‘Last time I got quite stressed over it, because I was worried that if I didn’t do something right, that person wasn’t going to get paid’**

The experience of a husband and unpaid carer: **‘I find it very easy to use, and it’s very easy to look back and see what hours have been done and when and where.’**

## Accommodation for older people

The county's Extra Care plans have progressed well this year. The historic listed Neuadd Maldwyn building in Welshpool is being restored and sympathetically extended as part of the development programme. It will provide a wealth of onsite services and provisions for use by residents and the local community.

Work is underway to deliver 66 affordable one- and two-bedroom extra care apartments for rent for people over the age of 60. The scheme will offer independent living combined with care and support, bridging a gap of older persons housing in the area. Residents of the Welshpool will have priority to the new apartments upon completion.



Work is also underway on the Pont Aur scheme in Ystradgynlais which will see Extra Care accommodation provided in the south of the county for the first time. The existing building will be remodelled from sheltered housing into Extra Care housing. An extension will also provide an additional 10 apartments, enabling the Pont Aur scheme to offer 41 affordable homes for rent for local older people. All apartments will have accessible bedrooms, sitting room, separate kitchen area and walk-in shower with the overall development having communal spaces, community alarms and access to technology enabled care.

Planning work has also begun on the Brecon extra care scheme. National Integrated Care Funding has been used to purchase an appropriate site. The neighbouring carpark is also looking to be purchased to enable maximum development of up to 60 affordable one- and two-bedroom extra care apartments. The scheme will offer independent living combined with care and support alongside a host of communal facilities very close to town centre amenities and adjacent to the bus terminal

The Age Well Partnership have learnt from the various projects outlined above and will now look to develop these with the assistance of the new Regional Integration Fund. The work of the partnership will align well to new models of care going forward.



# CROSS CUTTING WORK

## Carers

The partnership's carers service is delivered by Credu, a registered carers charity in Powys. In the last year Credu have supported **1,796** carers across the county through a range of projects and support mechanisms. It continues to provide high-quality support which enables carers to enjoy a greater sense of wellbeing, feel more connected to others, and feel listened to.



**559 new respite opportunities were delivered to carers this year.**

Unpaid carers of all ages are supported to represent themselves and others in Powys and Credu are continuing to listen to Carers on what respite looks like to them, providing creative and innovative respite opportunities. They have also developed tools to reach more Carers, this year they identified 504 new carers previously unknown to them.

Credu's social media and email engagement has reached over **90,000** people this year, raising awareness and knowledge of the information and support available for Carers. Their Raising Awareness project has also supported organisations to help identify and support Carers.



## Welsh Language

The partnership's Welsh Language Challenge & Support Group supports partners to deliver public services bilingually. The Active Offer helps organisations with their use of Welsh as set out in Welsh Government's 'Mwy na Geiriau / More than Just Words' policy.



There is a funded project that offers to help the Active Offer (**providing a service in Welsh without someone having to ask for it**) to Third sector organisations. The project offers a comprehensive support package which includes covering one-off translation costs, helping organisations to develop a Welsh language action plan, as well as delivering training.

The project faced challenges this year related to Covid-19 and staff shortages. However, promoting the project on social media is improving engagement, and each week a new infographic is uploaded promoting 'word of the week'. Additional resources were gained including flash cards and phrasebooks to support groups.

This year the Active Offer project received 39 general enquiries about the Welsh language, 26 of which resulted in a better use of Welsh within organisations.

## Improving the Cancer Journey

Year Two of the Improving the Cancer Journey in Powys programme (funded by Macmillan Cancer Support and in partnership with Powys County Council and Powys Teaching Health Board) began with the launch of three pilot projects which offer people in Powys who have been diagnosed with cancer a personalised, tailored package of support through the use of Macmillan's electronic holistic needs assessment ([eHNA](#)) tool.



Credu, PAVO's Community Connector Service and the Bracken Trust saw the value of such an offer and were trained in and are now offering the eHNA to people living with cancer in Powys. Work is now progressing to increase referrals further via the Cancer Nurse Specialists in hospitals who diagnose and treat Powys patients via Primary Care. A training and a peer support network is allowing the link workers to share good practice and develop their skills.

