



Bwrdd Partneriaeth
Rhanbarthol Gwent
Gwent Regional
Partnership Board



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November 2018 - Issue 15

1] Transformation Grant and Gwent response

Colleagues across the region may be aware that the Welsh Government commissioned a Parliamentary review of Health and Social Care back in 2017. There were mixed views as to whether the review would make any meaningful comment or lead to any actions, but it has led to a strong call for service transformation, with a series of recommendations

Welsh Government then responded to that Parliamentary Review with a document called 'A Healthier Wales: our Plan for Health and Social Care', which set out a long term vision of a 'whole system approach to health and social care', which is focussed on health and wellbeing, and on preventing illness.

The vision is: 'There will be a whole system approach to health and social care, in which services are only one element of supporting people to have better health and wellbeing throughout their whole lives. It will be a 'wellness' system, which aims to support and anticipate health needs, to prevent illness, and to reduce the impact of poor health.'





Their recommendation is to have four interlocking aims - described as the Quadruple Aim, set out as:

- Improved population health and wellbeing
- Better quality and more accessible health and social care services
- Higher value health and social care
- A motivated and sustainable health and social care workforce

For the Gwent region several components have been identified as key for transformation, and future newsletters will go into these in more detail - once the region knows what funding Welsh Government has agreed to make available.

There are five specific projects or pieces of work set out in the Gwent offer:

- A new model of prevention and wellbeing services, focusing on integrated wellbeing hubs at a GP cluster or neighbourhood care network (NCN). This is to better link up all those prevention and early intervention people and services such as community connectors, housing support workers, information and advice staff, community pharmacists - and many more - to give the right information at the right time to citizens
- The development of primary and community care at the GP practice level, with similar objectives - to enable people to see the right person for their needs, whether a mental health worker, a community nurse, or to make an occupational health appointment (as some examples)
- The development of a pan-Gwent 'Home First'; discharge (and admission prevention) service - covered in more detail at section 5 on winter planning.
- The development of a Gwent wide integrated system of emotional and mental wellbeing for children and young people.
- Taking forward a programme to support a Gwent 'wellbeing workforce', helping staff across health and social care work together better and also to work better with citizens - putting 'what matters to you' into practice

The Gwent offer to the Transformation Grant was submitted at the end of September 2018, and so now the discussions with Welsh Government as to funding are set to go forward.

2] ICF in Action - My Mates project

The Intermediate Care Fund has been mentioned in previous regional newsletters, and this has brought in significant money to help transform services in the region. Originally ICF was the 'Intermediate Care Fund', but back in 2016 the grant became the 'Integrated Care Fund' and was extended from just being targeted to older people, to also encompass learning disability, children with

complex needs and carers.

One project that was taken forward with ICF funding for learning disability was the 'My Mates' project, which supports the networking of people with learning disability and helps address the key question of 'what matters to you' - and looks at how to address this. It has been very well received and from an initial pilot has been rolled out across the region.



3] Home to Home - what is the experience of going to hospital?

We know that there are many reasons why people go to hospital, and whilst the 999 emergency calls for critical care are perhaps the most obvious, a good many people come to hospital (or 'present' in the language of health and social care) for other reasons.

Sometimes this may be because a GP has referred them, or maybe because they think that is the best place where the care they need is to be found. We know that many people present to hospitals when the care and support they may need is

actually out in the community - perhaps a local clinic, a medication review with the pharmacist, or seeing a nurse at a GP practice.

In order to better understand the range of different reasons as to why people come to hospital, a number of staff from across health and social care attended at the Royal Gwent Hospital and Nevill Hall hospital over the weekend of 21st to 24th September, to take a 'mystery shopper' approach, and just talk to people to understand how they had got to the point of coming to hospital and also to see how people were dealt with and how they themselves rated their experience.

Staff were 'paired up' to be a health worker and a social care worker, neither actually working at the site that they visited. Staff also spoke to nurses, doctors, managers and consultants to get their views on what could be improved and the challenges they face. Following the hospital visits, all staff were invited to a debrief workshop so that all the completed questionnaires could be discussed and emerging themes identified. Going forward, the same staff will view case files of some of the people they spoke to, to understand what happened after they had spoken and add to the emerging themes.

A detailed report is being put together to inform senior managers in both health and social care and findings will be included in a future newsletter.

4] Regional recruitment and retention events

Following on from the Health and Social Care Expo held on July the 3rd 2018, there has been strong interest in holding further events for care providers to 'share space' together to set out their stall to recruitment new staff.

The next such event was at Caerphilly Library on Wednesday 24th October.

16 provider stalls were present, so it was a great opportunity to signpost to people who are looking for jobs in the sector.

If you know of organisations that are looking to recruit staff in health and social care then do let us know, as we can look to put the word out across the region. Equally if you are interested in hosting a recruitment event, then we would like to hear from you.

Become a part of our well-being work force!

