



Title	A Healthier West Wales Update Connect – Programme One Creating Connections for All – Programme Seven	
Item Number	4	
Date of Meeting	23 March 2021	
To consider and comment on the following issues:		
<ol style="list-style-type: none"> 1. To note progress of the Healthier West Wales programme and delivery priorities for 2021-22 2. To consider potential opportunities for further integration and collaboration across the PSB and Healthier West Wales programmes to optimise outcomes for citizens. 		
For Discussion	Decision required?	No
Proposed by		
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BACKGROUND:

The Welsh Government’s national plan for health and social care; “[A Healthier Wales](#)” sets a clear vision for the delivery of transformed, seamless health and care services across the Country. A national Transformation Fund has been established by Welsh Government to support delivery of the plan’s objectives across Wales. Proposals for programmes to be funded through the Transformation Fund were invited from Regional Partnership Boards (RPBs) in summer 2018.

In November 2018 the West Wales RPB submitted an ambitious proposal for transformation across health and social care; “[A Healthier West Wales](#)”, to Welsh Government. The proposal is based around each element of the care and support triangle adopted by the partnership [Figure 1] and is focused around four key priority areas namely;

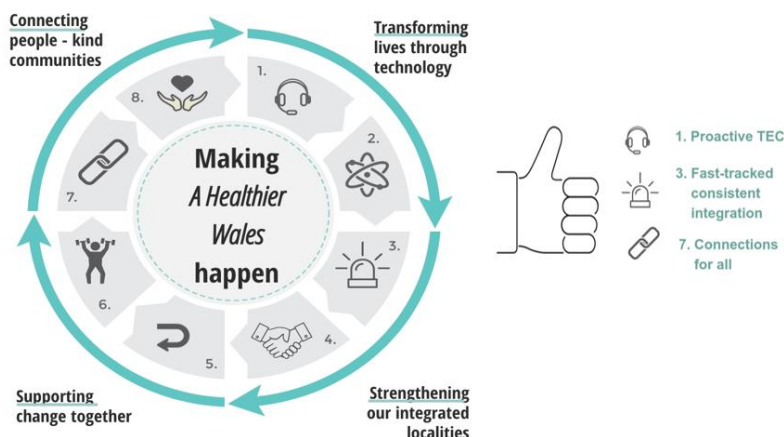
- Transforming lives through technology
- Strengthening our integrated localities
- Supporting Change Together
- Connecting people, Kind Communities



Figure 1

In order to address these priorities a Healthier West Wales identified eight key delivery programmes [Figure 2] and in early 2019 the West Wales RPB was awarded £12m from the Transformation Fund to deliver three of these transformation programmes.

Figure 2



These programmes, delivered across the Hywel Dda University Health Board (H DUHB) footprint, include both generic, trans-regional activity and specialised local delivery to varying degrees. They have been delivered throughout 2019 and 2020 and have adapted delivery to form a crucial part of the region’s response to COVID-19. In late 2020 the Welsh Government confirmed an additional £6m for the west wales region to continue delivery of the transformation programmes to

the end of March 2022. Delivering the programmes throughout unprecedented times has had both positive and negative implications for the programmes and the transitional year 2021 – 2022 will enable programmes to build on and embed effective practices and address the areas of the programmes that have been restricted as a result of COVID-19.

CONNECT:

CONNECT is an innovative programme focused on supporting prevention and wellbeing through a technological and digital approach. The programme exemplifies our regional ambition of working across sectoral boundaries to deliver a radical, person-centred approach to wellbeing, care and support. It involves implementing a new model of self-help and proactive care, enabled by TEC, improving the well-being of individuals, which in-turn allows people to stay independent for longer, reducing demands on long term or acute care.

The CONNECT programme comprises of three main elements;

1. Central CONNECT programme:

This central aspect of the programme is delivered across the West Wales region through a strategic partnership with DELTA Well-Being and comprises:

- Individual Well-Being Assessment: an in-depth assessment following the principles of SSWA, taking an asset-based approach that focuses on what matters to the individual, but doesn't follow the five elements. It complements and supports the statutory process as it follows the model of an academically validated tool developed in Spain. While individuals to co-produce a wellbeing support plan in line with priorities the CONNECT assessment also scores their priorities and prescribes a proactive calls schedule.
- Proactive Wellbeing Plans: The plans direct towards proactive support as well as provide direct pathways to trigger events such as loneliness, falls and carer stress. These plans are also monitored through proactive calls and if any issues are identified the Community Wellbeing Officer can provide practical support. If concerns trigger a red flag, then individuals will be referred immediately for statutory support.
- Proactive wellbeing calls: clients receive a weekly, monthly or quarterly call to discuss their wellbeing plan, provide prompts and reminders on identified trigger areas and also allow for Public Health messages to be relayed directly. This also provides an opportunity to escalate any changes to the client's circumstances or situation to our trained CWO's to ensure that any need is met.
- Bespoke TEC: Individualised equipment to support the client depending on their circumstances and need.