Early in 2022 the health board's palliative care team also signed up to use a new version of the eHNA which is tailored to the additional needs and concerns which arise following a terminal/palliative prognosis or diagnosis.

Alongside working to increase the offer of the eHNA the programme team carried out the following:

- **Produced a compendium of patient stories which highlighted 15 patients stories and the key themes which recur for people**
- **Attended both the Macmillan National Conference and presented at the Rural Health and Care Wales Conference**
- **Successfully bid for a grant from the health board's Charitable Funds to purchase four sets of 50 recommended books which are now available to loan via Powys Libraries**
- **Continued to coproduce ICJ communication materials with the input from the Journeying Together forum which was set up to ensure the voice of the patient was at the heart of the programme, including a letter for GPs to issue**
- **Completed a Theory of Change piece of work to support and drive the next phase of the programme**
- **Initiated discussions to explore opportunities to make best use of Powys assets, including libraries, Freedom leisure, and countryside and recreational areas**

You can find the ICJ End of Year Report, the compendium, Theory of Change documents, and the first ICJ Newsletter on the webpage. <https://www.powysrpb.org/icjpowys> or visit [Powys Regional Partnership Board – YouTube](#) to view cancer patients, carers and professionals sharing their experiences and thoughts on the project.

### Improving the Cancer Journey in Powys programme



## Powys Research, Innovation and Improvement Coordination Hub

The Powys Research Innovation and Improvement Coordination (RIIC) Hub is one of a network of Hubs across Wales. The Hubs are funded by Welsh Government to coordinate and support all research, innovation and improvement activity across the Regional Partnership Board (RPB) area.



The Hub was established in May 2020 and has improved the quality and value of the research, innovation, and improvement activity within our RPB area and also contributed learning and ideas to the wider network of RIIC hubs across Wales.

In the last year, the team has supported the Covid-19 response effort and the mass vaccination campaign as well as gathering the insights and lessons learned from the health board staff around their experiences of working during the pandemic. The hub team have developed collaborative funding bids for research and artificial intelligence innovations with academic and industry partners as well as supporting individual researchers through their journey.

A renewed Research, Innovation and Improvement Plan for next year has been developed and funding for a further year to complete this work has been secured. This will help support the RPB to have an approach underpinned by an ethos and culture built around research, innovation and improvement.



## Communications, Engagement & Social Value

Much of the work relating to Communications, Engagement and Social Value have been woven into the report but it is worth highlighting here some key pieces of work and our approach within this section:

### Citizen and Carer Representatives

The Regional Partnership Board is proud of the work it does in supporting citizens and carers to get involved with the work of the partnership. The Board has two citizen representatives and two carer representatives who are full members of the RPB and equal to all other members.

**The involvement of these representatives not only informs and shapes decisions, but it continues to provide a better way to identify and tackle ‘what matters’ to people.**

There are a wide range of user and provider groups who are involved in the work of the Board, and they do this through commenting on proposed work, helping to recruit key roles, and informing various processes and procedures. Over the course of the year citizen/carer representatives took part in 40 RPB meetings and Carers Steering Group meetings.

The partnership continues to fund a Citizen Member Support Officer role which has strengthened relations with citizen and carer representatives and provided increased support for them to fully engage. The focus on supporting induction, training and regular pre board meetings enables citizen members to become involved and confident members of the Board. This Powys approach has been recommended by the Welsh Government as a model to be rolled out across all RPBs in Wales



The support officer and citizen members played an active role in the Welsh Government Group to draw up a citizen charter and co-design solutions to support citizen, carer, third sector and provider representative. The Citizen Member (RPB) Support role has been included in the Welsh Government Regional Partnership Boards User, carer, third sector and provider members Charter.

