

APPENDIX A

PEOPLE ENJOY GOOD HEALTH, WELLBEING AND INDEPENDENCE

Our Aim:

People enjoy good health, wellbeing and independence.

The HWIB will focus on four key priorities, those being:

1. People take responsibility for their own health and that of their families, within supportive communities
2. Early intervention, prevention and support reaches the right people
3. A shared vision and approach for effective integrated health and social care service delivery.
4. People who require more specialist support get their needs met

This is important because:

- The costs of poor health and loss of independence are significant to individuals, families and organisations.
- As a result of population changes, advances in medicine and public expectations, demands on services are likely to grow and organisations will find it increasingly difficult to meet those needs.
- There is evidence of effective interventions that can be taken to prevent or reduce the demand for services

Evidence:

- [Social Services and Wellbeing Act \(Wales\), 2014](#)
- [Our Healthy Future, 2011](#)
- [Together for Health, 2011](#)
- [Delivering Local Health Care, 2013](#)
- [Building a Brighter Future: The Early Years and Childcare Plan, 2013 - 2023](#)
- Local Public Health Strategic Framework for North Wales
- [North Wales Fire and Rescue Authority Combined Improvement and Risk Reduction Plan](#)
- North Wales Community Safety Plan
- BCUHB Annual Operational Plan
- North Wales Planning Framework 16/17
- Flying Start Delivery Plan

- Families First Project Plan

What we (as a HWIB) will do in 2015 – 2018: KEY ACTIVITIES

1. Provide information and support for people to take responsibility for their own health and that of their families
2. Promote and protect the wellbeing of children aged 0-5 and their families and older people through prevention, making best use of existing services and facilities and being creative in the way they are delivered.
3. Put in place a model for the implementation of Primary and Community care services (Deliver More Services Closer to Home)
4. Strengthen capacity and skills in the independent care sector to meet the needs of people who need care home placements or domiciliary care.
5. Improve arrangements to ensure that the health needs of Looked After Children are met
6. Improve approaches to support the needs of adults with a Learning Disability for example in delivery of care, housing, employment etc

What difference we want to make:

The following indicators will be used across the whole programme to indicate if progress is being made.

We want to see an INCREASE in the..

- % of people reporting that they live in the right home for them
- % of people reporting they can do what matters to them
- % of people reporting they were treated with dignity and respect
- % of people reporting that they feel safe
- % of people reporting that they belong to their community
- % of people reporting they have received the right information or advice when they needed it
- % of people reporting they felt involved in any decisions made about their care and support
- % of people who are satisfied with care and support that they received
- % of adults at the end of reablement phase who a) have no package of care and support 6 months later b) have no package of care and support 12 months later
- % of adults who have received advice and assistance and have not contacted social services for 6 months for the same outcome during the year
- % of children in the Flying Start Programme who have met or exceeded their developmental milestones at 2 and 3 years of age

% of Looked After Children seen by a registered dentist within 3 months of becoming looked after (revised measure from 2016/2017)
 % of Looked After Children registered with a GP (revised measure from 2016/2017)
 % smokers accessing specialist support services / % of these who quit
 % of health and social care staff who receive flu vaccinations

We want to see a DECREASE in the...

average length of time older people (aged 65 or over) are supported in care homes per 1,000 population by the local authority
 average length of stay in hospital
 % of unscheduled admissions of older people (aged 65 or over) to hospital who were receiving care and support service
 rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over

What we mean by:

