



Llywodraeth Cymru
Welsh Government



Integrated Care Fund

Annual Report 2019–2020

Supporting
A Healthier Wales:
our Plan for Health and Social Care



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Foreword

We are pleased to present the Welsh Government's second annual report on the delivery of the Integrated Care Fund (ICF) across Wales.

This report provides a national overview of the fund in 2019–2020 and describes how regional partnership boards have used ICF funding to help drive forward the integration of health, social care and housing. It is a snap shot of the ICF ahead of a full and independent evaluation of the programme which has been commissioned.

The ICF is now a well-established, programme delivering seamless, integrated health and social care services to a wide range of vulnerable people across the breadth of Wales. It continues to make a significant contribution in helping us to deliver on our commitments in *A Healthier Wales* and the transformational Social Services and Well-being (Wales) Act 2014. Importantly it is helping to change the way services are delivered with partnership and collaborative at its core.

By testing out new ways of working and making better, more effective use of resources, the ICF is supporting system change where care is often provided at or close to home. Not only is this enabling people to remain independent in their own home and continue to be part of a community, but it is helping to reduce pressure on the NHS and social care services.

This report showcases the very best of what has been achieved by the ICF during 2019–2020. Projects vary in size and nature but all play their own part in bringing about a change for the better in the way services are delivered for the people of Wales.

The latter part of 2019–2020 was of course a very challenging time as we all felt, on a personal and professional level, the very real impact of the COVID-19 pandemic. The ICF played an extremely important part in the national response to the crisis as many projects and services were scaled up or modified to help cope with what was unprecedented demand for services. These included various hospital to home, rapid discharge and hospital avoidance schemes. Regional partnership boards were quick to refocus their ICF investment around community services, equipment and step up/down provision. Community connectors also played a key role in leading the community response and helping people who were isolated access the services and support they needed, including shopping and prescription collection.

We are thankful and proud of the incredible way the NHS, social care staff and the wider community including the third sector responded the pandemic. The strength and agility of the regional partnership boards to respond to a major health emergency in such a cohesive manner is commendable. The coming months will continue to be a challenge for us all but through the ICF we can ensure people are supported and have quick and timely access to high quality health and social services.

We are delighted that the ICF (revenue and capital), and of course the Transformation Fund, will continue for a further year until March 2022, and we investing a further £129 million in the ICF in 2021–2022.

This significant investment will enable regional partnership boards to build on achievement to date and ensure momentum can be maintained. Work is already underway, due to be concluded by the summer, to scope out and design any potential successor funding programmes from 2022 to further support and drive forward health and social care integration.

In addition, the Rebalancing Care and Support White Paper makes proposals about the future of health and social care and integrated working. This will play a key role in shaping the future direction of health and social care across Wales. Decisions about the future of regional partnership funding will be taken in the context of the conclusion of the White Paper consultation exercise that is currently underway.

Finally, we would like to acknowledge the excellent work of all the regional partnership boards in delivering the ICF and in co-producing this report.

By working together, in partnership we really are making a difference.



Julie Morgan
Deputy Minister
for Health and
Social Services



Julie James
Minister for
Housing and
Local Government

ICF Overview

Established in 2014, the Integrated Care Fund (ICF) is a preventative programme which also seeks to integrate health and social care services to improve the lives of the most vulnerable people in our society.

The programme places people at the centre of their care and support by providing services that help them achieve *what matters to them* and enables them to live their lives their own way. For many people that means being able to access services and support at or close to home rather than in hospital. It also means being able to access holistic support that will consider both their health, care and in some cases their housing needs as an integrated and seamless package. Many of our ICF projects have enabled this for the citizens they support and have provided them with a much more satisfactory experience of accessing the services they want and need.

In addition to this approach being better for citizens, it has also helped to reduce pressures on finite health and social care resources, ensuring that more acute and specialist services are available to those who most need them.

This is the second ICF annual report to be produced and published by Welsh Government. It provides a national level overview of the investment made by regional partnership boards in 2019–2020 and gives a snapshot of some of the projects and services that have been funded during the year and the positive impacts they have had on people's lives.

While this is not an evaluative report it will provide useful evidence to support the evaluation of the ICF revenue funding that is currently underway.

The information included in this report has been taken from regional ICF revenue and capital investment plans and quarterly monitoring reports submitted by regional partnership boards. Regional partnership boards have been fully engaged in the development of this report and have validated data contained within.

A bit more about the ICF

The ICF is a key delivery mechanism for the Social Services and Well-being (Wales) Act 2014 and *A Healthier Wales*. The fund's objectives are therefore aligned with regional partnership board priority areas for integration which are:

- older people with complex needs and long term conditions, including dementia
- people with learning disabilities
- children with complex needs
- carers
- children on the edge of care

The fund also supports people with dementia and is helping to deliver on the commitments in the Welsh Government's Dementia Action Plan 2018–2022, the Integrated Autism Service (IAS) and the Welsh Community Care Information System (WCCIS).

The ICF provides both revenue and capital investment to drive and enable integrated working between social services, health, housing and the third and independent sectors in order to help people achieve the health and well-being outcomes they want.

Since its establishment, the Welsh Government has invested significant resources in the ICF. In 2019–20 the fund received an additional boost of £30 million revenue, bringing the total amount of funding available to £124 million:

- Revenue – £89 million
(compared to £59 million in 2018–2019)
- Capital – £35 million
(compared to £30 million in 2018–2019)
- **Total – £124 million**

In relation to revenue, the additional £30 million was targeted at key priority groups with £15 million targeted at providing preventative services for adults, and carers in need of care and support, and a new allocation of £15 million to provide early intervention and support for care experienced children and children on the edge of care and their families.

Of the £15 million for adults, £10 million was added to the existing allocation of older people and the remaining £5 million to the wider allocation for people with learning disabilities, children with complex needs and carers.

A breakdown of the funding is shown below:

Priority area for integration	2018–2019	2019–2020
Older people with complex needs and long term conditions	£30M	£40M
People with learning disabilities, children with complex needs and carers	£15M	£20M
Children – early intervention and support to children and their families (new)	N/A	£15M
Integrated Autism Service	£3M	£3M
Welsh Community Care Information System	£2M	£2M
Dementia Action Plan	£9M	£9M
Total	£59M	£89M

ICF funding is allocated to, and administrated by, each of the seven regional partnership boards that have been established across Wales to ensure a collaborative approach is taken.

Each regional partnership board has engaged with citizens and completed a detailed population assessment and developed an area plan setting out their priorities for development and investment. These two key documents have also been used to inform regional ICF Investment Plans.

Each year Welsh Government provides national guidance on the focus and management of the ICF ahead of investment plans being developed and submitted. In addition to the new funding category to support care experienced children and children on the edge of care, 2019–2020 saw a number of changes in the way the ICF is managed:

Planning

- to enable regional partnership boards to plan, develop, test and evaluate projects over a longer period, regions were required to develop 2 year revenue investment plans setting out the schemes and activities to be supported until March 2021.

Regional working

- to ensure a more unified approach to service delivery within regions and help to accelerate regional integration of health and social care, regional partnership boards were expected to take

a more regional approach towards the investment and delivery of the ICF programme, promoting projects that span across the whole regional footprint rather than on an individual local authority basis.

Social Value

- the ICF is an important lever to bring about an improved culture in the way services are planned and delivered. Regions were encouraged to use the ICF to assist them in discharging their statutory duty under section 16 of the Social Services and Well-being (Wales) Act 2014 to promote the development of social value organisations, such as social enterprise, co-operatives and the third sector. To maximise the contribution of this important sector to the delivery of integrated health and social care services, regional partnership boards were expected to increase their funding on social value so that by the end of March 2021 at least 20% of their annual revenue funding is used to support the sector.

Unpaid carers

- greater emphasis was placed on the need to provide direct support for unpaid carers, including young carers, to ensure their own well-being needs are met. Provision of respite opportunities and addressing the causes of loneliness and social isolation being just two examples of the type of things that can help improve carers' well-being.

The ICF programme and all of its projects continue to be underpinned by the key principles of:

- prevention
- collaboration
- integration
- citizen engagement

The ICF programme is therefore putting into practice several of the ways of working set out in Well-being of Future Generations (Wales) Act 2015 and aligns with many of the national design Principles set out in *A Healthier Wales*.

What the ICF has delivered in Wales

The ICF was established as a ‘pump prime’ or ‘test fund’ offering health, social care and more recently housing services with the opportunity to test out new models of integrated and seamless support for citizens.

Developing seamless health and social care services which are designed and delivered around the needs and preferences of individuals is at the centre of the Welsh Government’s long term plan for health and social care, *A Healthier Wales*.

The plan sets out a long term vision for a whole system approach to health and social care which is focused on health and well-being, preventing illness and by integrated health and social care services which are delivered at or closer to home. The ICF is helping to make this happen.

