

Powys Regional Partnership Board

Annual Report 2020/21



Bwrdd Partneriaeth
Ranbarthol Powys
Iechyd a Gofal
Cymdeithasol



Powys Regional
Partnership Board
Health and
Social Care



Llywodraeth Cymru
Welsh Government

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EXECUTIVE SUMMARY

The Powys Regional Partnership Board is pleased to introduce its annual report which gives an overview of the main achievements during 2020/21.

This has been an incredibly busy and difficult year for the partnership. The Covid pandemic has had a significant impact on everyone's lives, and it has forced all partners to work differently under the most challenging of circumstances. The work of Powys RPB in supporting the health and wellbeing of its residents has been truly cast into the spotlight this year. Whether it be the track and trace programme, the vaccination rollout, or establishing the Community Sector Emergency Response Team to help coordinate volunteering efforts, the partnership has worked closer than ever this year and the value of that has been clear for all to see.

Staff, volunteers, and wider communities have worked diligently throughout this difficult period and have gone above and beyond to safeguard our most vulnerable residents. Powys has seen huge numbers of people come forward to volunteer in response to Covid, and it has been truly inspiring to see people showing such care and compassion. The partnership's thanks goes out to each and every volunteer for helping to make the county a safer place to be.

Despite Covid, 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 (Model of Care) and the development of a Health and Care Academy - the first of its kind in Wales which is due to launch next year. Further updates on the progress of these programmes are included in this report. The partnership has also utilised technology to a greater level - which is largely down Covid - and this has accelerated the Digital First programme and optimised operational activity in so many ways.

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

Powys Regional Partnership Board (RPB) brings together a range of public service representatives and other key people including citizens, to ensure that agencies work better together to improve the health and wellbeing of the people of Powys. The Regional Partnership Board has in its 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 Board'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.

TAKING FORWARD PRIORITIES

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 Welsh Community Information System

Continue to implement the WCCIS system across Powys to support care coordination.

Telecare and Telehealth

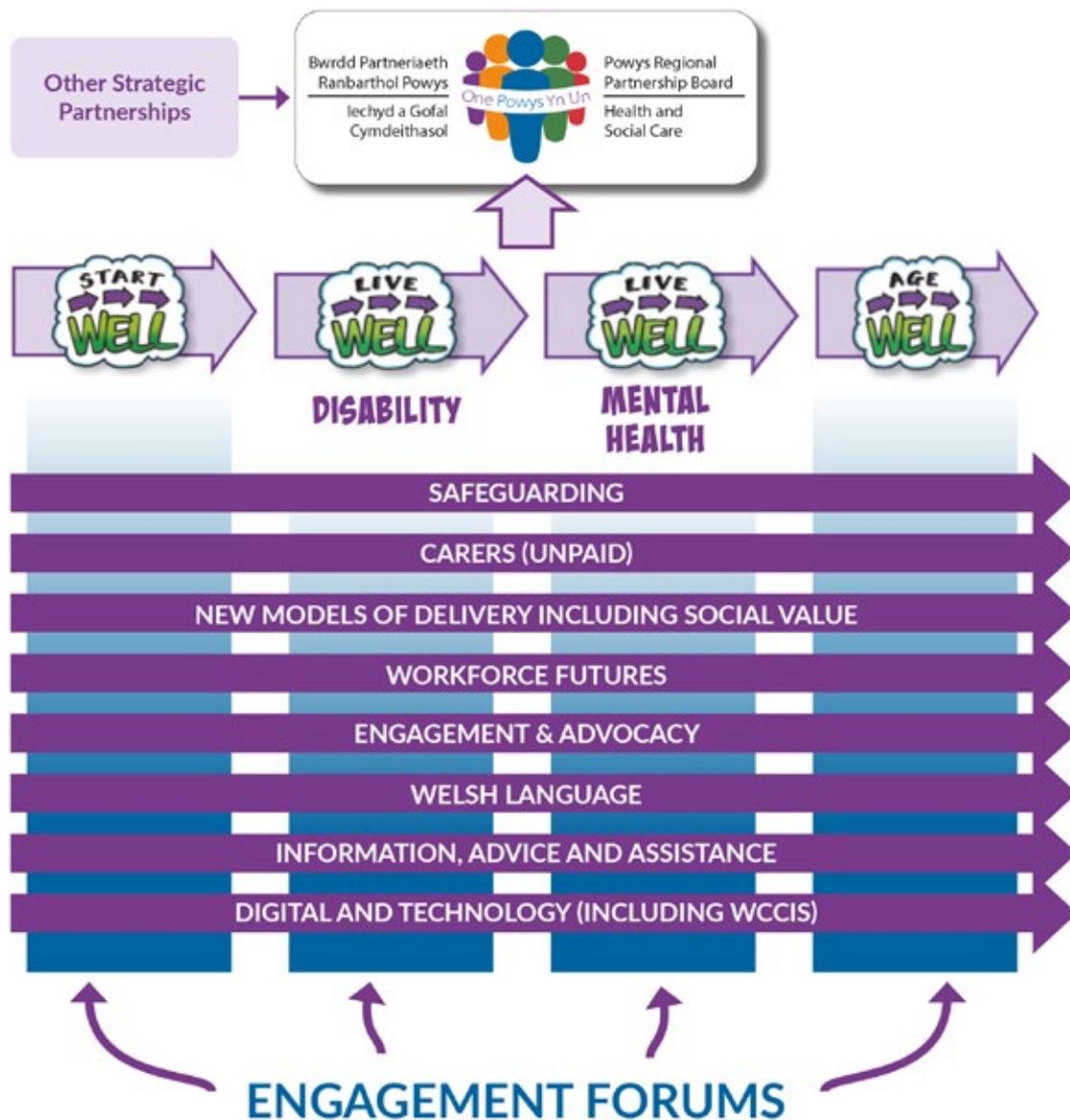
We will promote and roll out telecare and telehealth to enable people to self care and remain independent in their own homes.

