



# **The Cwm Taf Regional Plan Summary Document**

An overview of the key actions for  
our community during 2018-2019

# The Cwm Taf Social Services and Well-being Regional Plan

A regional plan has been produced to address the findings of the Population Assessment that was completed in Cwm Taf during 2017. The plan explains how we will deliver a range of services in accordance with the Social Services and Well-being (Wales) Act 2014, to meet care and support needs and improve well-being within our communities during 2018-2023. This document is a summary and tells you about some of the key actions that will be the focus of our collective work programme during 2018 and 2019. A full version of the plan is also available.



Within our plan, the Social Services and Well-being (Wales) Act 2014 requires us to prioritise the needs and integration of services for the groups below:

- Older people with complex needs and long-term conditions, including dementia
- People with learning disabilities
- Carers including young carers
- Integrated Family Support Services
- Children with complex needs due to disability and illness

Our plan will also consider the needs of the following:

- People with a physical impairment
- People with a sensory impairment
- Those who have experienced Adverse Childhood Experiences (ACEs)
- The wider community

The plan is led by the **Cwm Taf Social Services and Well-being Partnership Board**. The Board is responsible for making sure that organisations in Cwm Taf deliver effective services that make a positive difference to people's lives, now and in the future.

The Board is made up of representatives from Cwm Taf University Health Board, Rhondda Cynon Taf and Merthyr Tydfil Councils, the Third Sector, Care Forum Wales, Social Care Wales and, importantly, representatives of people who use services and carers.

# The Cwm Taf Population Assessment

The Population Assessment for the Cwm Taf Region gave many people and groups within the community the opportunity to have their say through a wide range of engagement activities and events. The conversations helped us to find out what works well and what was important to people who have care and support needs.

The Regional Plan which has now been produced will seek to address the findings of the Assessment and in particular, six themes that cut across all our priority groups of people. They are:



As well as the above, we'll be implementing the Welsh Community Care Information System (WCCIS) which is a way of using technology to help health and social care professionals work together. Looking at how we can commission more services together to provide care closer to people's homes will also be a priority, as well as exploring how we can recruit and retain an effective workforce to deliver on the actions within this plan.

Most importantly, we will continue to involve people who use services, family, carers and service providers to work together with us to design and deliver services that work for everyone.



## Embed Stay Well@Home and develop phase 2

Stay Well@Home aims to provide a rapid and responsive service by moving more care out of hospital and into the local community, closer to people's homes. It supports people to improve health, maintain independence, and provide an alternative to hospital admissions. The Stay Well@Home Service has a team made up of nurses, social workers, therapists and pharmacists who work out of Prince Charles Hospital and Royal Glamorgan Hospital.

The Stay Well@Home service aims to provide a 4 hour community response, 7 days a week, from 8.00am to 8.00pm, 365 days a year. When a person is admitted, a proportionate assessment is undertaken in A & E or on the hospital wards to avoid any unnecessary admissions and discharge patients to appropriate services.

To support individuals to return home from hospital in a timely and safe way, a range of health and social care services are provided in the community including services provided by the Third Sector, such as Age Connects Morgannwg and Care and Repair.

## The actions for 2018/2019

The next phase of the integrated Stay Well@Home rapid response service across Cwm Taf is to enable referrals via a single point of access from community-based health, well-being, pre-hospital and social care professionals.

## Who will benefit from this activity?

- Older people with complex needs and long-term conditions, including dementia
- Carers



## What overarching themes will this activity address ?



## Support development of community zones

Across Cwm Taf, we are working with our Public Services Board to join up our services by creating hubs within community zones. The hubs will provide information, advice and assistance, employment support and opportunities for libraries, community cafes, and rooms for groups to use.

The community zones will support a place-based approach that allows individuals and families to access support locally, as early as possible to prevent problems from escalating. There will be activities on offer that support Social Prescribing, which is sometimes referred to as community referral. This is a way of letting GPs, nurses, social workers and Community Coordinators refer people to a range of local, non-clinical services in the community, such as a social group, exercise class, walking or gardening group.