**“It has been very interesting to see how other RPB’s throughout Wales work with their citizen reps and although we don’t have all the answers here in Powys we are leaps and bounds ahead.”**

Citizen Rep after taking part in the Welsh Government group

## Continuous Engagement Strategy

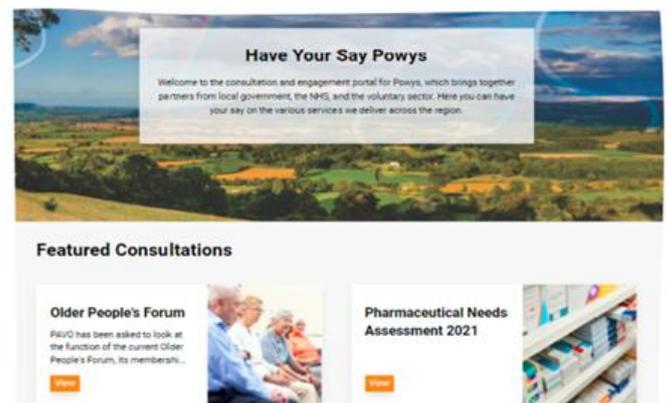
Powys RPB recognises the importance of a continuous engagement approach to ensure that we engage with Powys citizens across RPB partners, making best use of resource, and maximising voice and impact for people.

The RPB will be developing a strategy building on a strong foundation of engagement with people in Powys as a partnership, most notably:

- **Engagement with over 1,000 people to develop the future vision for health and care in Powys to 2027**
- **Extensive engagement events across the North of the county to help shape and inform the new integrated model of care and wellbeing for Powys.**
- **Partners engaged with people throughout the county and encouraged everyone to share thoughts and ideas as part of the Population Needs Assessment**
- **The Workforce Futures Strategic Framework was developed in partnership with over 300 colleagues from across the Health and Care sector in Powys and considers whole system working.**
- **Citizens, carer, third sector and provider voice continues to be supported via engagement forums and broader engagement mechanisms.**

## Digital tools and platforms for engagement

We have continued to build on digital enhancements and opportunities around engagement. The Powys RPB website and associated social media continue to reach a wider audience. Further development and training across all partners on Engagement HQ in the region to support digital engagement approaches for key RPB partners and partnership programmes.



## 23,638 visits to the Have Your Say Powys site with 6,406 visitors taking part in engagement activities since the launch of the Engagement HQ platform in May 2021

Through the Engagement HQ platform, the partnership can access the latest engagement tools such as quick polls, social subscribing, and online focus groups, to help capture people's thoughts in a timely manner.

Looking forward the strategic approach to embedding continuous engagement within Powys will seek to build on this foundation to achieve a more joined up approach across the region.

## Social Value

Social Value refers to an ethos of respect, collaboration and a collective effort towards ensuring wellbeing outcomes for communities. The partnership's Social Value Forum now has thirteen locality networks led by the Community Connectors. The networks are open to all interested parties be they individuals, private businesses, or voluntary organisations. All sectors across social enterprises, co-operatives, user led services and the third sector are encouraged and supported to participate.



The aim of the forum is to encourage a flourishing social value sector which is able and willing to fulfil service delivery opportunities. The global pandemic saw the newly restructured Social Value Forum fulfil a key role in supporting and coordinating the third sector response within Powys' communities, alongside the response of statutory partners.

PAVO led this in close cooperation with partners and the forum was renamed the Community Sector Emergency Response Group (CSERT).

The Community Sector Response Group (CSRG) operates in three distinct, complementary and interrelated ways:

- 1. Facilitation of 13 local community networks that seek to mobilise and harness evidence -based community action in order to enhance the wellbeing of individuals, households and communities.**
- 2. Development of volunteering within the strategic and operational activities of Powys RPB.**
- 3. Provision of funding for locally determined social value action that contributes to the provision of collaborative initiatives and services that help to achieve people-centred outcomes as identified with the RPB's Health & Care Strategy.**

A CSRG coordination group meets regularly to enable representatives from the local networks to engage with RPB partners, and to share information, learning and best practice. The coordinating group also receives information and data from the networks, together with information from the community connector services and other partners. This enables the CSRG to identify gaps and weaknesses in services and to draw conclusion in relation to unmet need.