THE BOARD'S STRUCTURE

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 have 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 BOARD'S MEMBERSHIP 2020/21

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 (Chair)

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

Dylan Owen

Head of Commissioning, Powys County Council

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

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

Stuart Bourne

Director of Public Health Wales

PROGRESS AND KEY ACHIEVEMENTS

WORKFORCE FUTURES

The partnership has a unique opportunity to transform the way it delivers care for Powys' changing population and workforce is the single most important factor in the quality of care delivered. It is therefore integral to achieving what is set out in Powys' Health and Care Strategy and the partnership's Workforce Futures programme focuses on high quality, person-centred care and greater partnership working. Its main focus during the last year has been planning for the Powys Health and Care Academy.

The first of its kind in Wales, the Health and Care Academy will offer face-to-face and digital learning opportunities through four schools - a School of Research, Development and Innovation, a School of Leadership, a School of Volunteers and Carers, and a School of Professional and Clinical Education and Training.

It will offer opportunities to employees in the health and care sector, to those looking for a career in the sector, and to volunteers and unpaid carers who support the sector. Some of the early achievements through the Academy model has included:

- Developing a state-of-the-art physical hub at the Bronllys campus that will enable learners to learn dynamically, due to open in Autumn 2021
- Career pathways that support individuals with an ambition to work in the health and care sector gain experience and skills. The first group of learners will be offered work placements through the UK Government-funded Kickstart Scheme.
- Establishing a school of volunteers and carers in recognition of the role played by volunteers and carers in delivering health and care services across Powys

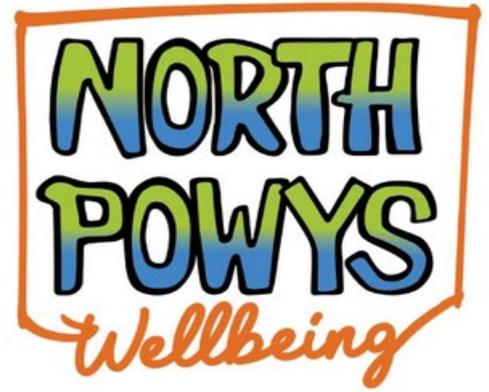
The Academy is also exploring additional funding from Welsh Government to deliver the 'Digital Transformation Leadership ILA' on behalf of Wales - an £8million programme of work lead by USW. If successful, it will be piloted in Powys.

Next year will see the building work progress in readiness for the first cohort in Autumn 2021.



NORTH POWYS WELLBEING

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 and state-of-the-art Rural Regional Centre and Community Wellbeing Hub, located with a school, library, supported living accommodation and health and care academy, to provide integrated services in the heart of Newtown. After an extensive 6-month period of engagement with the community, staff and partners, the new 'Integrated Model of Care and Wellbeing in Powys' was launched and a number of short-term projects were agreed for 2020-21.



However, the programme was paused due to Covid and the team were redeployed. Despite the challenges that the coronavirus pandemic brought, a number of projects adapted quickly and successfully. For example, the repatriation of children looked after project continued to recruit closer to home foster carers, offering on-going support and training. Teams reached out to children, young people and families within their own communities, working alongside local Police colleagues and youth service teams. 'Bach A lach' delivered a range of training modules virtually, resulting in not just one, but many school staff accessing and then implementing the lesson plans within their schools.

The pandemic really tested the new integrated model of care and wellbeing; demonstrating the work of volunteers, mental health services and the power of digital technology. Whilst the coronavirus has had a devastating effect on people's lives with unprecedented pressure on health and care services, it has also enabled a positive change in the way the partnership can innovatively support its residents.

In the autumn of 2020, a small number of the team resumed their work to develop the business case for the campus which was submitted to Welsh Government. Partners regrouped in January 2021 to look at how collectively they could work together to provide joined up care, improve wellbeing and support with the decarbonisation agenda. By early spring short-term projects were re-visited and aligned with renewed priorities for 21/22, focussing on what matters the most to the population of Powys.

Next year the North Powys Wellbeing Programme will re-establish links with communities, service users and key professionals from across health, social care and the third sector to shape and design the next phase of the multi-agency wellbeing campus.