Alternative Delivery Models	Ways that delivering services or meeting an individual needs can be met through a different approach.
Assets	Health assets are factors or resources which enhance the ability of individuals, communities and populations to maintain their health and wellbeing. These act as protective or supporting factors to buffer against life's stresses. They include the capacity, skills, knowledge, connections and potential in a community. This approach contrasts with a health deficits approach which focuses on problems or deficiencies in a community. These include, for example, deprivation, illness and health damaging behaviours" Welsh Government. <i>Fairer outcomes for All, Reducing Inequities in Health Strategic Action Plan</i> . March 2011
Continuing Care (aged up to age 18)	Applies to children and young people whose <u>health needs</u> cause them to require a bespoke multi agency package of continuing care that cannot be met by existing universal or specialist services alone. Although the main reason for such a package will derive from the child or young person's health needs, they are likely to require multi agency service provision involving input from education, social services and sometimes others. ¹
Continuing Health Care (aged 18+)	NHS continuing healthcare is the name given to a package of care that is arranged and funded solely by the NHS for individuals aged 18+ who are not in hospital and have been assessed as having a "primary health need" ²
Domicillary care	Care that is provided within an individual's own home
Early intervention	Early intervention involves taking action as soon as possible to tackle problems that have already emerged
Independent Care Sector	Providers of care that are not based within the NHS or local government.

¹ <http://dera.ioe.ac.uk/17374/1/121127careen.pdf>

² <http://www.nhs.uk/chq/Pages/2392.aspx?CategoryID=68&SubCategoryID=681>

Looked After Children	Defined within the Children Act 1989 , a Looked After Child is one who's care is the responsibility of the local authority as a "Corporate Parent".
Resilient Communities	Community resilience is 'the ability of community members to take meaningful, deliberate, collective action to remedy the impact of a problem, including the ability to interpret the environment, intervene, and move on' Norris, F., Stevens, S., Pfefferbaum, B., Wyche, K. and Pfefferbaum, R. (2008) 'Community Resilience as a Metaphor, Theory, Set of Capacities and Strategy for Disaster Readiness', American Journal of Community Psychology, 41:127-150.
Single Point of Access	A new way for adults across North Wales to gain access to advice, assessment and co-ordinated community health and social care services by contacting just one telephone number. (Regional Vision)

1. Provide information and support for people to take responsibility for their own health and that of their families

ACTION REPORT		Date:			
Achievements in last 6 months: •					
Achievements for next 6 months: •					
Risk and Changes:		Support Required: What, who, when?			
Next Steps:					
Achievement Measures	Lead	Baseline	Target	Current Position	On Target RAG
Engage all partners within the Local Service Board to promote and protect the health of their staff by: <ul style="list-style-type: none"> Committing to securing appropriate health standard (e.g. Corporate Health Standard, Workplace Health Award Healthy Colleges, Healthy Schools) 	LSB Members.		Partner agencies identified level of commitment to achieving standards		

<ul style="list-style-type: none"> • Encouraging staff and others to access opportunities to improve and maintain health (e.g. national screening programmes, flu vaccination) • Develop an area of their intranet sites as a tool to raise awareness and signpost to health information and opportunities 			<p>Intranet pages developed, including relevant signposting to information about national screening programmes</p>		
<p>Contribute to the national target to reduce smoking prevalence by having an up to date no smoking workplace policy, and supporting employees who smoke to access smoking cessation services.</p>	<p>LSB Members.</p>		<p>Partner agencies hold up to date no smoking policy. Smoking cessation services promoted.</p>		
<p>Support staff and others who work with vulnerable groups / those known to experience health inequality to access training (e.g. Making Every Contact Count and brief intervention training relation to smoking and alcohol) so that they can be effective in promoting healthy behaviour changes.</p> <p>To embed such training in core in-house staff training for relevant staff groups.</p>	<p>LSB Members</p>		<p>Increase in numbers trained on an annual basis.</p> <p>Training identified as core component of LSB</p>		

			organisation training programmes by March 2018.		
Explore and make best use of opportunities to promote mental wellbeing across partner agencies	LSB Members		Mental wellbeing resources promoted		

2. Promote and protect the wellbeing of children aged 0-5 and their families and older people through prevention, making best use of existing services and facilities and being creative in the way they are delivered .