Come along to our
live vacancy event
Guaranteed job vacancies in
health and social care
9:30am to 12:30pm, 24th of October 2018
Caerphilly Library, The Twyn, Caerphilly, CF83 1JL


To find vacancies near you visit local authority websites. You can also look up local care providers on the DEWS Cymru website: www.dewis.wales

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5] Winter planning and delayed transfers of care (DToc)

The public as a whole has become more and more aware of the term 'DToc', and will have seen media reports of ambulances queuing outside of hospitals and patients waiting on hospital trolleys, and this has been associated in many people's eyes with winter - when flu and different respiratory diseases can be at their peak.

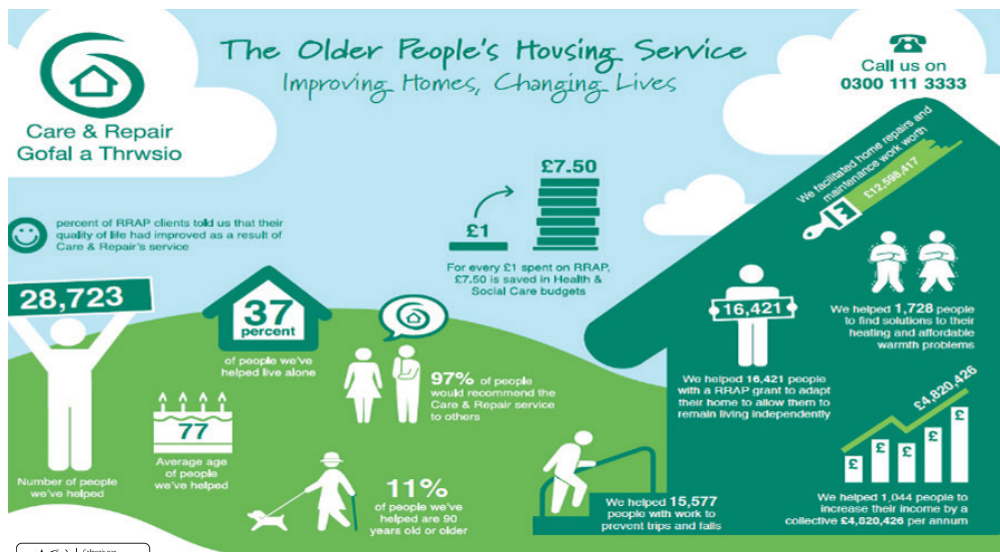
However increasingly these pressures on the health and care system are all year round. In fact the busiest months for hospital admissions in the last five years were between June and August 2018.

We need an evidence base regarding what the picture is, and this will allow

us to shape things and give information from a patient's perspective - hence the Home to Home work described above.

From the senior management of ABUHB in looking at the care system, there has definitely been a deterioration and they have real concern about those people waiting in ambulances outside A&E and those still at home who are waiting to be admitted. There has been an increase in the number of incidents and serious concerns, which we would not have seen two years ago.

Collectively, we need to plan as soon as possible, and this work has been done, taking into consideration the five Welsh Government priorities; one of which is partnership working.



RRAP = Rapid Response Adaptations Programme

2015/16 Figures

There has been increasing recognition of the need to include housing providers and the third sector in planning, in particular looking at what alternatives there already are - or could be - in the community to help people stay safely at home. One example is the Care & Repair service, which provides aids and adaptations that can help prevent trips and falls, or make the tasks of daily living a little easier.

Another important part of 'winter planning' (noting that this is actually all year round) is the 'Home First' service supporting timely hospital discharges. This builds on from pilot work that was done in the North part of Gwent, linking with Nevill Hall hospital.

This is one component of the Transformation offer set out in the first part of this newsletter, and includes a dedicated team of social workers and care staff to work with hospital staff in as simple and 'un-bureaucratic' way as possible to both help people to get back home after a hospital visit and, crucially, to meet people when they come to hospital to assess if they really need to be there or whether care can be put in place that avoids the need for a hospital bed.

The winter plans are now in - so Welsh Government will be watching closely (as will citizens in the region) to see how it all works.

6] Care as a Career


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There is now a regional Facebook page to highlight information as to job opportunities in health and social care, and good connections have been established with Coleg Gwent to look at the development of a 'career college' approach to ensure that young people going into further education have a better understanding of the range of careers and roles within the care sector.

This will include making sure that core care courses are developed to reflect the needs of employers and care providers, as well as opportunities to develop bespoke training packages for particular specialist topics and needs. From the college perspective they will be interested in connecting with care provider organisations that can provide placement opportunities and potentially apprenticeships.

The overall aims of this work are:

- Attracting people into the wellbeing workforce.
- Developing a network where vacancies can be signposted to boost job applications to the sector.
- To raise the profile of health, social care and wellbeing work
- To attract younger people in particular to consider care as a career

Please take the opportunity to follow and like the page and if you wish us to signpost vacancies or share positive news and stories about work you have completed then please either message through Facebook or E-mail Chris Hooper:  chris.hooper@torfaen.gov.uk directly.

Looking for a rewarding, diverse & flexible career?



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To find vacancies near you visit local authority websites.