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



BUILDING RESILIENT COMMUNITIES AND INTEGRATED ACCESS TO SERVICES

In the summer of 2020, strategic and operational groups were set up to progress Integrated Access to Services. Each group has representation from a wide range of partner organisations. One of the earliest tasks identified by the operational group was the need to be able to share information across teams. This led to a big piece of work to ensure panels could do this effectively, in compliance with GDPR legislation. The group also identified the need for a full-time co-ordinator to organise IATS panels, who will be in post by September 2021 ahead of the first IATS panel in October 2021. This Integrated Access to Services work aligns with the national 'No Wrong Door' report being led by the Children's Commissioner for Wales, as well as 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, funded through Flying Start capital grants. Each will house a multi-agency office, contact rooms, and childcare for 2, 3 and 4-year-olds.

Both projects were delayed due to Covid-19 and the deadline for completion has since been extended to 31 March 2022. The early help hub in Welshpool will be based at the recently vacated Oldford School. As the scale of the project grew, the partnership was awarded a further £244,398.00 to complete it. The early help hub in Brecon will be based in a new modular building being installed on the Priory Church in Wales schoolground. This hub will be smaller than the Welshpool hub, but it will serve the same purpose. Both projects are being managed by project boards and are on course for completion in March 2022.



Following lockdown in March 2020, colleagues who deliver parenting services across the county have shifted to online service delivery, whether it be for parenting groups or 1:1 support. Despite some initial technological challenges the feedback from groups has been largely positive.

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.

A parenting co-ordination meeting with a wide membership meets every six weeks to discuss Welsh Government guidance, share best practise and monitor all parenting groups across the county to ensure a joined-up approach. It is through this meeting a parenting roadmap document was produced, which sets out the parenting programmes available to families, and useful links to additional support.

At the start of the Covid pandemic, 13 school clusters were identified as areas that could benefit from local support forums to improve learning and information sharing. A team of professionals will support these clusters as they formalise next year, and a consistent format for cluster meetings will also be agreed.

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 82% of all referred families showed positive progression at the end of the intervention, which helped keep re-referral rates low all year. There was also a notable decrease in crisis and out of hours work for the Team due to effective crisis planning.

The service is becoming increasingly proactive and recognised across the partnership, with social work teams noting the impact of this work on their cases.

Multi-agency colleagues and external providers worked together to create placement capacity and choice within Powys and its borders to bring/keep Powys Children Looked After closer to home with direct support from home services and community connections. Relationships with external providers has strengthened during Covid-19. Emergency accommodation, which transferred to an additional Springboard Shared House was established in Mid Powys. Commissioning tender preparation was also undertaken in respect of the 16+ Accommodation and Support Project.

Safe Accommodation for Children and Young People with Complex Needs in Powys Project Board was created, reporting directly to RPB. This multi-agency project's aim is to work to make available in-county provision of safe accommodation for children and young people with severe emotional and behavioural needs and reduce the need for secure accommodation. The therapeutic multi-agency model and training plan has been agreed, a property in North Powys identified and the purchase of the property is progressing.

THE VOICE OF THE CHILD

The partnership recognises the importance of the voices of young people living in rural Powys. This year work has been done to develop new ways of ensuring that young people's views are heard and acted upon when making decisions that affect their lives. To drive this forward, the Start Well Board established a new workstream which focuses on the active participation of children, young people and their families, and from this, the Junior Start Well Board was born.

The newly established 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. With the appropriate support and training, young people from across the county were able to successfully contribute to the first Board meeting on 25 March 2021. It is hoped that next year the junior board will go from strength to strength, engaging more young people and offering an invaluable platform for the child's voice. The partnership will also look to develop a Junior Start Well Board for 18-25 year olds in the Autumn of next year.



"It was nice to see the young people have a healthier focus on their lifestyle choices. Young people who have taken part have been noticeably calmer and making more positive choices re their behaviour. They have also started to participate in physical activities within school where previously they have avoided."