In 2019–2020 a wide variety of preventative projects were supported by each of the seven regional partnership boards. These include:

- services aimed at providing care at or close to home
- providing information, advice and assistance to promote self-help and meet people’s needs before they escalate to statutory services
- integrating and co-ordinating health and care services to support children and adults with complex needs to get the right support in the right place at the right time
- supporting carers to maintain their caring role whilst also promoting their own well-being

- telecare improvements and other specialised equipment
- specialised accommodation for older people and people with specific support needs such as those with learning disabilities and these are sometimes alongside or as part of new wider health and social care provisions such as GP surgeries
- step up and step down accommodation for transition in or out of hospital or care
- housing adaptations to help prevent falls and enable older people to remain independent and live in their own homes
- new facilities and infrastructure for integrated health and social care teams to operate and deliver services to people from early hospital discharge schemes particularly for stroke patients
- community based rapid response teams to provide timed urgent treatment or care to people in their homes as an alternative to being admitted to hospital
- the development of Dementia Friendly Communities; and
- grants to third sector organisations to help reduce social isolation for older people and improve provision and access to community services.



In addition to helping provide more seamless services to citizens the ICF has also enabled wider system change including:

Integrated working – the establishment of multi-disciplinary teams within many hospitals and communities across Wales has helped ensure a more joined up approach to service delivery, supporting the principle of providing the right approach, first time and reducing the complexity in accessing health, social care and support services.



Good example

The Gwynedd and Anglesey Community Resource Teams (CRTs) are based in 5 main hub sites in Dolgellau, Caernarfon, Pwllheli, Amlwch and Holyhead and staff are also able to work collaboratively from local ‘touchdowns’ in GP surgeries.

The CRTs comprise health, social care and voluntary sector staff (including District Nurses, Social Workers, Occupational Therapists and Dementia Support Workers) who provide person-centred, co-ordinated care services to individuals through a single point of access. The CRTs focus on providing *what matters to* the individual to meet their health and care needs. These integrated health and social care teams provide short term intensive rehabilitative care and support to older people. The teams enable people to overcome the need for hospital admission, or admission to long-term care, or return to home sooner after an acute hospital admission. They also provide carer support.

At the end of 2019–20 the project had supported 1,434 people with 80% reporting that they achieved what matters to them and 100% reporting they felt less isolated.

Reduction of system pressures – ICF funding has been used across Wales to relieve pressures on the acute care system through initiatives such as the purchase of step-up/step-down beds and other activity to improve delayed transfers of care and reduce hospital admissions. The fund has helped services move away from some of the more traditional forms of patient care, including in hospital care, and has instead supported projects that are more person centred with care provided at or closer to home.



Good example

Known locally as ‘the pink army’, Cardiff Council’s new **Get Me Home** Service provides a single access point within University Hospital of Wales and University Hospital, Llandough for all community based services. The team works collaboratively with ward staff to ensure patients have timely access to the full range of services offered by the Preventative Services programme, as well as community or home based social care services, in order to support them to return home safely and confidently as quickly and smoothly as possible. The team of multi-skilled council staff work hand in hand with health colleagues in the hospital to facilitate the journey home, starting their work asking *what matters to you* to find the right solutions for people.



Good example

The **staywell@home** service operates across Cwm Taf and is an excellent example of collaborative and integrated working. The service which is operational 7 days a week, 365 days a year, consists of a multidisciplinary hospital based team of health and social care professionals, sited within the acute hospitals of Prince Charles and Royal Glamorgan.

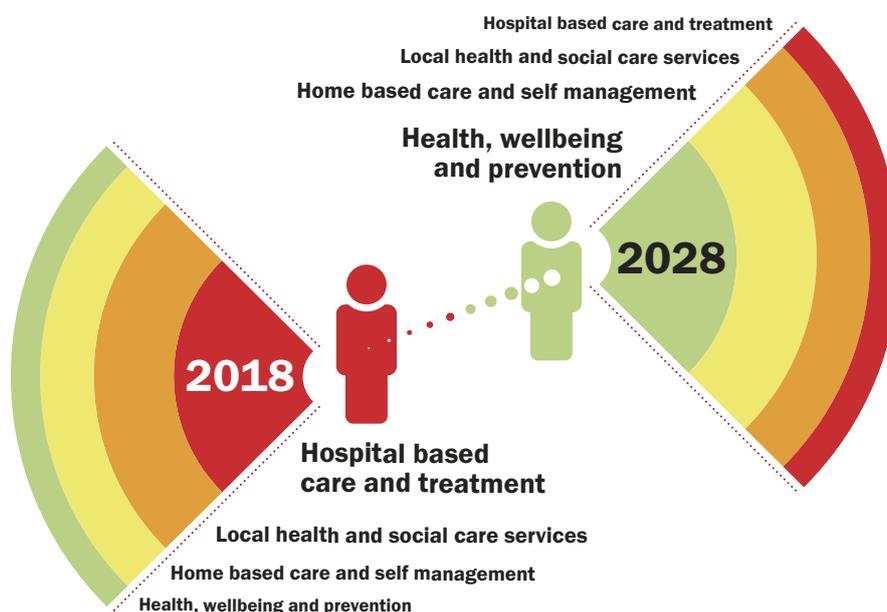
The team undertakes initial assessments and commissions and based on the *what matters to me* conversation commissions the relevant health, social care and third sector community to support to the timely release of patients is that they do not need to be admitted to hospital. The staywell@home service has proved successful in supporting people to be as independent as possible, ensuring they

receive the right service at the right time. It is a combination of timely assessment at A and E and access to responsive community services. The service is helping to ensure people can achieve their own personal well-being outcomes and has significantly reduced the average length of stay for people in hospital across Cwm Taf. 2019–2020 saw the continued success of the staywell @home in achieving person-centred outcomes and in supporting patient flow from hospital through to the community/primary care setting. It was further embedded into the *whole pathway* process with increased recognition of its role within emergency care, promoting admission avoidance with a strong emphasis on the ‘discharge to recover then assess model.’ Importantly there has been a significant increase in the number of people aged 61 plus who have attended A&E and have not had to stay overnight in hospital. In 2019–2020 there were 3,169 referrals of which 2,381 (75%) were accepted for further screening. This resulted in 1,908 full assessments being undertaken (60%) with the remaining 15% being signposted onto more appropriate services or the team providing education and support to the referrer and/or patient.

During 2018–2019 there were 183, 61–74 year olds visiting A&E that did not have an overnight stay. This increased to 2,153 during 2019–2020. The number of people aged 75+ that visited A&E and did not have an overnight stay in 2018–2019 was 151. This has also increased significantly to 1,140 in 2019–2020.

Phase 2 of the **staywell@home** model works with community professionals to support them to help their patients avoid the need for conveyance and admission to hospital by keeping people safe and supported at home. It provides a response to all referrals from community professionals from 8.30am to 8.00pm 7 days a week. To deliver that response it utilises the Single Point of Access ‘Trusted Assessors’ to carry out a proportionate assessment and agree a response within 4 hours from a menu of community resources including domiciliary care, assistive technology, occupational therapy. Welsh Government Transformation Fund funding has been used to add additional resources and capacity to existing services to allow the extension of the Single Point of Access (SPA), Occupational Therapy, Reablement and domiciliary care enabling services to cover evenings and weekends.

Preventing poor well-being – many of ICF funded services and projects are contributing to the reduction of loneliness and isolation in individuals. By helping citizens to connect with other people and services within their own communities they are better able to achieve what matters to them and support their own well-being, preventing a wide range of illnesses that are linked with loneliness and isolation. Social prescribing is therefore an important element of the ICF. All regions across Wales have community connectors or community navigators to help connect people with services and activities within their own local communities.





Good example

Powys Community Connector Service continues to help people over the age of 18 and their families to access vital community services. In 2019–2020 the service handled 2,994 referrals and requests from people looking to obtain some form of support, which is a 26% increase on the previous year. A recent survey showed that 85% of service-users were able to access the right information, advice and assistance and 100% said they were treated with respect. During March and April, the service became a lifeline to those without family or close friends who had to self-isolate due to the pandemic. Referrals soared during COVID, with the team able arrange delivery of prescriptions, support with shopping needs, and matching people to befrienders and other mental health information services.



Good example

West Wales' Locality Resilience project provides a range of community based preventative initiatives aimed at improving people's well-being, supporting independent living, strengthening community resilience and reducing the need for statutory interventions. Some 581 individuals were supported to achieve maximum independence for longer in their own homes, receiving an average of 53 days of support each.

One service user said *"I didn't know where to turn and you have found all the help I needed"*.

Wider system change – in many cases the ICF has been used alongside other funding streams such as the Primary Care Fund, the 'Efficiency Through Technology Fund' and Families First' to ensure spending with regions is co-ordinated to bring about maximum benefits to citizens. The use of pooled funds by some regional partnership boards has been integral to this. There are also projects being developed where ICF capital is being deployed alongside housing and health capital programmes, such as extra care housing with step up and step down short term accommodation with GP and community social services. Learning from ICF projects and the new ways of delivering services and infrastructure can, and is being used to inform wider service development and delivery.



Good example

Gwent Regional Partnership Board used ICF funding alongside other funding streams to meet the care and support needs of its citizens to maximise benefits:

The Community Connections and Befriending scheme in Monmouthshire is an integrated community development model that receives funding from the ICF and Older Adult Mental Health funding (OAMH), and is hosted by Monmouthshire Local Authority. This integrated model provides support to community groups to develop and become self-sustaining, explore opportunities for funding, provide a community transport service and one-to-one volunteering and peer support programmes. Project commencement was enabled by the Big Lottery Grant and small scale ICF projects to test the concept, which was further grown with ICF and OAMH funding. A key delivery partner in this model is the Bridges Centre, a third sector organisation in Monmouthshire.