The community zones will also help us to give children the best start in life. When children have difficult times caused by problems within their family, or suffer abuse or distress, this can often lead to poor outcomes for them as children and into adulthood. These are called Adverse Childhood Experiences (ACEs). The first 1000 days from pregnancy to age two years, is the most important time of development.

By working with parents, and child care providers, together, we will be able to assist in giving children the best start in life. We will also provide training and skills for our staff and communities to prevent and reduce the effect of ACEs to help all our citizens thrive.

## The actions for 2018/2019

We will pilot “community Zones” in two communities in Cwm Taf, namely the Gurnos, Merthyr Tydfil and Ferndale in Rhondda Cynon Taf.

There will be frequent conversations with people in each area, so they have a real say about the services they need and how they are organised and delivered.

Through local steering groups, local partnerships will be supported to access additional funding.

Communities will be better connected to services with more information, advice and assistance about what’s available locally and how to access the support.

## Who will benefit from this activity?

- Older people with complex needs and long-term conditions, including dementia
- People with learning disabilities
- Carers including young carers
- Children with complex needs due to disability and illness
- Children who experience Adverse Childhood Experiences
- The wider community



What overarching themes will this activity address



## Address findings of the Cwm Taf carers review

Carers of all ages in Cwm Taf are **recognised and valued as being fundamental** to supportive and resilient families and communities.

At a national level, three priority areas have been identified to drive improvement for carers:

- Support and life alongside the caring role
- Identification and recognition
- Information, advice and assistance.

The work to develop an integrated service model locally in Cwm Taf between Health, Social Care and the Third Sector will ensure that carers should not have to care alone and have early access to information, advice and support to help meet their needs. This new model will ensure that carers will be empowered to lead healthy and fulfilled lives, balancing their caring role and life outside caring.

## The actions for 2018/2019

We will continue to implement the Agored Cymru Accreditation Scheme for carers within GP surgeries. The scheme encourages carers to come forward and register themselves as carers in surgeries. This supports surgeries to be carer aware and recognise the help that people may need because of their caring role. They will also be able to signpost carers more effectively to relevant services.

Working with the Third Sector, we will develop a pilot service within the hospitals in Cwm Taf to provide information and support to carers of patients identified on the wards. The service has been designed to aid hospital discharge and ensure carers are given the right information at the right time to support them in their caring role.

## Who will benefit from this activity?

- Carers including young carers



## What overarching themes will this activity address



Getting information, advice and assistance

Stopping problems before they start

Stopping problems before they get worse

Connecting you to your community

Seamless services

Making it personal and working together with you



## Develop Statement of Intent for people with physical disability and for sensory impairment

Although this group is not specified in the Social Services and Well-being (Wales) Act 2014, as a priority group for integration, the Regional Partnership Board recognises the need to do more work locally to understand and respond to the needs of people with sensory impairment and physical disabilities in our community. We will build on the University Health Board's work in delivering its Eye Care Plan and the implementation of the All Wales Standards for communication and information for people with sensory loss, to maximise the impact we make together.

### The actions for 2018/2019

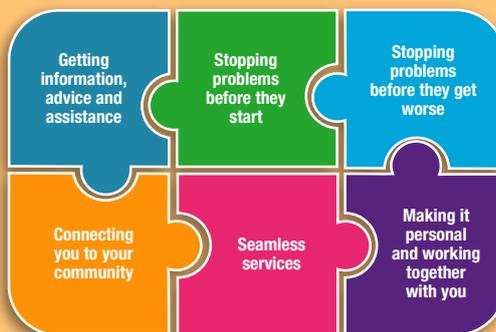
We will establish a multi-agency working group that includes people who use services and their carers, and begin the development of a Statement of Intent for people with physical disability and sensory impairment.