- Teacher feedback, Llanfyllin

EMOTIONAL HEALTH AND WELLBEING

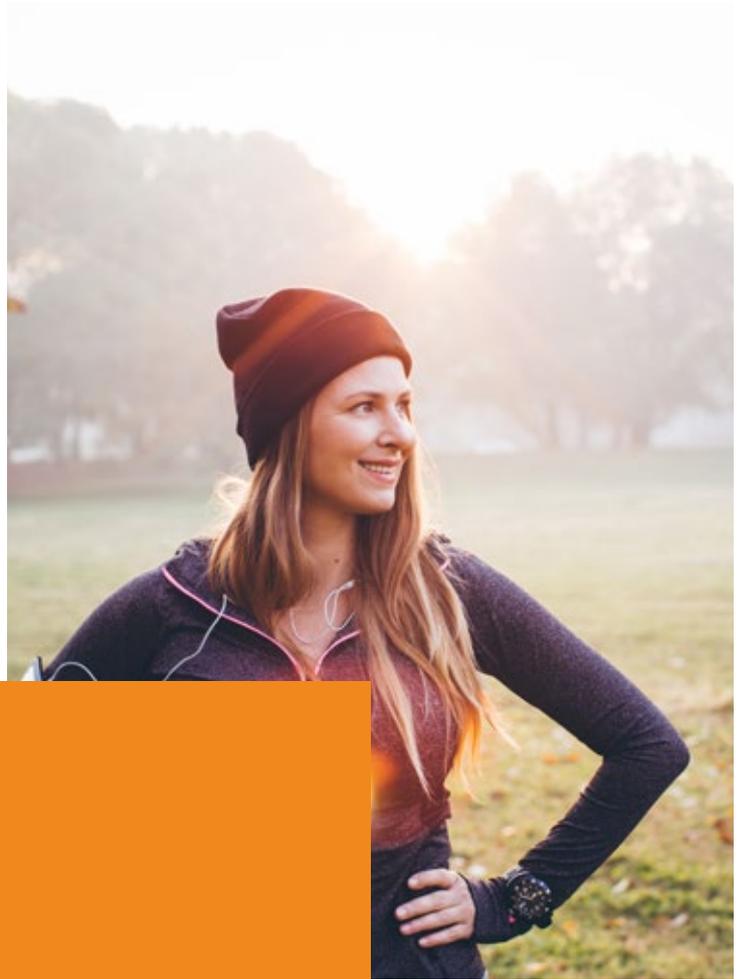
The partnership's small grants scheme continues to build preventative capacity and promote good emotional and mental wellbeing through its investment in 17 active community projects. The projects vary in delivery, but what they share is a commitment to test out new intervention opportunities to support children and young people's emotional health and wellbeing. This year, 471 children and young people participated in at least one of the projects and a total of 168 sessions were delivered. Feedback gathered from the projects show that the activities have been successful in improving a sense of wellbeing among children, with many noting an improvement in their ability and confidence to try new things.

The Missing Middle project has continued to provide an emotional health and wellbeing service for children and young people who do not meet a criteria of Children and Adolescent Mental Health Services (CAMHS). CAMHS now provide more consultations, supporting professionals and schools and sign posting young people to the most appropriate services. The 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 is a partnership project which delivers a co-ordinated response to supporting young people. The partnership will endeavour to build upon this model of working and share budgets to ensure the best possible services.

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 drivers, documents 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.

Next year will see the emergence of the partnership's 'Children with Disabilities and Complex Needs' workstream.



- » Closer to Home
- » Home Support
- » Community Connectors
- » Shared Lives
- » Dementia
- » Mental Health



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. This year, 30 people were offered in-county solutions and 6 care packages were reduced/ceased as a result of individuals gaining more independence. Over the past year, more accommodation and support solutions have been created with the completion of two new developments in the county. Despite the challenges posed by the pandemic, the two new development projects – Cae Glass and Brecon Law Courts – are now fully functional homes. This progress means that more families can stay better connected in their local areas, and the partnership is less reliant on out of county providers. The new developments include a flexible range of accommodation options for people with learning disabilities and offer the necessary support to meet individual needs. The council's Housing service have identified a number of properties in Llandrindod Wells to use as supported living options and the partnership is working closely with those colleagues to ensure positive outcomes. This work continues to support the key priorities in the Powys Health and Care Strategy by joining up care for repatriation and focusing on solutions that will improve people's health and wellbeing.

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 46,411 scheduled home support interventions were carried out across Powys, which included supporting individuals with dementia, as well as carers. Survey results found that 91% of service users said they have a good quality of life and 85% 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 and saves those services around £47k in costs per quarter.



"You have been marvellous during the pandemic. Your phone calls have kept my spirits up and you have given me really good advice with regards to my health and exercise. Lockdown would have been impossible without you. Thank you, I really appreciate you."

- Service user feedback

Referral rates to the partnership's Community Connectors service increased by almost 300% over the course of the year due to the pandemic. Capacity was quickly increased to meet the overwhelming demand and the team managed to support 7,337 people to access the right information at the right time. People were looking for community services more than ever and the partnership was well-placed and ready to help those people access the information, advice and assistance they needed. Those who accessed the Community Connector service this year reported a 100% satisfaction with the service.

Case Study: *Richard's Story*

As a result of shielding from Covid-19, Richard had little food in his house and couldn't collect his prescriptions. After being alerted to the situation by the council's Reablement Team, a Community Connector contacted Richard to see how they could help. It was clear that Richard felt overwhelmed by his situation and had been worrying about necessities, but after talking through each concern with the Connector, Richard started to feel more positive. The Connector was able to arrange:

- A weekly food box
- A local volunteer group to collect his prescription and shopping as required
- A new landline due to poor signal
- A deep clean of the whole house
- Additional help for Richard's finances, housing and wellbeing

The Connector was able to address what mattered to Richard and following this support, Richard appeared visibly brighter, more positive and now has some confidence knowing that a Community Connector is there for him. In this particular case, Richard avoided an admission to hospital due to the support and responsiveness of the Community Connector.

SHARED LIVES

Shared Lives carers open up their homes to people with a learning or physical disability, mental ill health, dementia or other ongoing needs, to share their home and family life. Shared Lives offers a community-based care alternative for adults who rely on the help and support of others to maintain independence. The scheme also arranges additional help the form of short breaks and emergency support. This year the partnership approved 26 new Shared Lives carers and as a result 18 long-term arrangements were made. The county's Shared Lives carers come from a range of backgrounds, but each one is carefully matched to their guests and given the appropriate training and support. The carers are helping the service users in a variety of ways, such as cooking, budgeting, personal care, travelling, and assisting with social activities.