Good Example



West Glamorgan's Hospital 2 Home service, launched in December 2019 now operates across the region. It focuses on promptly arranging and providing the necessary support for individuals to be able to return home or the most suitable care setting, depending on their needs, after a period in hospital.

Rather than a comprehensive assessment, individuals tell their story to a Hospital 2 Home Navigator who acts on behalf of all agencies and undertakes a single assessment based on the person's assets and strengths. It provides support that encompasses the physical and mental well-being of individuals, including those living with dementia and cognitive impairment, with conversations centred on *what matters to me*.

In 2019–2020, 544 patient discharges were supported. The service has a strong focus on reablement, with home-based support as the primary pathway of hospital discharge.

Hospital 2 Home has provided an opportunity for the West Glamorgan Regional Partnership Board to reflect on the way it delivers services in order to streamline and improve them across the region. It has provided a foundation and springboard from which the partnership board could respond to and deal with the global pandemic. In addition it has highlighted the value that integrated health and social care teams contribute to supporting people home from hospital and their journey to regaining independence and confidence. It has also enabled people to recover at home and have their voices heard so their long term care needs can be agreed away from a hospital setting.

Mr Morgan is 82 years old and was admitted to hospital following a fall. He had complications during his stay which led to a prolonged admission and repatriation to Neath Port Talbot Hospital for discharge planning.

He was discharged using the Hospital 2 Home pathway requiring three calls per day for support with washing, dressing, meal preparation, and to increase his confidence using the steps into and out of his property so he would be able to visit his local pub with his friends. This joined up approach between physiotherapy and occupational therapy enabled Mr Morgan to achieve his personal outcomes. He is now independent with personal care, meal preparation and is able to access his property and his local community with confidence.



Promoting partnership – Collaboration and partnership are integral to the ICF and the examples shown throughout this report are testament to that. By providing dedicated resources to test innovative models of delivery, new partnership relationships have been developed both strategically and operationally to further the integration of services.



Good example

Carmarthenshire Association of Voluntary Services provides the lead for the administration of the Carmarthenshire United Support Project (CUSP). CUSP support workers aim to understand what matters most to people to help them maintain and improve their well-being and independence for longer in their own homes, helping people to become more confident and independent in managing day to day life.

CUSP is a partnership of voluntary and community organisations in Carmarthenshire all working together to provide individuals with tailored support. It is a fully integrated community provision that incorporates Home from Hospital and the principle of Home – not Hospital. During 2019–2020 CUSP received 465 referrals from hospital, an increase of 47.3% on the previous year and 737 visits were carried out by the support workers. The following feedback was received:

“I can’t believe the support you provide, and for free. You are all angels the lot of you. I don’t know where I would have been without you.”

“You really don’t know how much this has helped me physically and mentally, from the bottom of my heart Thank You”



Good example

West Glamorgan’s Commissioning for Complex Needs project is transforming the lives of people with complex needs who are receiving care services within residential care and supported living. Its main objective is to provide good quality commissioned services with the ultimate aim of increasing the independence of service users, and supporting them to achieve their personal well-being goals.

It is an example of true collaboration and partnership working that puts the person at the centre of service planning and delivery. Care providers work closely with representatives from health and social services to create bespoke, outcome-focussed packages of care for each individual. This approach empowers people to support themselves, become less reliant on services in the longer term, and being able to live fulfilled lives within their local community, being closer to family, friends, specialist services and support networks.

Supporting children at risk

In 2019–2020 an additional £15 million was made available across Wales to specifically support care experienced children and children at risk of or on the edge of care. There are many excellent examples across Wales that showcase how children have been supported, here are a few:



Good example

The Multi Agency Placement Support Service (MAPPs) in West Glamorgan is a multi-disciplinary team that aims to help children with, or at risk of mental illness and emotional and behavioural difficulties by providing specialist placement support. Through MAPPs the overall number of children placed in high cost residential and independent foster placements across the region has reduced, and 48 children have been supported to achieve placement stability (all children referred are considered to be at high risk of placement breakdown).



Good example

In North Wales, the Resilient Families Team provides a range of edge of care interventions to support children return home. The families with whom the team has worked over the last year have often had issues relating to neglect, parental alienation/conflict, poor home conditions, physical abuse or poor mental health. Through their intervention the team has supported:

- 7 children (from 5 families) to be reunified to the care of their families
- 14 children have de-escalated from being on the Child Protection Register to receiving care and support
- Provided intensive interventions to 136 families (involving 309 children)
- Arranged and facilitated 19 parenting groups (for 55 children)

Feedback from parent whose child remains in her care as a result of the intervention:

“Thank you for all your support and encouragement...we’ve learnt so many new skills, tough but equally rewarding. Thank you for making a difference in our lives”.



Good example

Powys’ Edge of Care project helped children to remain living with their families where it is in their best interests and safe to do so. It provides intensive support to stabilise families and reduces the need for children and young people to enter care. During the year 2019–2020, 278 children were referred to the service, 77% of families showed positive progression at the end of intervention, 4 children were reunited with their families and 90% of children referred have remained at home.

“I felt I could talk to Mel (EoC Worker) and trust her with what I had to say. I never felt judged, it just made me realise my impact on my family and how we can improve things.”

– Service User

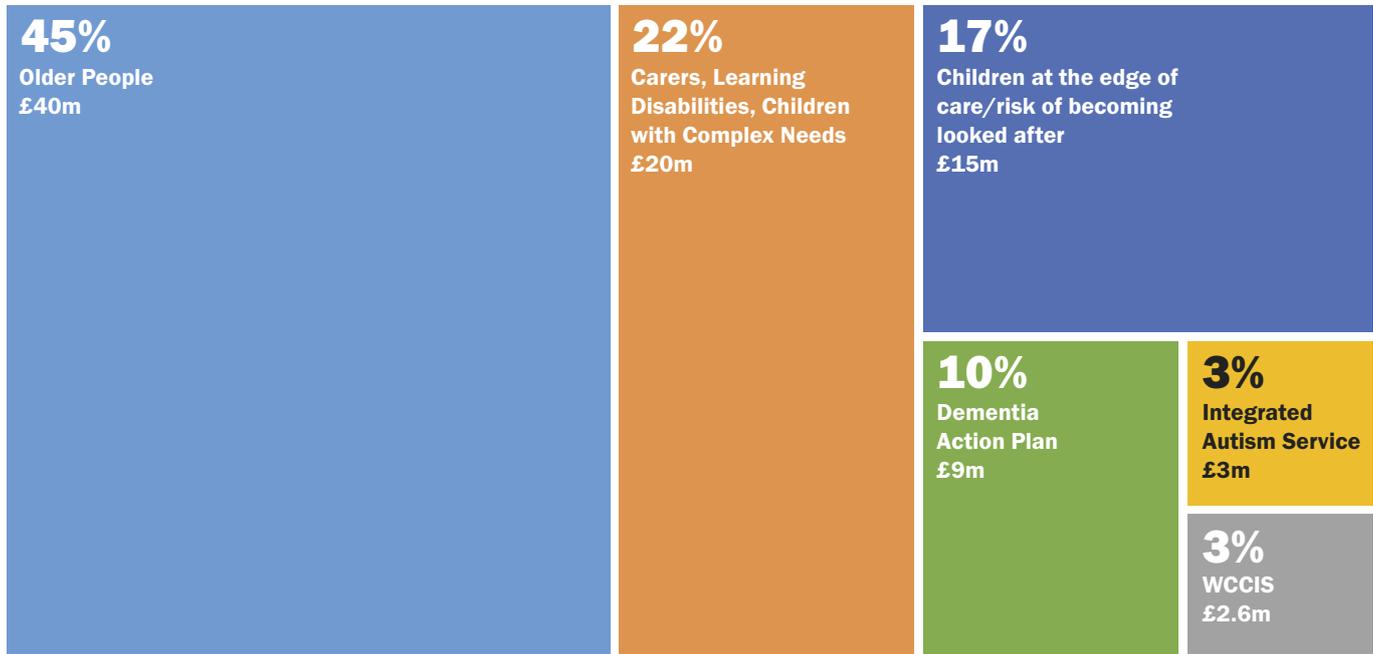


Integrated Care Fund Revenue

2019–2020 Allocations

Figure 1 below sets out the national ICF allocations by priority population group, as described in the 2019–20 ICF guidance. It is important to note that while funding for frail and older people has historically been ring-fenced, funding for carers, people with learning disabilities and children with complex needs has not been broken down or stipulated. By not being ring-fenced this allowed regional partnership boards more flexibility to be able to design their own ICF programmes that would respond to their population needs assessment and area plan.