### Who will benefit from this activity?

- People with physical impairments
- People with sensory impairments
- People who are carers



### What overarching themes will this activity address ?



## Finalise Cwm Taf Dementia Action Plan including the Valley LIFE plans

Our older population is increasing rapidly, with a predicted 61% increase in dementia diagnosis in those over the age of 75 by 2030.

We want to develop a Dementia Friendly Cwm Taf. This includes the Valley LIFE project, which is about making sure people with dementia, their carers and families receive timely support to improve their well-being and quality of life.

A key part of this work includes the development of a 'Health and Well Being 'hub' in Treorchy with additional plans to create dementia friendly facilities in Merthyr Tydfil. It is hoped that such places will develop satellite services in all communities and public services within Cwm Taf. The hubs will provide welcoming environments where people who are at risk of developing, or who have memory problems, in particular dementia, their families and carers can visit to access specialist support and information to live well.

### The actions for 2018/2019

Continue with the refurbishment of Ysbyty George Thomas as a Health and Well-being Centre for people with cognitive and memory problems.

Subject to funding, we plan to build a new Health and Well-being Centre for people with cognitive and memory problems on the Keir Hardie Health Park site.

Develop a Specialist Dementia Intervention team for intensive support into people's own homes and care homes.

Work with the Third Sector to prioritise dementia friendly services in the community and a community connector.

### Who will benefit from this activity?

- Older people with complex needs and long-term conditions, including dementia
- Carers including young carers
- The wider community



## What overarching themes will this activity address ?

Getting information, advice and assistance

Stopping problems before they start

Stopping problems before they get worse

Connecting you to your community

Seamless services

Making it personal and working together with you



## Improve universal and universal plus services for people with learning disability

### Universal Services

The vast majority of people with learning disabilities live in the community with limited support and do not require social care. However, they are at higher risk of many physical and mental health conditions, have fewer opportunities to work and often experience social deprivation. Supporting people with learning disabilities to lead healthy and meaningful lives and to prevent the need for more intensive service provision requires easier access to universal services. Making services accessible to people with learning disabilities means that 'reasonable adjustments' need to be made to the service, such as longer consultation appointments, easy read information leaflets, and opportunities to visit and get used to services and facilities.

### Universal Plus

On average people with learning disabilities have poorer health and die younger than other people. People with learning disabilities should be able to access primary, community and secondary healthcare services in the same way as the general population. There is a need to provide support for people with learning disabilities throughout their life to understand and express their needs in relation to their health and well-being, and to access health-based information together with support and opportunities to lead healthy lifestyles.

## The actions for 2018/2019

We will continue to implement the Cwm Taf Statement of Strategic Intent for Children, Young People and Adults with learning Disabilities, including autism and complex needs, and their families. The statement outlines the strategic approach to prioritising needs, and designing and delivering services in the most effective way to meet the needs of people with a learning disability and their families.

We will continue to effectively communicate and engage with people with learning disabilities, their carers and families to ensure they are at the heart of our policy, commissioning and service improvement plans.

## Who will benefit from this activity?

- People with learning disabilities
- Carers including young carers



## What overarching themes will this activity address ?



## Stay involved with the work of the Cwm Taf Regional Partnership Board

**We want to hear what you think and involve you in decisions. This will help us to identify what works within our community.**

**You can keep up to date with our work in several ways.**

Joining our mailing list by emailing [Helen.Marshall@wales.nhs.uk](mailto:Helen.Marshall@wales.nhs.uk) for further information.

**You can also join our Social Value Network.**

The purpose of the Network is to maximise the positive outcomes and well-being of local people and influence the way in which local services are delivered; by ensuring your voice is heard, there is an opportunity to:

- Enhance health and well-being
- Build safer communities
- Maximise opportunities for fulfilling potential
- Improve the physical environment
- Support local economies.

Contact Simon James for further information  
[sjames@interlinkrct.org.uk](mailto:sjames@interlinkrct.org.uk)