Through these activities, the service users are developing practical skills, building self-esteem and broadening their social network.

Powys Regional Partnership Board believes that everyone has the right to live a full life, in a safe and friendly family home, regardless of what their support needs may be. The increasing number of Shared Lives carers in Powys is allowing more people to live a fuller life. The pandemic has presented challenges for many of the households, which only further emphasises the amazing job they do in improving the lives of others and creating a sense of belonging.

DEMENTIA

The pandemic has disrupted some of the outcomes within Powys' Dementia Action Plan, however work has continued to support people living with dementia during this time. Following its launch in South Powys last year, the partnership's Dementia Home Treatment Service continues to provide more personalised care for people at home, or close to home. The service is working closely with GPs and Community Connectors to improve outcomes for individuals and their families.

The team supported 85 patients, with 61 of these able to remain at home or in their placement. The team also helped to reduce admissions to mental health inpatient services by 72.



Another way the partnership has been supporting people with dementia and their carers is through the 'Ask the Dementia Expert' virtual support platform. This software has enabled care homes and family carers to call professionals via an easy-to-use video conferencing tool. This has given people the ability to get the support and advice they need safely, and at a time and place that suits them. Prior to the pandemic, the North Powys Memory Assessment Service trialled the memory assessment workbook developed by Improvement Cymru. This proved successful, and the workbook will be rolled out nationally as COVID restrictions lift which will help the partnership to gather more informative data.

MENTAL HEALTH

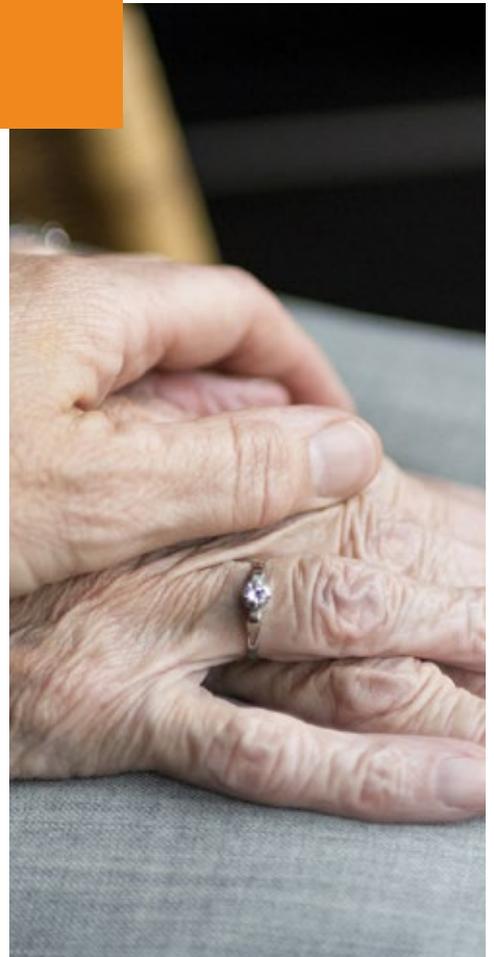
Given the challenges presented by Covid, new ways of working had to be embraced quickly by the partnership to ensure that mental health support could be provided. Virtual platforms soon became an integral part of keeping crucial support networks alive, and a number of regional networks have continued to meet virtually throughout the pandemic, including the Powys Dementia Network, Powys Agricultural Wellbeing Support Group, and Credu Cymru's Engage to Change for Carers Network. The county's allocation of Welsh Government's Third Sector Covid-19 Response Fund was used to support mental health services in the form of crisis support, younger peoples' befriending, and talking therapies.

The partnership continues to provide the SilverCloud CBT service, and has embraced a blended approach to supporting people to gain access to mental health services.

Referrals to the SilverCloud soared during the lockdowns, which meant the support team was expanded to meet this increased demand. Powys continues to lead the way from a partnership perspective in supporting people with complex mental health issues. Referrals continue to be made into social services, the police and the health board, and these are then taken to professional multi-agency panels to be assessed collaboratively. During the pandemic regular meetings have taken place for partners to share information and identify those individuals at risk of escalating into crisis. Because of the continual sharing of information and close partnership working, services have been able to react quickly to people's needs, prevent crises, and offer early help.



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



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 community hospitals.

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

Where a pathway of 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 the right size 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 the number of double care packages needed and the hours of carer 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 the partnership was able to reduce the time taken to resolve long-term plans 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, and this proved crucial.

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

During this time, 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 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.

This winter was hugely compounded by the pandemic. Ensuring that staff could cover additional surge was very challenging at times, particularly when staff caught the virus or had to self-isolate, impacting their ability to work. A lesson learned from this period was the need to work closer with



SUPPORTING OLDER PEOPLE TO REMAIN INDEPENDENT AT HOME

Community Catalysts are delivering an exciting project in partnership with Powys County Council to help people to 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 23 community enterprises have now been established in Powys with a further 10 in development. Interest in this project is growing rapidly and the positive impact it's having is being felt by many. Together, these microenterprises are delivering around 400 hours of care per week and have saved domiciliary care services 500 hours this year. This innovative work continues at pace within the pilot areas (Knighton, Presteigne, Hay on Wye, Talgarth and Crickhowell) and it is starting to spread across the whole county.