Figure 1: 2019–2020 ICF allocations by priority group



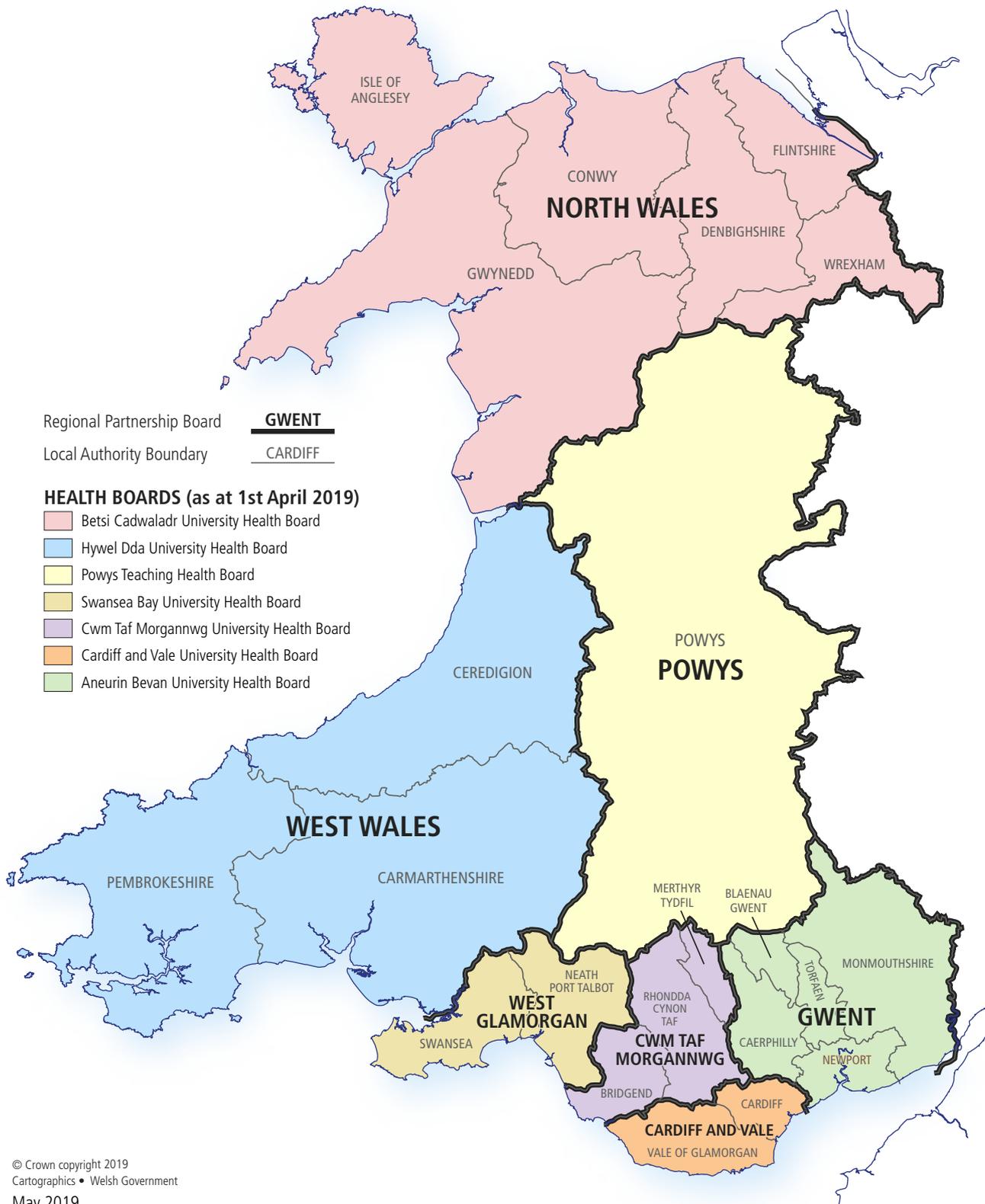
For reference Figure 2 shows the regional breakdown of ICF allocation in 2019–2020 by population group.

An additional £600,000 was made available in year to support the roll out of the WCCIS bringing the total amount of funding for this purpose to £2.6million.

Figure 2: Allocated funding: Priority Area by Region

RPB	Older People	Carers, Learning Disabilities, Children with Complex Needs	Welsh Community Care Information System (WCCIS)	Integrated Autism Service (IAS)	Children at the edge of care/at risk of becoming looked after	Dementia Action Plan
West Glam	£5,223,724	£2,590,000	£254,000	£398,000	£1,942,000	£1,175,338
Gwent	£7,161,992	£3,826,432	£597,394	£458,000	£2,869,824	£1,611,449
North Wales	£9,567,262	£4,251,381	£340,000	£652,000	£3,188,535	£2,152,633
Cardiff and Vale	£4,895,343	£2,878,908	£200,798	£367,000	£2,159,181	£1,101,452
Cwm Taf	£5,521,313	£3,214,385	£212,664	£367,000	£2,410,788	£1,242,296
West Wales	£5,550,419	£2,425,524	£455,716	£398,000	£1,819,143	£1,248,844
Powys	£2,079,947	£813,709	£52,904	£337,000	£610,282	£467,988
Other (*NWIS and WLGA)	£0	£0	£500,000	£23,000	£0	£0
Total	£40,000,000	£20,000,339	£2,613,476	£3,000,000	£14,999,753	£9,000,000

2019–2020 Regional Footprints



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 May 2019



2019–2020 Actual Spend

Figure 3 below provides a national overview to show how regional partnership boards actually invested their ICF allocations in the agreed priority groups. In this chart we have broken down spend on carers, people with learning disabilities and children with complex needs to show actual investment.

It is important to note that this breakdown is based on the primary beneficiaries of projects. We recognise that many projects support a number of the different priority population groups at the same time, for example some projects support both older people and their carers.

We have also included a separate figure for funding that has been used to support the development of regional infrastructure. This funding has been used to support the development of regional partnership board support teams, programme and project management for the ICF programmes and regional commissioning activity.

The actual investment figures also reflect that for the first time the level of actual investment in services for older people was slightly less than the original allocation with £245,615 being allocated to other priority groups indicating that the ICF is being invested more broadly across the wider ICF priority groups.

