



Transforming Access to Community Health and Social Care Services across North Wales

Single Point of Access (SPOA)

What is a SPOA?

SPOA is a new, streamlined way for adults and professionals across North Wales to gain direct access to information, advice, and assistance, and co-ordinated community Health, Social Care Services, by contacting one central, integrated team and number.

It aims to:

- Ensure first contact, right response
- Enable citizens to easily access information and advice tailored to their needs / situation about Health, Social Care and wellbeing services based within their own community / area.
- Assist in maintaining and promoting people's safety, independence and wellbeing.
- Provide access to appropriate, quality information and advice to enable the citizen to make informed choices.
- Provide a clear point of contact for professional NHS and Adult Social Services staff for referral into services, specialist advice and information and, in future, to help with care co-ordination.

Why make this change?

- Demand for services is rising as the population ages but resources are more and more limited.
- A change is needed to help support and enable citizens to remain as independent as possible and to help them help themselves (without being 'sucked into' services).
- Integrating services will reduce unnecessary duplication and make public services as efficient and effective as possible.
- There is a real need to respond positively to people's changing expectations and modern preferences, such as wanting to stay living at home as independently as possible, for as long as possible.
- There are also Legislative drivers such as the new Social Care and Well-being (Wales) Act (2014) . This requires each Local Authority with the assistance of partners (including the NHS) to provide an Information, Advice and Assistance Service for citizens.

- The SPOA will also be a key vehicle for delivering the new Wales wide Integrated Assessment Framework (incorporating the 'core data set' and 'what matters conversation').

What are the principles of the SPOA's development?

Developed regionally, but locally shaped and delivered

Partnership working and integration of community based health and social care services.

The citizen's perspective will be the foundation of this new model. Key to this will be the engagement of citizens in the design and evaluation of the SPOA.

Empowering and enabling, in its approach.

Benefits of the SPOA for citizens

Benefits foreseen include:

- Clarity of who to phone when help, information or advice is needed about health in the community or social care
- Help, information and advice provided without delay
- Improved 'flow' between services resulting in faster decisions being made about needs and support (as workers in health and social care working together more closely) leading to more consistent, coordinated care and support and ultimately a more positive experience for the individual
- Information about local support available to enhance wellbeing
- Consistent and familiar service available no matter where living/based in North Wales.
- Greater equality and equity in service availability and delivery across the region.

Benefits of the SPOA for professionals

Benefits foreseen include:

- Clarity and improved process - one point to contact / send all referrals to
- Quicker more co-ordinated response and decision making
- Electronic messaging portal or secure haven fax to direct referrals
- One new joint assessment process (Integrated Assessment Framework)
- Better informed, more independent, self-caring citizens through contact with the SPOA or accessing the Regional SPOA information resource (on or off line app facility linked as far as possible to the developing National website - Dewis Cymru).
- Less duplication so more resource released to focus on professional delivery role
- More sustainable service, better able to meet growing demand by providing better information and advice on self-care and more effective signposting to the Third Sector
- Consistent regional policies, procedures and service standards applied across North Wales.

- Legislative, statutory and policy requirements met through modernising and integrating Health and Social Care services and promoting and maintaining the wellbeing and independence of citizens

Who can use the SPOA?

Every adult (over the age of 18) can use this new service to access non-emergency information, advice and assistance or referral concerning community based health services, social care or about their wellbeing. Health and social care professionals can also refer or gain advice and information via the SPOA either by email, fax, letter or by phone. *(N.B. Police, Ambulance and GP services remain the same and will not be available through the SPOA.)*

How is the SPOA being planned / developed?

Six SPOAs (one for each county) are being planned and developed across North Wales between 2014 and April 2016. These are being developed through partnership working involving Adult Social Services, community Health Services (Betsi Cadwalader University Health Board (BCUHB)) and the Third and Independent Sectors. Funding has been secured from the Welsh Government (WG) to enable this change to happen. As the six SPOAs will have many things in common, the intention is to develop them in a regionally supported and co-ordinated way but, with each being delivered locally. This will allow each SPOA to respond to its own local population need and situation.

How will the Regional work fit with the SPOA within each county?

The SPOA Programme is being developed across North Wales to help ensure consistency for citizens (e.g. avoid post code lottery), reduce duplication, maximise learning, sharing and efficiency. So, as much work as possible is being developed together at a regional level e.g. governance arrangements, information sharing protocols, directory of services, IT support systems, evaluation. However, local SPOA Teams within each county are tasked with its delivery to ensure the SPOA is tailored to meet the specific local needs and situation.

As partnership working, cooperation, supported and shared learning across counties, organisations, disciplines and sectors is central to the programme's overall success, regionally lead work streams are being run, one by each county.

What is the timescale for delivery?

All counties across North Wales will be developing their SPOA between 2014 and April 2016.

Who is responsible for the delivery of the SPOA?

The Regional Transforming Access (SPOA) Programme Team is responsible for the overall delivery of the programme across North Wales as well as its completion within the terms of the Welsh Government funding, which supports the SPOA development.

Partnerships also have their own lines of accountability within their organisations and ultimately to the North Wales Social Services and Health Programme Board.

What about the NHS Direct service and the new 111 phone number?

SPOA may offer an infrastructure for a future 111 number but no final decision has yet been made by Welsh Government. NHS Direct will remain in Wales.

For more information contact either the Project Managers in the counties as shown below or Jane Moore, Regional SPOA Programme Manager on Tel: 07909 620083 or email Jane.Moore@flintshire.gov.uk

SPOA county contacts:

Anglesey: Elin Williams Tel: 01248 751 813 Email: ElinWilliams@anglesey.gov.uk

Conwy: Catrin Perry: Tel: 01492 575 926 Email: catrin.perry@conwy.gov.uk

Denbighshire: Melanie Evans: Tel: 01824 712 870 Email: melanie.a.evans@denbighshire.gov.uk

Flintshire: Carol Dove: Tel: 01352 701 447 Email: carol.a.dove@flintshire.gov.uk

Gwynedd: Einir Roberts Tel: 01286 679854 Email: EinirRoberts@gwynedd.gov.uk

Wrexham: Steve Baker Tel: 01978 298 618 Email: Steven.Baker@wrexham.gov.uk