This year the partnership prescribed 1,176 items of technology to 575 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. As outlined in Powys' Health and Care Strategy, digital technology has a key role to play in the future of health and social care. Technology enabled care is also supporting the partnership's priorities by putting the service user's wellbeing first and joining up care within local communities.

Case Study: *I Care @ Home*

During lockdown, Louise recognised the need for more support for elderly people in her local community. After hearing about Community Catalysts, Louise got in touch and received the help she needed to set up her own microenterprise - I Care @ Home.

A homeopath and clinical nutritionist, Louise now works at least three days a week supporting people through her new venture and remains passionate about reaching people who need to draw upon care and support in rural areas.

Louise said: "Community Catalysts have been wonderful, they made the transition really easy, providing support and answering questions, helping with advertising, marketing, and putting me in touch with people like social workers and GPs."

It's estimated that technology enabled care in Powys saved social care £385,000 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 500 people, and this number is climbing all the time! The befrienders are helping to promote personal choice, increase self-worth, and develop skillsets. The service is closely linked to the partnership's Community Connectors service, which is resulting in quick referral processes and strong collaborative working. A shared client database has significantly improved data management and information sharing. A volunteer satisfaction survey found that 92% of befrienders were satisfied in their role, and 100% of service users felt less lonely and isolated last year because of their befriender.

ACCOMMODATION FOR OLDER PEOPLE

The county's Extra Care plans have progressed well this year. Neuadd Maldwyn, in Welshpool, has now transferred to the ownership of Clwyd Alyn Housing Association who have commissioned the work to adapt and extend the former council building to the Anwyl construction company. The historic Neuadd Maldwyn building will be restored and sympathetically extended as part of the development programme, providing a wealth of onsite services and provisions for use by residents and the local community. Planning permission was approved by Welsh Government at the end of the year and work is about to get underway to deliver 66 one and two bedroom extra care units for people over the age of 60 in the Welshpool area. The scheme will offer independent living combined with care and support, bridging a gap of older persons housing in the area, with local Powys residents to be given priority to the new apartments upon completion



Work on the Pont Aur sheltered accommodation campus in Ystradgynlais begins next year, which will see the existing accommodation extended and Extra Care accommodation provided in the south of the county for the first time. In partnership with Pobl Group, the £5.5m project will include 12 additional homes for local older people, and 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. Jehu Group has been awarded the contract to carry out the construction work. The partnership is committed to giving residents real housing choices at every stage of their lives, and by providing Extra Care Housing people are given flexible housing solutions. Plans are being developed for Extra Care provision in other parts of the county.



"Extra care housing provides dignity, security and independence for older people and reassurance for their families. I'm delighted to see the Pont Aur scheme progressing: it will provide an excellent option for older people in Ystradgynlais."

- Councillor Myfanwy Alexander,
Cabinet Member for Adult Social Care

CARERS

The partnership's carers service is delivered by Credu, a registered carers charity in Powys. In the last year Credu have supported 1,142 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.

In response to the impacts of Covid on carers, 585 new respite opportunities were delivered this year.



Covid presented many challenges but the team adapted quickly and - alongside carers, champions and volunteers - co-produced a flexible set of engagement tools to reach carers and ensure they were receiving the support they needed at such a critical time. Traditional respite was largely scaled back due to the pandemic, but by focusing on 'what matters' to each carer, the team were able to find alternative ways to sufficiently support them. Credu helped to upskill some carers on the use of online platforms and video conferencing so that they could continue to meet. Covid restrictions did not stop outreach workers across the county posting flyers, producing carers magazines, and making great use of social media and email campaigns. As a result of these efforts, 389 previously unknown carers were identified and supported this year. The quality of support provided did not diminish either, with 1,687 carers receiving appropriate help and feeling supported to continue in their caring role. Newly-recruited Carers Champions have also helped to broaden the reach of the service, and the continued promotion of Powys' respite project has seen a greater take-up.

WELSH LANGUAGE



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

Despite a reduced uptake during the early stages of Covid, online training sessions were quickly developed as people adjusted to new ways of working. As restrictions lifted, more organisations began to access the help and support available and the project has since regained momentum. Three success stories include:

- Calon Meddwl Corff creating bilingual social media content
- Walking Newtown delivering bilingual walks
- Men's Shed Knighton producing bilingual advertisements for their mental health project

This year the Active Offer project received 58 general enquiries about the Welsh language, with 47 resulting in a better use of Welsh within those organisations.

IMPROVING THE CANCER JOURNEY

Powys RPB are working in partnership with Macmillan Cancer Support on a three-year programme called "Improving the Cancer Journey in Powys". Launched this year, the aim of the programme is to ensure that everyone living with cancer in Powys gets the right help and support to live their life as fully as they can. Cancer is classed as one of the 'Big 4' diseases within the Health and Care Strategy, making it a clear priority for the partnership.