Figure 3: 2019–2020 Actual Spend by priority groups

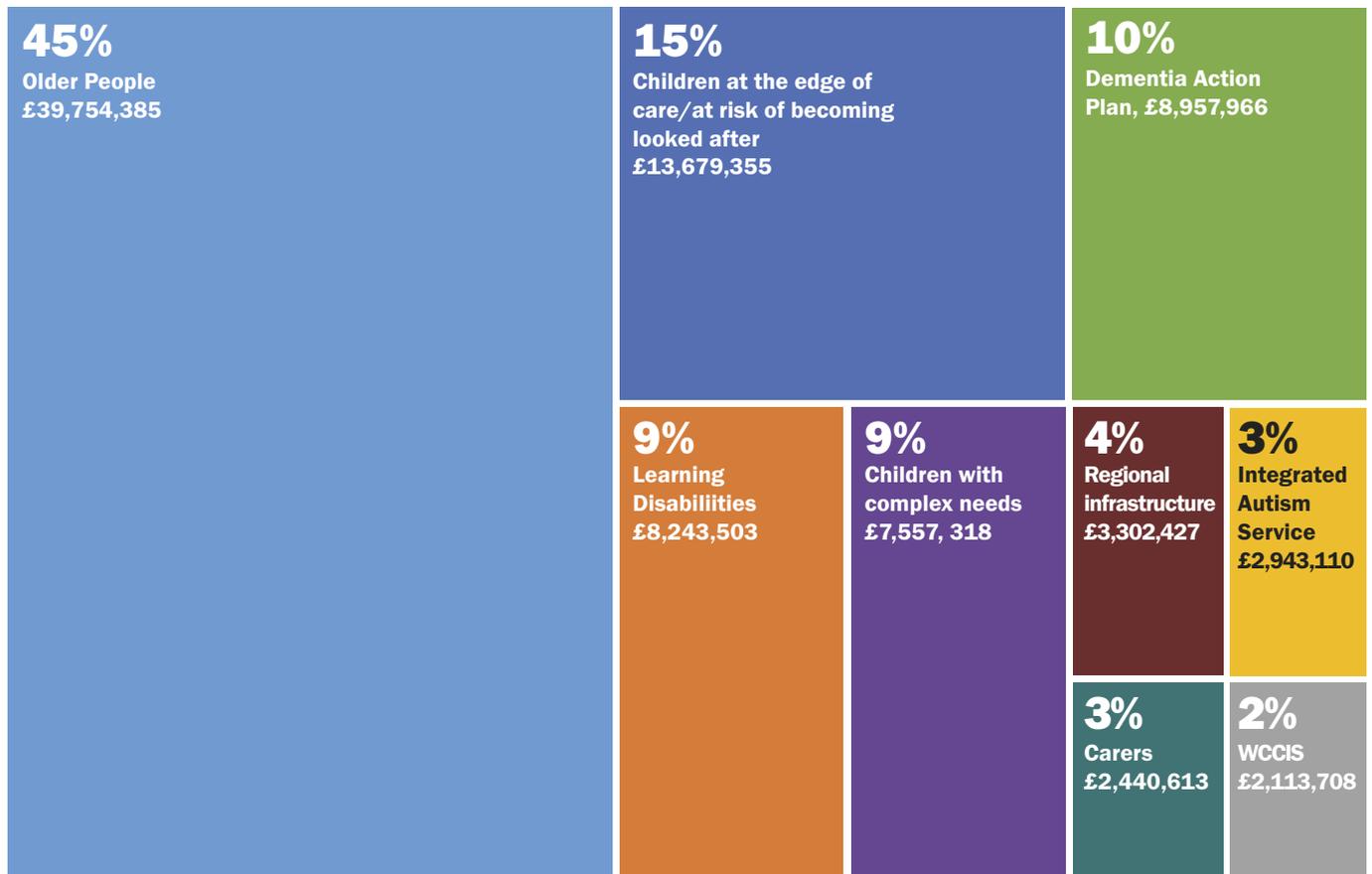


Figure 3a: Actual spend by priority type comparison 2018–2019 and 2019–2020

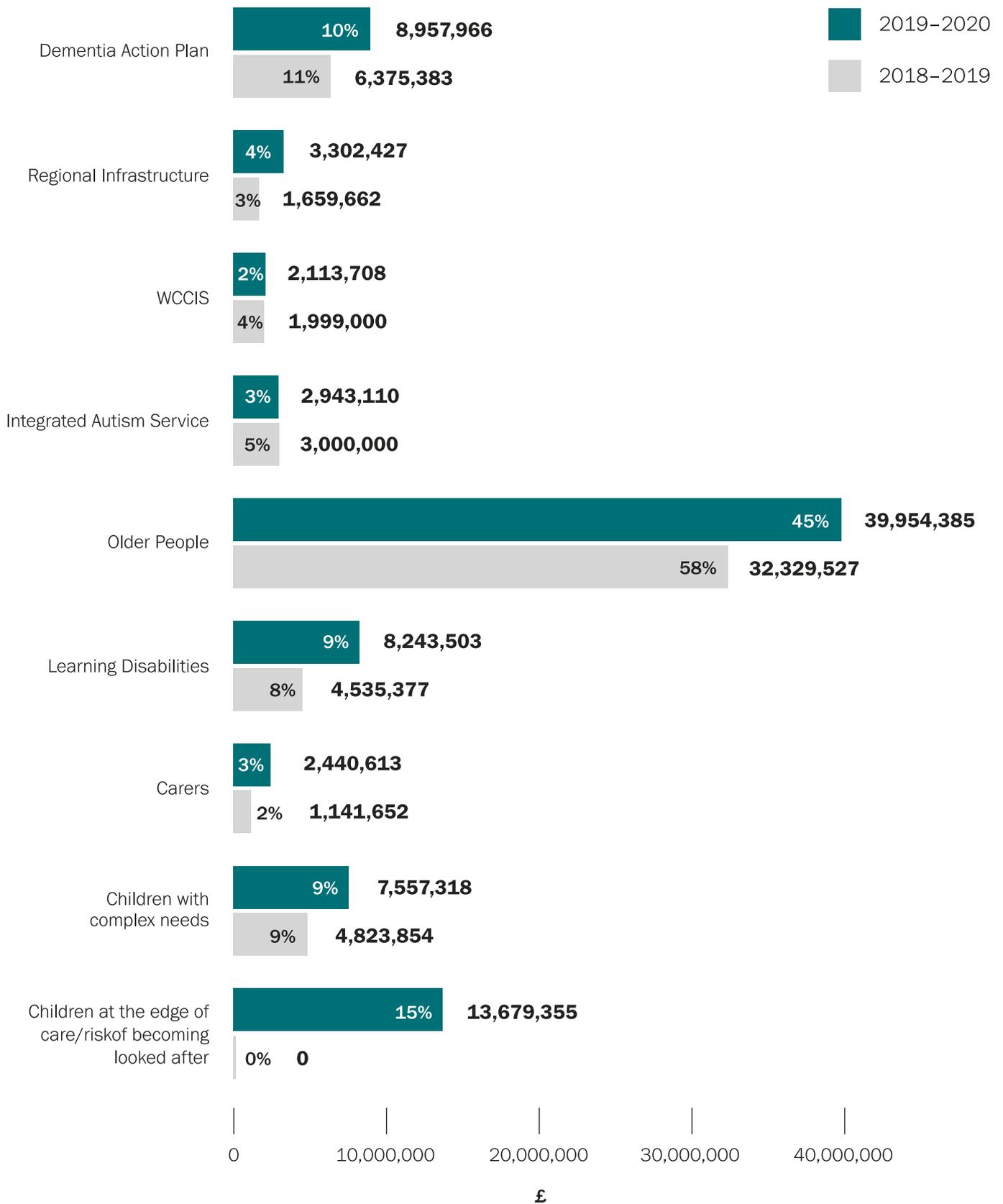


Figure 4 below highlights the numbers of projects in each region, by priority group. Again, we have broken down carers, people with learning disabilities and children with complex needs to show actual investment.

Figure 4: Number of projects: Priority Area by Region

Priority area by region	Cardiff & Vale	Cwm Taf	Gwent	North Wales	Powys	West Wales	West Glam	Total 2019–2020	Total 2018–2019
Carers	3	2	6	5	1	9	8	34	33
Children at the edge of care/at risk of becoming looked after	5	19	5	18	1	1	3	52	0
Children with complex needs	8	1	6	15	5	1	9	45	44
Dementia Action Plan	4	14	21	27	5	3	16	90	107
Older People	16	28	8	29	12	25	12	130	154
Integrated Autism Service	1	1	1	1	1	1	1	7	8
Learning Disabilities	10	7	7	8	4	12	6	54	36
Regional infrastructure	1	1	1	13	7	1	4	28	27
WCCIS	1	1	1	1	1	1	1	7	8
Total	49	74	56	117	37	54	60	447	422

In 2019–2020 the ICF funded a total of 447 projects across Wales. Welsh Government has worked with regional partnership boards to, where possible, consolidate separate local authority based projects into combined regional level projects with the added benefit of consistency and alignment across the region. While these figures do indicate an increase in the number of projects from 2018–2019 (422) given the additional £30 million of funding invested in 2019–2020 this does represent a perspective that some consolidation has occurred.

Projects vary considerably and Figure 7 below shows the range of size and scale of projects. In 2019–2020 there was variation between regional approaches to developing ICF projects and programmes. Some regional partnership boards continued to develop lots of smaller, localised or individual local authority based projects with others take a demonstrable step towards developing larger, strategic regional projects.

Spotlight on Carers

Every day thousands of unpaid carers help people stay safe and well in their own homes and this support has become even more important during the coronavirus pandemic. We fully appreciate the important work unpaid carers do, and therefore want to ensure the Social Services and Well-Being (Wales) Act 2014 is delivering the support that unpaid carers need. All ages of carer indirectly benefit from support provided to those they care for, and this is implicit throughout this report. However it is important that carers’ own support and well-being needs are met, in line with the three national priorities for carers. The ICF therefore also provides direct support for unpaid carers, such as opportunities for respite, and improving carers’ own well-being.

In 2019–2020 Welsh Government put the spotlight on the need to directly support unpaid carers with an expectation that there would be increased investment by each of the seven regional partnership boards specifically for this purpose.

The breakdown of spend in figure 3 shows that regional partnership boards have invested £2,440,613 in services for carers (equating to 3% of the total budget). However this only includes investment in those projects where carers are the primary beneficiary. We know that many of the other projects which may identify other priority groups as the primary beneficiary also include activity to offer direct benefit to unpaid carers. We therefore invited regional partnership

boards to undertake some more detailed analysis of their programme to identify the wider investment that would directly benefit unpaid carers.

Following this exercise, the reports submitted by the regions, in 2019–2020 indicated some £10.2 million of ICF funding was used to directly support carers across all the population groups that the fund supports.

	Direct Support to Carers
West Glamorgan	£239,970
Gwent	£1,066,912
North Wales	£5,698,138
Cwm Taf	£2,820,144
Cardiff and Vale	£71,200
West Wales	£146,671
Powys	£166,000
Total	£10,209,035

Guidance that has been issued to regional partnership boards in relation to their management of the fund in 2020-2021 and 2021-2022 sets out the Welsh Government’s commitment to supporting carers. It reaffirms the need for increased investment by regional partnership boards to support carers own well-being needs so that this valuable group of people, whom so many rely on, can get the care and support they need too.





Good example

Powys' carers service is delivered by registered charity, CREDU. They provide high-quality support, enabling carers to enjoy a greater sense of well-being, more connected to others, and feel listened to. CREDU explored new types of respite for carers of all ages and their families, such as retreats and training sessions.

The project is about listening to *what matters* and CREDU have been able to help some families cope with isolation. In the last year CREDU have supported 121 carers, including 22 respite opportunities, through raising awareness, delivering respite projects, and having bespoke *what matters* conversations with carers to find individual solutions.



Good example

In Neath Port Talbot, the *Me myself and I (MMI)* project is helping to support carers to ensure their own well-being needs are met. Through the Community Friendship Club, group sessions and Day Break service, the MMI offers respite to carers allowing people to attend to their commitments, health appointments etc. whilst their loved one is safely being cared for by a member of the MMI team. In 2019–2020:

- 12 care partners attended the group sessions
- 15 care partners received one-to-one support
- 10 carers received training and support
- 100% of carers report improved well-being and reduced feelings of anxiety.