ACTION REPORT	Date::				
Achievements in last 6 months:					
•					
Achievements for next 6 months:					
•					
Risk and Changes:			Support Required: What, who, when?		
Next Steps:					
Achievement Measures	Lead	Baseline	Target	Current Position	On Target RAG

Develop and implement an “Ageing Well in Flintshire” Plan	Older Peoples Strategy Coordinator, FCC	NA	Developed by October 2015 Milestones identified within full plan		
Implementation of actions within the “A Place to Call Home” action plan	Senior Manager, Adult & Integrated Services, FCC Commissioning Manager, FCC		March 2016		
Fully implement the North Wales Service Models for the management and prevention of falls in hospitals, care homes and the community	Director of Clinical Services, East BCUHB. Senior Manager, Adult & Integrated Services, FCC		December 2018		
Explore potential for North Wales Fire and Rescue Service to identify and refer older people at risk of falls as an extension of the current Falls Prevention Service.	Assistant Chief Fire Officer, North Wales Fire and Rescue Service		March 2016		
Develop additional Extra Care accommodation within Holywell and Flint	Chief Officer, Social Services FCC		Flint to be built by Summer		

			2017		
			Holywell to be built by end 2018		

3. Put in place a model for the implementation of Primary and Community Care Services (Deliver More Services Closer to Home)					
ACTION REPORT			Date::		
Achievements in last 6 months:					
•					
Achievements for next 6 months:					
•					
Risk and Changes: <ul style="list-style-type: none"> • Economic Environment • Performance frameworks within partner organisations are not always compatible • Organisational change • Competing priorities • Requirements relating to use of funding 			Support Required: What, who, when?		
Next Steps:					
Achievement Measures	Lead	Baseline	Target	Current Position	On Target RAG

Partners to undertake a self-assessment to identify current position against the key determinants of effective integration ³	Health, Wellbeing and Independence Board	NA	February 2016		
Multi-agency group convened, working description of 'effective integrated health and social care service delivery' agreed and implementation plan for improvements adopted.		NA	May 2016		
NHS, local authority and third sector partners match their service delivery against agreements reached as a result of work undertaken above		NA	Post 2016 for remainder of the plan		
Undertake engagement work with key stakeholders to develop a shared model for what primary and community services should look like (for adults) Workshop 1 – Primary Care focus Workshop 2 – Community Services focus	Health, Wellbeing and Independence Board	NA	Workshop 1 September 2015 Workshop 2 Jan 2016		
Map existing service provision against the agreed model		NA	March 2016		
Develop an implementation plan		NA	June 2016		
Undertake process above for children and young people.	Health, Wellbeing and Independence Board	NA	Commence April 2016		
Full introduction of a multi-agency SPOA , including signposting to prevention / promotion opportunities	Area Team, BCUHB Social Services, FCC	NA	March 2016 (WG deadline)		

³ [The Key Determinants of Effective Integration of Health and Social Care - Health and Wellbeing Best Practice and Innovation Board, February 2013](#)

BCUHB and FCC to improve the way that disputes relating to Continuing Health Care decisions are processed.	Area Team, BCUHB Social Services, FCC		April 2016		
Use research, innovative practice and shared learning to embed best practice into core service delivery.	HWIB	NA	Ongoing		
Develop Primary Care Centre in Flint	Area Director, BCUHB	Spring 2017			

4. Strengthen capacity and skills in the independent care sector to meet the needs of people who need care home placements or domiciliary care.