Just under a thousand people a year are diagnosed with cancer in Powys and this programme aims to develop a model of care that will offer those diagnosed with a personalised and supported conversation with a key worker. This professional will be able to discuss and support all of the patient's needs in a co-ordinated way, which can help with things like:

- Welfare benefits
- Returning to work
- Making a will
- Social care packages
- Access to occupational therapy
- How to tell family members about a diagnosis
- Dealing with tiredness, fatigue or pain
- Nutritional advice
- Local support groups

The enormous pressure of Covid has caused many cancer treatments and surgeries to be postponed this year, but the learning gained over this period has been invaluable in developing a fit for purpose model of care for Powys. Health and care professionals, third sector partners, the Bracken Trust and Credu will join up to develop four pilot projects during 2021 which will help the partnership to better co-ordinate, signpost and support people living with cancer.

**MACMILLAN
CANCER SUPPORT
CYMORTH CANCER
MACMILLAN**



PARTNERSHIP DEVELOPMENT

This year the partnership undertook an evaluative review of all of its ICF projects to better understand their impact and to help inform future decision making. Following a robust process, a report was written which identified the evaluation requirements that for future services, which includes the tools, data and performance measures that would need to be available to ensure projects were delivering against their objectives. The impact of Covid on these projects was considered and reflected in the evaluation.

Moving forward, evaluation will remain a key focus for the partnership across all of its funding streams as it seeks to understand where integrated activity is making a real difference on the ground.

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 equal members of the RPB. 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, 22 carer representatives attended RPB meetings and Carers Steering Group meetings. The partnership funds a support officer for 2 days a week which has strengthened relations with citizen and carer representatives and provided increased support for them to fully engage.

Having a point of contact continues to be a vital source of support for the representatives as it provides a safe foundation upon which they representatives can really flourish. The support officer will offer support by scheduling pre-meetings to run through complex agendas, help representatives to build relationships across the partnership, as well as support in the "little but big things" such as providing technical support and having informal but helpful chats.

"The Covid crisis led to some challenges in terms of relationship building with other members and has forced focus to be diverted. Whilst it has been an extremely difficult time, I do foresee huge potential as we emerge from the crisis. Going forward I hope to see greater collaboration to create a unified health and care service and I believe citizen representatives are crucial for ensuring the real-life experiences are heard"

- Sian

ENGAGEMENT HQ

At the end of 2020-21 the partnership purchased a three-year licence for online engagement tool 'EngagementHQ' to help improve engagement with residents and support the broader aims within the 'A

Healthier Wales' Strategy. Following a Board Development Workshop in early 2020, an opportunity was identified to procure a robust digital platform to help accelerate a fully integrated model of engagement that is fit for the future. EngagementHQ offers the RPB an improved mechanism for engaging with its publics as well as its workforce. The platform provides a more modern, streamlined, and integrated feel, with a host of new features. Through this 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.



The platform supports the wider continuous engagement performance and capacity of the Regional Partnership Board (RPB) and will help sustain an engagement programme going forward.

Collaboration between partners has accelerated further due to the Covid pandemic. Using EngagementHQ as a joint resource will support this collaborative approach by creating a 'one-stop shop' for health and care services in Powys. EngagementHQ will bring together the engagement activities of all partners, meaning Powys residents can give their views on school proposals, hospital changes, and community action, all in one place. Next year will see the the implementation of the tool, bringing partners closer together as they join forces on future engagement activity.

Social Value is a term used to capture an ethos that promotes respect, collaboration and a collective effort towards ensuring wellbeing outcomes for communities. The partnership's Social Value Forum stopped meeting for a short period early in the pandemic, before like many others, moving activities online. Thirteen locality networks were quickly established to support the community response to the pandemic, and these networks are now linked county-wide which are helping to fulfil the requirements of the forum. The Social Value Fund was diverted to the county's Community Services Emergency Response Team during the first half of the year, before resuming in the Autumn to support the development of new initiatives.

Case Study: *Game Changers*

Following support from the Social Value Moving Forward Fund, the intergenerational Game Changers Project recruited and trained sixth form students to provide digital support to isolated people in Powys.

The pupils delivered some interactive video calls with elderly residents in local care homes, many of whom suffer from dementia.

Residents chatted to the young people about their lives and shared photographs, taking them on a trip down memory lane!

The experience has also given the young people an insight into what can help older people feel less isolated.

Looking ahead, the students hope to run more face to face support sessions when restrictions ease, to help older people to use technology and feel more connected.

More information about the Game Change Project can be found on their facebook page -

[f/thegamechangeproject](https://www.facebook.com/thegamechangeproject)



This year, the number of people participating in social value in Powys was 14,323 and the number of volunteer hours given was 16,153.

Despite many limitations due to the pandemic, the partnership was able to develop and deliver 33 social value initiatives. Clearly having an impact on the ground, 1,013 people reported that the initiatives have helped to improve their wellbeing and 168 reported that their need for statutory support services has reduced as a result.

HOW WAS THIS WORK RESOURCED?