2. Pro-active support pathways

These pathways provide referral options for CONNECT participants which address their well-being needs. Pathways are determined locally and include;

- Digital inclusion: clients are provided with support to get on-line and some issued with specially adapted tablets reducing loneliness and isolation through a digital inclusion pathway. We have designed and developed an innovative app called CONNECT 2U with the aim of creating digital communities and virtual support networks. Participants are issued with a tablet and internet connection (SIM based) to access the CONNECT

2U app, which will allow them to make voice or video calls, send messages and photographs.

- Carer provision: increased capacity in carers support service designed for local need
- Proactive falls: Assessment of falls risk and self-management programmes to address this.
- Education programmes for self-management of long-term health conditions – all delivered digitally as well as face to face.
- Flexible community support: additional capacity in established pathways and a fund to respond to identified need.

3. 24/7 Response Service

- This is a mobile service which will respond to calls within 60 minutes for non-medical emergencies, avoiding inappropriate hospital admission or use of emergency services. A large majority of these calls non-injurious falls and welfare needs giving clients and their families complete peace of mind knowing that help is always available.

Achievements to date:

- Over 2,000 sign-ups to programme between March 2020 and February 2021
- Over 40% of CONNECT participants have reported improvements to their mental health; ability to care for themselves; feelings of loneliness and isolation and getting the right support for them.
- 64% of CONNECT clients reported feeling considerably safer in their own homes as a result of the equipment and support received through CONNECT

2021 – 22 Priorities:

- Expand the programme to support more clients across the region
- Develop an effective sustainability plan for the programme
- Engagement with statutory services and other providers to increase referrals both to/from CONNECT

CREATING CONNECTIONS FOR ALL:

The fundamental priority for the Creating Connections for All programme is to build community resilience and active citizenship with a particular emphasis on generating community ownership of preventative health, care and well-being support.

The programme is comprised of six main sub-projects which support delivery of the programme:

1. Connect Platforms – provides the regional person to person time banking offer as well as supporting existing community groups who offer individual support to coordinate activity and build community activity.
2. Connector Plus – engages with and facilitates links between communities and appropriate local support and statutory services if necessary.

3. Incentivising volunteering – works to develop sustainable and supportive models of volunteering both on a collective and individual level
4. Local Action Hubs – focuses on schemes which capitalise on opportunities to develop active citizenship within pro-active communities, delivering specific health, care and well-being pilots and initiatives with key communities
5. Connect to Kindness (formally WWIK) – celebrates and embeds kindness across communities and organisations
6. Accelerated skills – supports community based workforce to develop and build upon relevant skills through developing and delivering bespoke training courses that are both accredited and non accredited

Achievements to date:

- Affective diversification of programme deliver to engage and support communities and individuals through digital methods during the pandemic.
- Accelerated launch of three Connect 2 Platforms offering person to person and collective time banking support which increased significantly during the pandemic.
- Scoping and evaluation of regional connector plus and link worker roles
- Delivery of accredited and non-accredited social prescriber training to over 40 members of the community based workforce

2021-22 Priorities:

Each project within the creating connections for all programme has a specific set of priorities for 2021/22 which include the delivery of a series of pilots looking at participatory budgeting, co-production in community resilience planning and virtual village hall models.

Fundamental cross cutting priorities for the programme are;

- Establishment of blended models of community based support / activity utilising positive aspects of digital engagement with communities and re-establishing physical engagement when safe and appropriate to do so. This will allow exploration of developing thematic rather than geographical communities.
- Post COVID sustainability and supporting groups which have emerged in response to COVID-19 to maintain activity beyond the pandemic where appropriate.
- Greater engagement and co-production in the planning and delivery of community services. This will primarily be achieved through a series of pilots across the region looking at participatory budgeting and community resource planning.
- Embedding and extension of the resources and applications developed during stage one of the transformation programme.
- Renewed focus on collectivism following an unplanned emphasis on individual well-being in response to the COVID-19 pandemic.
- Greater integration across other transformation and relevant externally funded programmes to provide a holistic offer of preventative support and whole system approach to health, care and well-being support.
- Development of a sustainable, social model for health and supporting community workforce with a particular focus on pro-active preventative health, care and well-being services.