Regional and non-regional investment

The delivery of the ICF programme has occurred within an evolving and transforming landscape which is seeking to integrated health and social care across organisational and local authority boundaries to develop regional approaches to delivering health and social care.

For the purposes of this report, regional projects are identified as projects that span across the whole regional footprint i.e. all local authorities and include the local health board as a delivery partner.

Non regional projects are defined as projects that operate in only one or some local authority areas and may or may not include the health board as a joint delivery partner. Cross regional projects are those that involve at least two regions.

We have also included the notion of sub-regional projects which have been developed in the significantly larger regions such as North Wales. In a region such as North Wales, where there is six local authorities and a large health board, sub regional approaches can provide a useful stepping stone to test models of delivery before upscaling them to a full regional approach.

Figure 5 shows that in 2019–2020, 64% of the overall ICF was invested in regional level projects and service delivery, a 23% increase from 2018–2019. This indicates that 36% of the ICF is being invested in local or individual local authority projects. Just 3% was invested in sub-regional delivery. We expect to see this trend in regional working grow to ensure a more unified approach is taken to service delivery within regions and help to accelerate regional integration of health and social care.

Figure 5: 2019–2020 ICF investment in regional and non-regional activity

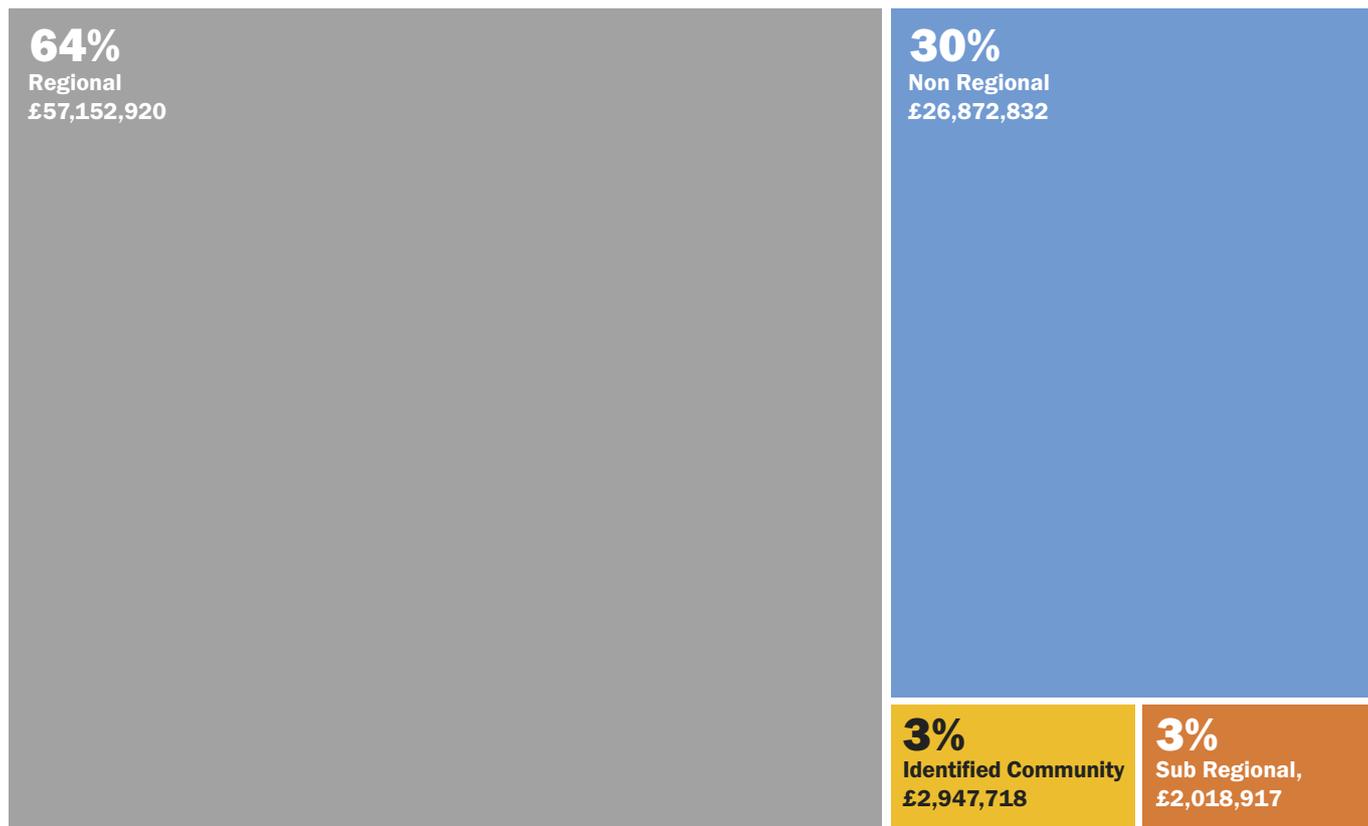
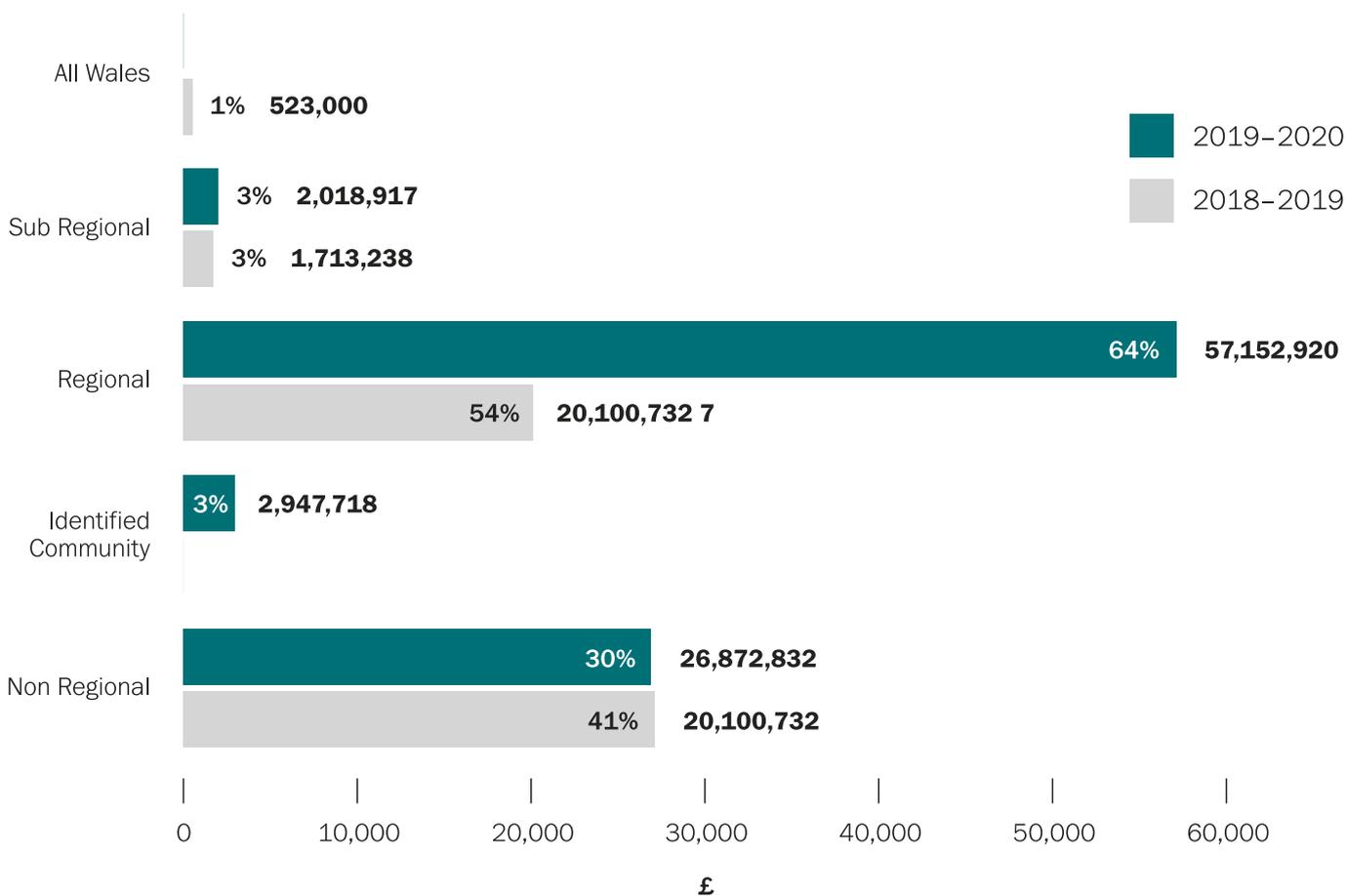


Figure 5(a): Investment in regional/non regional activity comparison 2018–2019 and 2019–2020



Due to the evolving landscape, levels of regional investment do vary from region to region. Figure 6 shows the level of regional and non regional investment for each of the seven regions in Wales.