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

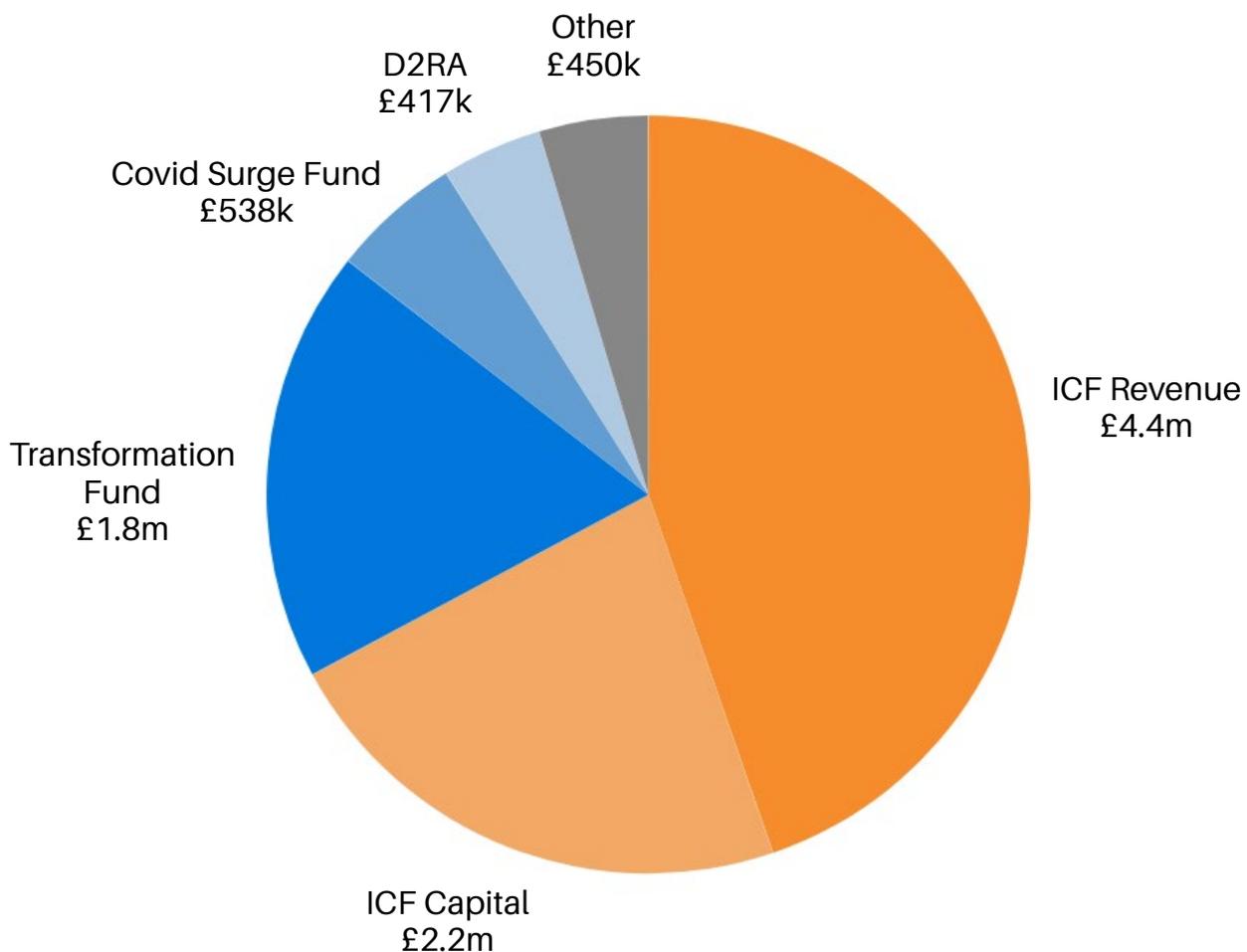
Decisions around the use of ICF funding are made collectively by the Board's members. Proposals for how it is used are put forward by the Board's partnerships (Start Well, Live Well, Age Well) which involves the input of other stakeholders and citizen/carer representatives.

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 of the other resources which were utilised specifically for 2020-21 included The Covid Surge Fund (used from April - December 2020 to respond to increased pressures in the health and care system as a result of the pandemic) and additional Discharge to Recover and Assess (D2RA) funds (allocated in later half of 2020-21 and distributed across 15 projects).

Here is a breakdown of the funds allocated to Powys Regional Partnership Board for 2020-21:



Looking ahead, the partnership's main focus is renewing its work programme following Covid. Agencies will need to work closely together - as they have done over the past year - to reflect on the pandemic, consider the lessons learnt, and use this to help strengthen partnership arrangements going forward. It presents a unique opportunity to harness the joint working that was accelerated this year and maximise those benefits. Other key areas of focus will include:

- **Evaluation and Impact** - a focus on understanding and demonstrating where integrated activity is making a real difference, informed by a programme of evaluation across RPB funding streams
- **Embedding and Upscaling** - 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 / or upscaling it through future funding opportunities
- **North Powys Wellbeing** - Re-establish links with communities, service users and key professionals from across health, social care and the third sector to shape and design the next phase of the multi-agency wellbeing campus. Engagement with partners and the community will commence in autumn following the launch of the integrated model of care and wellbeing in Powys.