This evidence is used to agree the priorities for the funding that is made available via the CSRG to the social value sector. This mechanism has worked well and has, therefore, been used when partners have needed to distribute additional and separate funds made available from government and other sources, for example, Winter Pressures, Comic Relief Community Grants and Loneliness and Social Isolation Grants.

A CSRG oversight group, comprising senior directors from PCC, PTHB & PAVO, meets biennially to ensure the CSRG is aligned to shared priorities and is operating in accordance with statutory requirements and guidance.

Much progress has been made by and via Powys' Social Value Forum, the CSRG. Below is a summary of the principle information as of March 2022:

**The continued growth of a Health and Care Volunteer-force in Powys.**

- ✓ 798 volunteers registered
- ✓ 421 new registered volunteers
- ✓ 493 volunteering opportunities
- ✓ 201 new volunteers placed in health settings
- ✓ 1379 volunteers placed in community settings

**The funding of a number of social value initiatives that have helped to maintain and improve the wellbeing of individuals, households and communities.**

- ✓ 281 new social value initiatives supported and developed
- ✓ £274,500 distributed to resource 43 social value initiatives. Information regarding these initiatives can be seen in Appendix 3. Monitoring information, to date, indicates that over 2100 beneficiaries have been supported and over 240 volunteers have been involved.

**The galvanising and harnessing of community action via 13 local support networks across Powys.**

- ✓ All networks met at least quarterly
- ✓ 502 participants in networks
- ✓ 102 organisations involved in networks

The impact of this activity is captured via surveys and case studies. The results of the surveys tell us that:

**90% of volunteers were very satisfied with the support and services**

**81% of network participants found the networks to be worthwhile**

The support of the social value sector is a key priority for Powys' RPB. Development sessions on co-production and the effective engagement and involvement of citizens and carers are planned for the coming year.

The RPB will ensure that coproduction principles are a golden thread that runs through the entirety of the RPB governance structure, and not something that is limited to a small number of individuals attending a particular board or partnership. This will include building upon existing involvement mechanisms such as networks and forums and the creation of new opportunities. It will also maximise opportunities for inclusion via digital and online platforms, not least social media. Such participation will help the RPB to ensure that its Area Plan is continuously citizen-focused and people-led.

The third sector plays, and will continue to play, a key role in determining the use of the social value funds available to the sector. The priorities, within the framework of the Powys Health & Care Strategy, are identified by the CSRG.

## WINTER RESPONSE AND SYSTEM RESILIENCE

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Winter posed challenges and further exacerbated pressures on the health, care, third sector and community services. Powys RPB used its foundation of collaboration to support partners to respond and continue to help people in Powys during this difficult time. Additional planning processes were established to support key winter priority areas in the shorter term with additional money invested across the partnership. This enabled us to meet the wider Welsh Government Health and Social Care Winter Plan Framework and support people in Powys. Priorities were focussed around avoiding hospital admissions, discharge from hospital, support at home, and prevention and early intervention.

The Delivery Co-Ordination Group (DCG) originally established under covid contingency arrangements, was re-established as an operational management group across key partners of health, care, and third sector to support planning and delivery through winter. This helped to create opportunities for partners to collectively address major issues and find solutions to meeting people's needs.

Winter monies (£433k) were utilised to:

- Establish a new Discharge to Assess model for patients under pathway 3 who were pending a Decision Support Tool under the Continuing Healthcare Framework. This approach helped to facilitate prompt discharge from hospital settings where it was safe to do so.
- Support additional delivery of the Community Equipment Service, which made a great impact in preventing admissions to hospital and delayed transfers of care through the provision of efficient and integrated community equipment.