Figure 6: 2019–2020 Regional and Non Regional investment by region

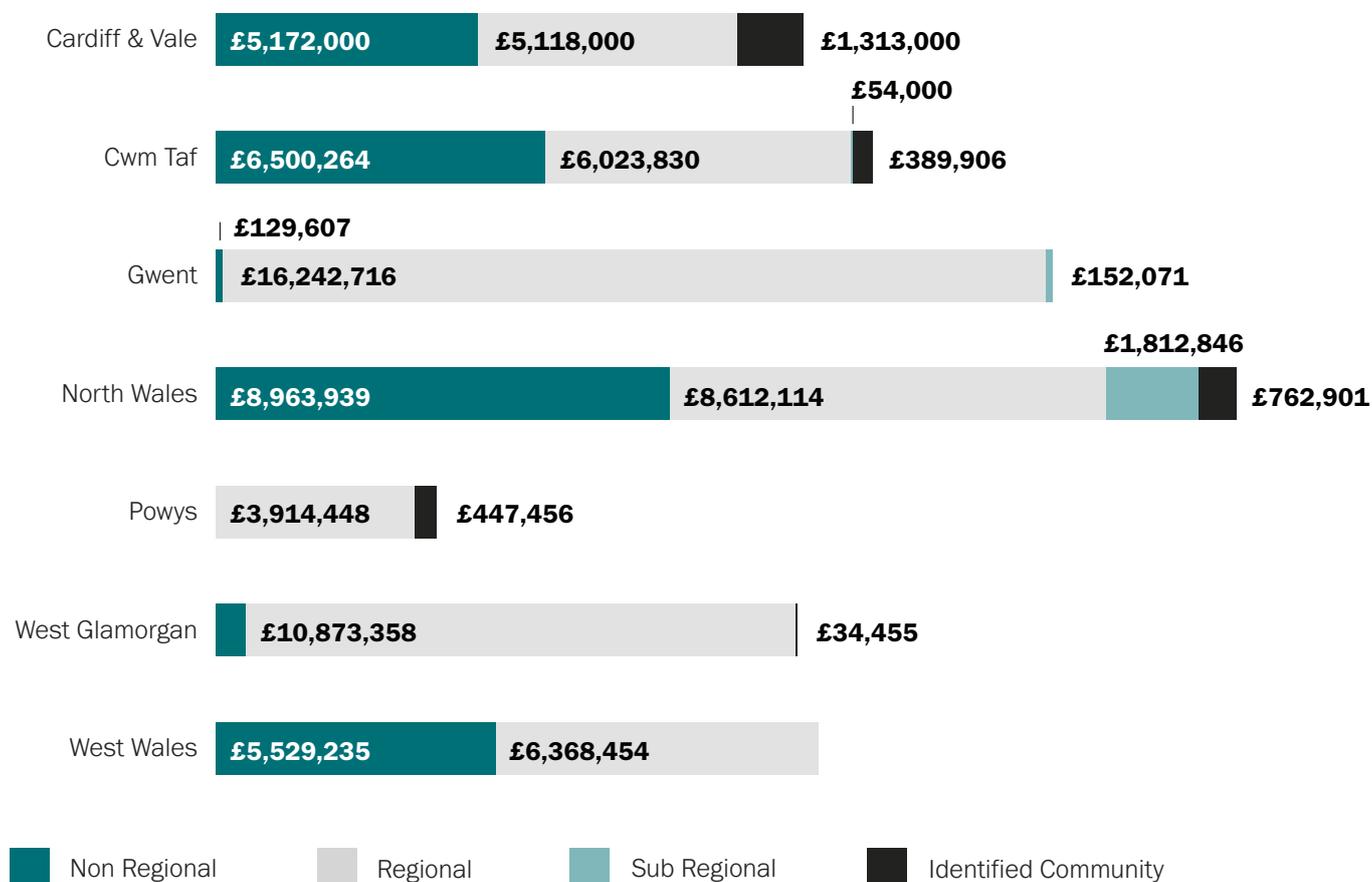
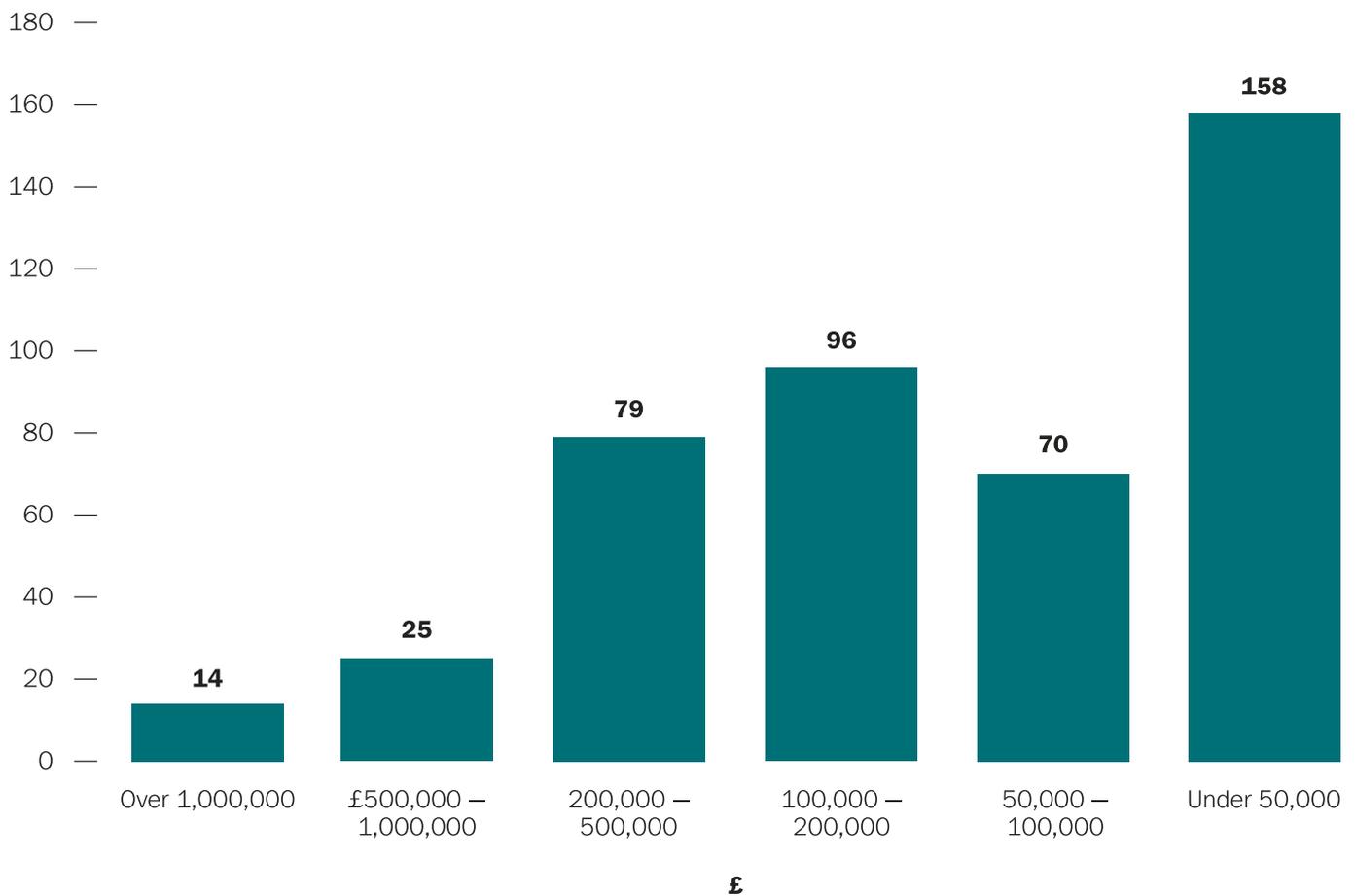


Figure 7 shows that a significant number of projects (158) were relatively small in scale, receiving less than £50,000 with only 14 projects receiving over £1 million. This compares to 6 projects in 2018–2019 above £1 million and 140 less than £50,000. The smallest funded project funded in 2019–2020 was the Food Shed Extension in West Glamorgan receiving £2,472 and the largest project was West Glamorgan’s Home to Hospital/Step up/down project which received £4,401,903 in ICF investment.

It is important to note that while larger scale, strategic projects can have significant levels of positive impact on larger numbers of service users, smaller projects with lower levels of investment can equally have significant positive impacts on the lives of those they support. Often they can provide good value for money and also provide a useful smaller scale test bed from which successful delivery aspects can grow and be up-scaled for future years. The bulk of the investment in 2019–2020 is directed to support projects between £50,000 to £500,000 (195) showing the vast range and scale of projects that have been supported.

Figure 7: Number of projects by size



2019–2020 spend by project type

Figure 8 shows ICF investment across Wales by project or service type. Projects have been grouped into one of 15 project types. A description of the project types can be found at page 32.

It is again important to note that while we acknowledge that some projects are large and complex covering more than one of the project types listed below, for the purposes of this report projects have been grouped by their primary function.

Significant amount of resources continue to be invested in projects and services for frail and older people, particularly 207 projects that deliver intermediate care, the dementia action plan delivery and stay at home/return to home services. These alone amount to some 205 projects.

