



Reporting Period: Quarter 4 Cumulative 2022-23 Financial Year

Programme Overview	TITLE: Transforming Complex Care Programme
	The overall aim of the Transforming Complex Care Programme is to improve outcomes for citizens who have exceptionally complex needs by using the collective resources of social care, health and (where applicable) education.
	<p>The Transforming Complex Care Programme will provide overall direction and development of key processes to reset the management of complex care cases; increasing positive citizen experiences, clarity of the administration and supervision of complex care cases, one process, policy and standard operation procedures across the region.</p> <p>By delivering the actions required to achieve our programme aims and objectives, we intend to deliver the following outcomes across the programme:</p> <ul style="list-style-type: none"> • To integrate services more effectively for the benefit of service users and carers. • To develop agreements/processes/procedures from Health and the Local Authorities to form a single multi-agency approach. • To gain a better understanding of the social care market to make better informed and strategic decisions.

RBA Performance Accountability	SECTION GUIDANCE NOTE: This section of the report focusses on the performance accountability of the RBA methodology (delivery of programmes). It should demonstrate the activities enabled by RIF funding/programmes, and demonstrate how person-centred outcomes are being achieved. You can copy and paste infographics, etc. from the excel tool to add to the reporting and include person/project case studies as supporting evidence/sharing of good practice.
	Quantitative Measures
	<i>In this space you need to enter a short summary of the quantitative data measures collected. The spreadsheet of data metric should be attached, but a summative account of the difference made should also be entered.</i> <i>How much did we do and how well did we do it?</i> <i>Is anyone better off?</i> <i>What difference has been made?</i>
	<ul style="list-style-type: none"> • Two new supported living homes have been built for a total of 8 individuals (4 with complex needs/challenging behaviour; 4 with physical disabilities and a Learning Disability) • This was a joint project between Swansea Council, Swansea Bay UHB, RSL and third sector care provider with the aim of supporting individuals with complex needs to live closer to home and not be placed out of area, in high-cost residential placements. • The enteral feeding framework project will support individuals to live in accommodation closer to home; to date 32 members of staff have received training across 5 settings. This project will support supported living providers to give the right care to individuals that require enteral feeding, reducing the need to move into specialist nursing care. • Developed a process to support implementation of the NHS Wales Continuing Healthcare Framework at a Regional level including a joint funding assessment form and updated inter-agency dispute policy to support quicker discharge from hospital and supporting young people coming through transition. The protocol will support flow of information and avoid duplication through a clear process that has been developed through partners working collaboratively.

- Source placements within the Regional Brokerage service for adults with complex needs and/or challenging behaviour – 87 referrals to the service; 32 placements complete and moved in; £190k in cost avoidance through sourcing the most cost-effective placement that provides the correct level of care and support.
- The additional posts of the Engagement and Participation Officer and Data Analyst have provided additional capacity to support regional projects, including:
 - Development of the Market Stability Reports through data gathering and cleansing, development of agreed terminology and parameters to ensure consistency across the region from data gathered by all three partners, engagement events to provide the voice of people with lived experience to feed into the MSR as per the requirements of Welsh Government.
 - Supporting the regional brokerage process through development of a data gathering tool that can generate reports to measure impact, usage and cost avoidance of the regional brokerage process.
 - Extracting further data to increase the quality of the Population Needs Assessment from a variety of sources including census data, and reports from other organisations from across Wales and the region.
 - Raising awareness of the RPB and the work of West Glamorgan through preparing for and attending a variety of events, e.g. Wales Air Show, Swansea Council's Ageing Well Beach Event, and a series of summer roadshow sessions aimed at Children and Young People.
 - Developing and delivering targeted engagement activities relating to the regional Mental Health and Learning Disability work streams.
 - Home First – Reviewing and ensuring meaningful performance measures are developed and agreed to ensure the agreed objectives under section 33 can be measured. It is essential a robust set of management information is developed to inform future planning.
 - Designing data analysis and financial forecasting tools for the Regional Step up/Step down project.

Qualitative Indicators

Using the difference made measures provide clear examples of changes made to the system that have improved people's lives. In the narrative we should include difference made for people, multiple stakeholder perspectives and include any person-centred case studies.

The Enteral Feeding Framework project has prevented individuals with complex needs moving to out of area specialist placements; it has enabled them to live independently in their local areas close to family and friends.

West Glamorgan project management supported Swansea Council, Swansea Bay UHB, RSL and a third sector care provider to work together to develop a specialist service in the local community; focusing on the learning disability multi-disciplinary team and specialist behaviour support team. Individuals and their families have been heavily involved in their development. The accommodation is built to maximise independent living opportunities including assistive technology, giving more voice and choice to the individuals living there.