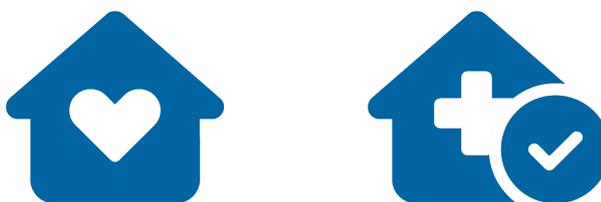
The D2RA Transformation Scaling Fund (£250k) helped to fund third sector led projects to support with hospital discharge. Whilst this fund sought to embed longer term changes, its immediate impact was to support some of the short-term pressures on the system, including:

- Third Sector enhancements: Age Cymru's *Information, Advice and Community Outreach Support* which delivered a wrap-around support service to minimise the impact on older people transitioning home from hospital and delivering preventative interventions for older people at risk of being admitted to hospital; increased *Home from Hospital Service* in the Llandrindod area; and *Third Sector Florence Co-ordinator* project which explored the use of 'Florence' in the third sector – a telehealth system which uses text messages to support patients to manage their own health and wellbeing, and empower patients discharged from hospital to make informed choices regarding the support available to them.
- *Moving with Dignity Support* project recruited a team of Occupational Therapist Assistants to improve the delivery and outcomes of this work in Powys. The Occupational Therapy Assistants support the implementation of the Occupational Therapy plans working alongside the care providers and ensuring timely assessments and equipment.
- *Community Therapy Team 7 Day Working* project scaled up the existing Home First D2RA Pathways (1&2) service to provide wrap around support for individuals on discharge from hospital across 7 working days, rather than 5. This has given more patients the opportunity to recover and be assessed in their own homes for any ongoing support if required.

A number of ICF projects also supported winter and system pressures through their work, some examples include:

- The *Community Connectors Service* played a vital role by supporting a significant number of clients to access preventative third sector support and home from hospital support.
- The *Home Support Service* continued to alleviate pressures on other health and care professionals through its early intervention and prevention work (with estimated cost saving for those services around £43,500)
- The *Dementia Home Treatment Team* supported in reducing hospital admissions by supporting people in their home environment or in community placements.
- The *Enhanced Brokerage Service* negotiated placements and tenancies across a range of different accommodation and home care services to better facilitate improved patient flows, hospital discharge, and a reduction in Delayed Transfer of Care levels.

Further details of these projects can be found within relevant sections of the report.



Ultimately, winter posed a huge challenge for the health and care system with covid response and the impact of covid still being addressed within the region. But it is recognised that working together across the system was crucial to offering the best possible response in face of this shared challenge. A lessons learnt report has been compiled through surveys and shared reflections and will form the basis on developing a renewed Winter Plan for next year.

## HOW WORK WAS RESOURCED

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The Board uses its allocation from Welsh Government's Integrated Care Fund (ICF) as a key resource.

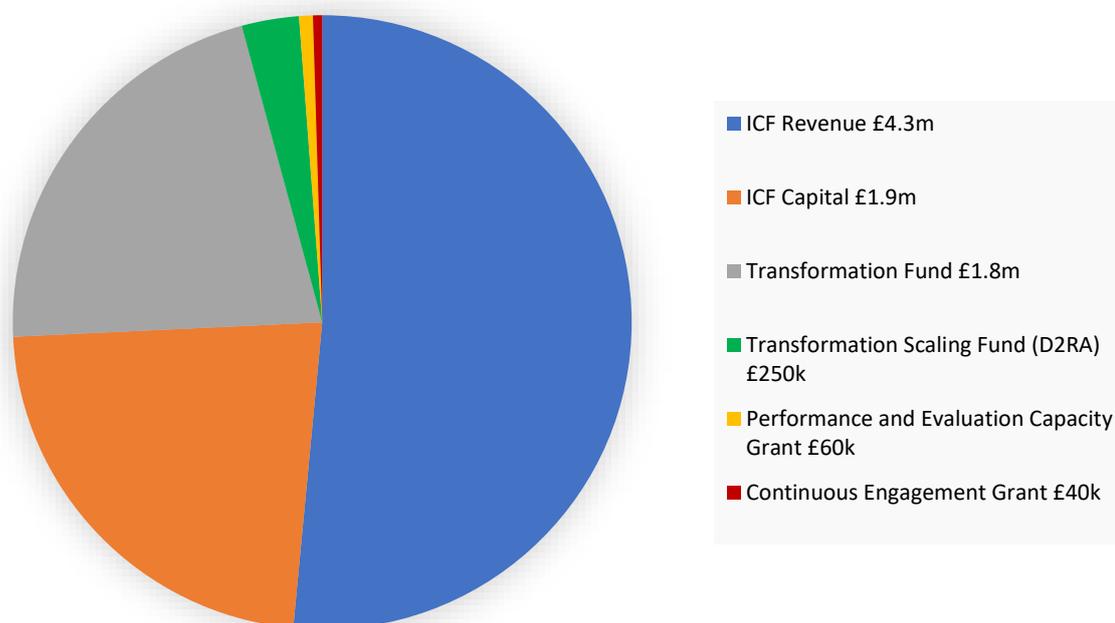
Decisions around the use of ICF funding are made collectively by the Board's members. Proposals for how it is used are put forward by the Board's partnerships (Start Well, Live Well, Age Well) which involves the input of other stakeholders and citizen/carer representatives.