ACTION REPORT

Date::

Achievements in last 6 months:

-

Achievements for next 6 months:

-

Risk and Changes:

- Recruitment and retention of skilled and experienced staff within highly competitive market (both within and beyond the care sector)
- Frailties within the regional supply market
- Regional and national concerns over availability of quality care provision
- Rising care home costs with no national financial subsidy
- Responding to increasing complexity of need and palliative/end of life care and support
- Care Council for Wales Qualifications Framework (Standards) restricts opportunities for Managers who

Support Required:

What, who, when?

wish to move into Wales to Work

Next Steps:

Achievement Measures	Lead	Baseline	Target	Current Position	On Target RAG
Ensure that the county's approach to regeneration supports and promotes work within the Care Sector.	Enterprise and Regeneration Manager, FCC Chief Officer, Social Services.		Host a multi-agency event to promote work within Health and Social Care by Dec 2016		
Work as part of the North Wales Commissioning Board to develop a sustainable Care Home market as a regional commissioning priority.	Senior Manager Safeguarding & Commissioning, FCC Area Director, BCUHB, East		Ongoing		
Develop a joint approach to commissioning.	Senior Manager Safeguarding & Commissioning, FCC Director of Clinical Services, BCUHB East Area				

Further develop the use of a one page profile within domiciliary and residential care in order to ensure person centred practice	Head of Nursing, Area Team East, BCUHB. Senior Manager Safeguarding & Commissioning, FCC				
Complete the Residential Care Home Review and respond to findings	Senior Manager, Adult & Integrated Services, FCC		Completed by February 2016		

5. Improve arrangements to ensure that the health needs of Looked After Children are met

ACTION REPORT		Date::			
Achievements in last 6 months: •					
Achievements for next 6 months: •					
Risk and Changes:			Support Required: What, who, when?		
Next Steps:					
Achievement Measures	Lead	Baseline	Target	Current Position	On Target RAG

The percentage of health assessments for looked after children due in the year that have been undertaken – continued improvement on position	Looked After Childrens Nurse, BCUHB	54.5% - 2014/2015 Year end (76.1% for Q2 in 2015/16)	75%		
Key health promotion information materials relevant to the age and stage of LAC is provided to foster carers / residential care staff	Principal PH Practitioner, PHW Participation Officer, FAST	December 2016			

6. Improve approaches to support the needs of adults with a Learning Disability for example in delivery of care, housing, employment etc

ACTION REPORT	Date::
Achievements in last 6 months: •	
Achievements for next 6 months: •	
Risk and Changes: <u>For all areas</u> <ul style="list-style-type: none"> • Not meeting the complex needs of service users. • Meet Local Authority financial targets • Support Flintshire's social responsibility • Meeting statutory and legal requirements • Expectation of carers. <u>For work specifically relating to Alternative Delivery Models</u> <ul style="list-style-type: none"> • Service costs transferring to another budget (rather than 	Support Required: What, who, when?

efficiencies being realised across the local authority) <ul style="list-style-type: none"> • Challenging savings targets are not met in timescale. • Staff resistance to change. • Commercial/change expertise not held. • PIN returns no acceptable alternatives with appropriate accommodation. • Provide new opportunities to trade 	
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Next Steps:

Achievement Measures	Lead	Baseline	Target	Current Position	On Target RAG
Complete the review of the Enhanced Community Rehabilitation Service (ECRS) and report on review findings.	Jo Taylor	NA	March 2016		
ECRS Report to include <ul style="list-style-type: none"> • Robust conclusions based on evidence • Evidence of engagement and communication with service users and carers 		NA	March 2016		
Implement the SHARP Housing Programme to increase housing options including for older people and adults with a Learning Disability	Strategic Housing and Regeneration Programme Manager, FCC	NA	Within 5 year project timescale		
Alternative Delivery Model (ADM) Business plan agreed relating to work opportunities and day care services for adults with a Learning Disability	Senior Manager, Adult & Integrated Services, FCC	NA	January 2016		
Develop implementation plans for 2 project plans:	Senior	NA	April 2016		

1 Work Opportunities and Work Options Team (LD) 2 Day Care Services (LD)	Manager, Adult & Integrated Services, FCC				
Project 1 to go live	Senior Manager, Adult & Integrated Services, FCC	NA	May 2016		
Project 2 to go live	Senior Manager, Adult & Integrated Services, FCC	NA	Summer 2017		