You can also look up local care providers on the DEWIS Cymru website: www.dewis.wales

Roles in Health and Social Care: Joining the Well-Being Workforce

Professional Roles: Educated to degree level and must register to work with relevant professional body	
Registered Nurse	To become a nurse you'll need a degree in nursing and be registered with the Nursing and Midwifery Council (NMC) once qualified. There are many types of nursing roles including children's nursing and mental health nursing.
Social Worker *Social Work Assistants	To become a social worker you'll need a degree in Social Work and will have to register with Social Care Wales once qualified. <i>*Social Work Assistant roles will be required to undertake training to ensure they are competent in relation to 'assessing and meeting needs'.</i>
Occupational Therapist *Occupational Therapy Assistant	To become an occupational therapist, you'll need a degree in occupational therapy that's been approved by the Health and Care Professions Council (HCPC), and be registered with the HCPC once qualified. <i>*Occupational therapy assistants do not need to register to work and there is no formal entry requirements. Although experience or a health and social care qualification may be required but is not essential.</i>
Management Roles: You must register to work with Social Care Wales	
Registered Managers: Children's and Adult Services	To become a registered manager you will require the Level 5 Diploma in Leadership in health and social care and you must register with Social Care Wales.
Deputy Manager: Children's and Adults Services	Children's Services: You will require the Level 3 Diploma in health and social care (Children and Young People) and you must register with Social Care Wales. Adult Services: You will require Level 5 Diploma in Leadership for health and social care (Adult's Management) and you must register with Social Care Wales.
Supervisor or Team Leader	To become a supervisor or team leader you will require the Level 3 Diploma in health and social care (Children and Young People), Level 2 Diploma in health and social care (Adults)
Step Up to Management	This is a learning programme developed by Social Care Wales and the University of South Wales to support social care and health workers to transition into management roles.
Direct Work Roles: Typically hold a level 2 (adults) or level 3 (children and young people) Diploma in Health and Social Care	
Care Worker: (Children's Residential, Adult Residential, Domiciliary Care)	To become a care worker you will need to register with Social Care Wales after completing the All Wales Induction Framework. You will then complete the Level 3 Diploma in health and social care (Children and Young People) or the Level 2 Diploma in health and social care (Adults) within three years of registration. These qualifications can be achieved vocationally once in post
Health Care Assistant (NHS)	To become a health care assistant you will be prepared to undertake Level 2 or Level 3 Diploma in a health related topic applicable to your place of work. Most health care assistants achieve these vocationally once in post.
Outreach or Activities Worker	Usually work in the community with children or in day centres or care homes with adults. Level 2 or 3 Diploma in health and social care usually required but is not essential.
Personal Assistant	Employed directly by the citizen requiring support. Formal qualifications not usually required but this will be up to the individual who is employing you.
Rehabilitation or Reablement Worker	Supporting citizens to live independently following an illness or accident. Level 2 or Level 3 Diploma in health and social care usually required but not essential.
Community Connector	Links vulnerable citizens to local social activities, support services and community groups. No formal qualifications required. However a level 2 or 3 diploma in health and social care is often desirable.
Social Prescriber	Help citizens to access local, non-clinical support and reduce their need for primary health care. Level 2 Diploma in counselling is sometimes required but not always essential.
Independent Professional Advocate *(IMHA IMCA)	Help vulnerable citizens to have greater voice and more control over their lives. Level 2 Award in Independent advocacy which can be completed in post. <i>*Level 3 in independent advocacy required for IMHA and IMCA which again is usually completed in post</i>

7] Regional Partnership working - link with Coleg Gwent

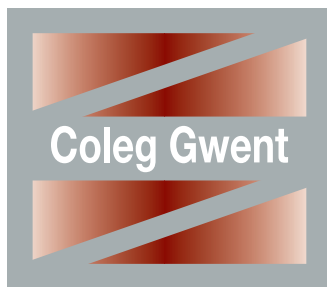
The Regional Partnership Team have made important links with senior managers in Coleg Gwent. This was followed up recently with a meeting of senior leaders from both organisations to cement a working relationship that will provide an important step forward in tackling shared problems for the social care and health sector.

Recruitment and retention of health and social care staff is a well-known national problem. The Gwent region is taking a joined up approach to developing a range of measures to improve the numbers of people coming into (and staying!) in the health and social care workforce. These include better use of social media, targeted recruitment events, building strong partnerships with provider agencies to better understand the issues facing them, countering negative stereotypes of working in the care industry by developing positive messages and media clips and by ensuring that the


region plays a key role in the national recruitment and retention programme being led by Social Care Wales.

The work with Coleg Gwent will see the development of a programme of collaborative work which will consider the development of new and bespoke training and qualifications, new ways of funding the expanded health and social care education programme available to the Gwent population and an improved partnership with service providers to assist placements and work initiatives across the industry.

We will keep you all posted of developments over the next few months.



8] Getting Your Views!

Has this regional newsletter been useful for you? If yes, what has been good? If not, would anything else be useful? We need your views going forward – so please take the opportunity to tell us what you think. E-mail:  Claire.Selmer@torfaen.gov.uk

Note: This newsletter is prepared by the Regional Transformation Team, who are hosted by Torfaen County Borough Council, on behalf of the Greater Gwent Health, Social Care and Wellbeing Partnership.