The spend of ICF funding has been closely monitored. Not only does this ensure good financial management of the funding but also maximises the benefits from it. Additional funds are also committed for some projects and there continues to be significant contributions of time and staff resource.

Other sources of Welsh Government funding has been accessed to help resource work, specifically Transformation Funding. As the RPB continues to develop it will continue to seek opportunities to access other funding to maximise the reach and impact of its work.

Some other resources utilised in 2021-22 were the Transformation Scaling Fund (Discharge to Recover and Assess), the Performance and Evaluation Capacity Grant and the Continuous Engagement Grant.

Here is a breakdown of the funds allocated to Powys Regional Partnership Board for 2021-22:



## FORWARD LOOK

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Looking ahead, the partnership's main focus is renewing its work programme following Covid-19. Organisations will need to build on the lessons learnt from Covid-19 and continue to work closely together as part of partnership efforts to renew, re-set and reflect on the pandemic, and use this to help strengthen partnership arrangements going forward. This presents a unique opportunity to harness the joint working that was accelerated this year and maximise those benefits.

Specific key areas of focus over the next year will include:

**Partnership Strategic planning** – Given the changes we have seen with the impact of Covid-19 it will be important for the RPB, to continue to build on lessons learnt and reflections to help ensure the long-term ambition to improve the health and wellbeing of people in Powys remains fit for purpose. The RPB will need to shift back into a more strategic planning role (building on the refresh of the Population Needs Assessment), consider national and regional plans and seek to develop a coherent and systematic Plan across partners (the RPB Area Plan) that highlights key priority areas for integrated working next year and beyond.

**Partnership Development** – understanding what makes an effective and efficient partnership is as important as focusing on the key partnership business. A renewed programme of partnership development will be established as part a continuous learning and reflective culture within the partnership.

**Evaluation and Impact** – a focus on understanding and demonstrating where integrated activity is making a real difference will need to remain, informed by a programme of evaluation across RPB funding streams. Renewed efforts to identify what is working well and seeking opportunities to embed and upscale this where relevant will be crucial.

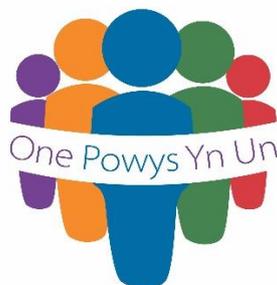
**Embedding and Upscaling** – we will continue to roll out activity that has demonstrated improved ways of working and better outcomes for individuals in Powys, with a focus on sustaining this work and upscaling it through secure, longer term and sustainable funding arrangements

**Engagement with People** – using a variety of engagement methods and working with Powys citizens to help shape and develop the work of the RPB must remain at the heart of the partnership. Renewed efforts next year will focus on broadening opportunities for citizens to engage with the partnership and enabling people to share in the successes delivered through working together.



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Powys Regional  
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Health and  
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