Under the Regional Commissioning Project, the ability to gather data in a consistent manner to support the writing of the regional Market Stability Report; with information feeding in from communities from engagement events. The information from the MSR will inform future commissioning intentions based on up-to-date data that is consistent from all the partners.

SECTION GUIDANCE NOTE:

This section of the report focusses on the population accountability of the RBA methodology (delivery of system change and wider system performance enabled by the programme/regional Model of Care – demonstrating contribution and learning to inform national models).

For Q4 reporting system level indicators have not been agreed, therefore, please reference any data you consider appropriate to aid identification of population indicators/system measures as part of the intended reflection exercise, and for future testing at Q1.

Transformation: Changes to System

What changes is the partnership making to the system and how – this needs to include the population cohort and include why this change has been successful. Here regions should provide learning information to share across Wales to support the embedding and development of National Models of Integrated Care.

The **Transforming Complex Care Programme** is a supporting (enabler) programme and includes the following workstreams:

Children’s Services Review: In order to ensure children and young people have access to appropriate care close to home that best meets their needs, multi-agency work is underway to develop and implement joint working protocols and processes, including joint reviews and assessments. Developing an integrated approach to providing care for children and young people with complex needs will provide a range of local options to enable young people to live within their local communities and with the right care and support in place. It is our aspiration to jointly commission services for our most vulnerable children and young people. In addition to this, the work would support reducing bureaucracy as it should reduce duplication and delays in the system and also avoid parents/carers repeating their stories to different professionals, which will ultimately improve the people’s experiences of our services.

Market Stability Report: MSRs were completed in June 2022. A regional group has been established to further refine the data sets and plan for engagement in order to inform future iterations. The Market Stability Report will feed into commissioning strategies, which will provide evidence to support changes to future accommodation needs of population cohorts. The engagement with communities provides information on what is required by individuals for the future.

Joint Working Protocol: The scope of this work is around adults with complex needs and will facilitate the development of a joint working process where health and social care come together to support individuals with the most complex needs, and a joint approach is required. The aspiration is to develop a pooled fund for people with learning disabilities and a series of workshops took place with all partners to review the current processes, procedures and funding agreements. Developing a more integrated service delivery through a pooled fund would enable practitioner resources to be more focussed on supporting individuals, which will deliver better care and support outcomes for local populations.

Externally Commissioned Care: The scope of this work is to provide oversight and enable the implementation of legislation and agreed regional strategies relating to quality and financial sustainability of commissioned care (including care homes, domiciliary care) for older adults across the West Glamorgan Region. Work is underway to finalise the regional contract and a refresh of the regional quality framework for older adult care homes has been completed – both of these will support better integrated working which will help support development of a range of options for jointly commissioned care. A pilot is being developed to provide additional dementia beds in Ty Waunarlyydd in order to support discharge to avoid long term stays in hospital beds for people with dementia.

Regional Accommodation Group (Adults): The scope of this workstream is to deliver a transformational regional commissioning model for residential and supported living for individuals with complex needs and challenging behaviour to include joint assessments, joint reviews and pooled budgets. This work contributes directly to Welsh Government’s ‘Learning Disability Improving Lives Programme’, which includes a recommendation to increase accommodation options closer to

home, through working collaboratively with health boards, local authorities, housing providers and third sector social care providers.

A MOU has been developed and approved to support joint working in the commissioning of new supported living schemes and directly supports the strategic capital plan for MH and LD. Provision of different types of accommodation reduces reliance on private residential care provision. Supported living models of care are more adaptable with bespoke hours of support that is more cost effective. The Market Stability Report will feed into commissioning strategies, which will provide evidence to support changes to future accommodation needs of population cohorts. The engagement with communities provides information on what is required by individuals for the future. Future planning of accommodation needs for young people coming through transition (aged 14 – 25) will prevent them from going to out of area placements if there is a lack of capacity in local services.

Prevention	Complex Care YES
Families to stay together	Emotional Health and Wellbeing
Home from Hospital	Accommodation YES

RIF Financial Accountability

Financial and Economic Data

Regions should here outline their Return on Investment. A Summary of how resources were invested, how we ensured value for money and demonstrate economic benefit and social value? This should include plans on how the project or function will be sustainable financially by the end of the RIF Investment.

Total project spend for 22-23: **£88,925**

Cost avoidance will be achieved through the development of alternative accommodation types that also supports individuals living closer to home. The strategic development of accommodation requirements across the region will support this further.