However it is worth noting the 218 projects listed under integrated community teams, early help and prevention, access to services, emotional health and wellbeing and Social Prescribing (totalling 42% of the investment) that have a strong focus on community level prevention.

£3.7 million was invested by regional partnership boards in developing their regional infrastructure. This is an increase of £2 million on 2018–2019, reflecting the growing importance placed on regional partnership boards as key delivery vehicles for *A Healthier Wales*.

Figure 8: Actual spend by project type in 2018–2019 and 2019–2020

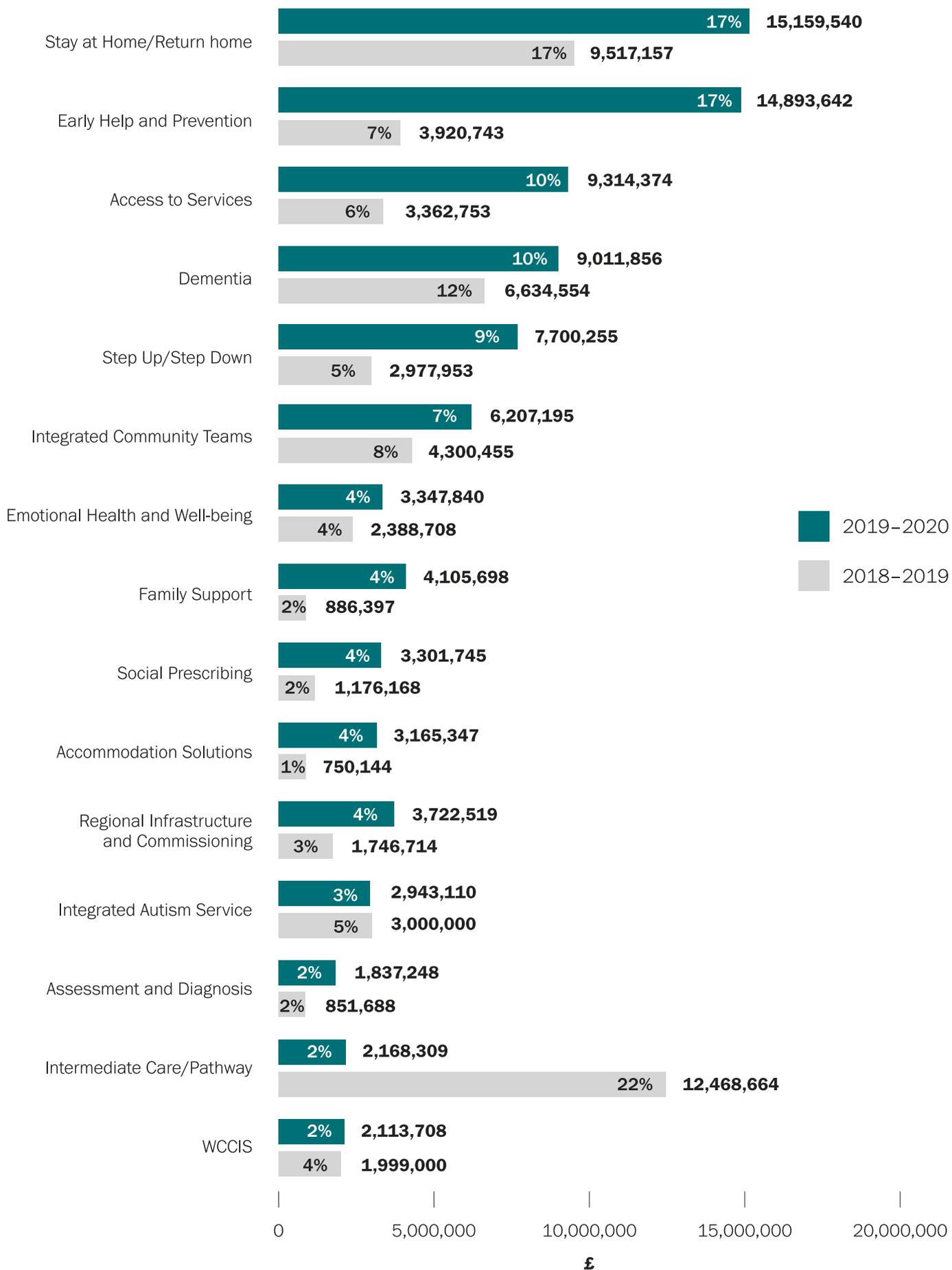


Figure 9: Number of Projects: Type of Project by Region

	Cardiff and Vale	Cwm Taf	Gwent	North Wales	Powys	West Glam	West Wales	Total
Intermediate Care/Pathway	1	0	1	1	3	0	2	8
Stay at home/return home	8	13	4	6	5	1	8	46
Dementia	4	14	20	27	5	16	3	89
Integrated Community Teams	3	1	1	6	2	0	4	17
Early Help and Prevention	13	12	10	19	3	11	13	81
Access to services	9	15	7	12	1	8	10	62
Integrated Autism Service	1	1	1	1	1	1	1	7
Step Up/Step Down	0	0	0	4	0	2	2	8
Emotional health and well-being	3	8	3	7	5	10	6	42
WCCIS	1	1	1	1	1	1	1	7
Regional Infrastructure	1	1	1	13	6	4	1	27
Social prescribing	0	2	3	5	3	3	0	16
Family Support	1	4	2	4	2	1	0	14
Assessment and Diagnosis	1	0	1	6	0	1	1	10
Accommodation Solutions	3	2	1	5	0	1	2	14
Total	49	74	56	117	37	60	54	447

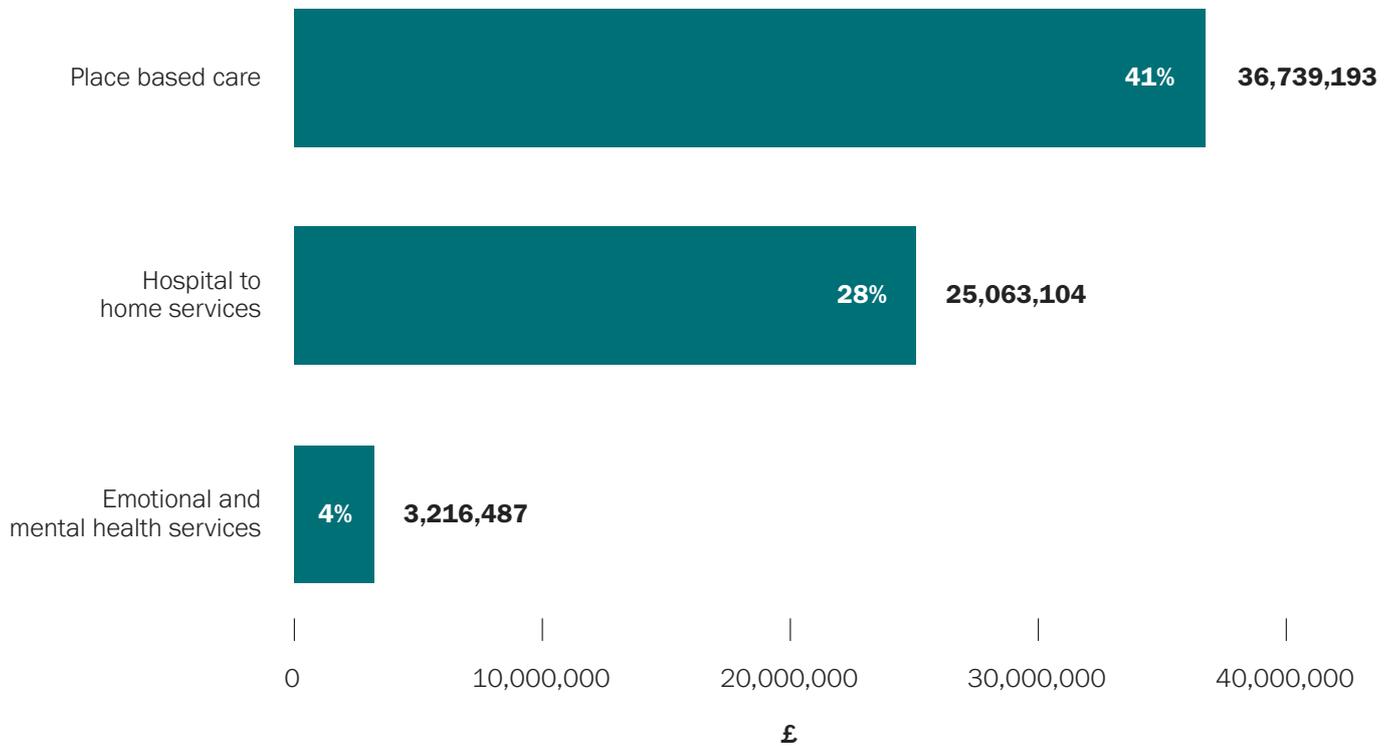
Since the launch of the Transformation Fund (TF) in 2018 Welsh Government and regional partnership boards have worked to identify opportunities for alignment and maximisation of investment across the ICF and the TF in supporting delivery of *A Healthier Wales*. Many of the projects funded through the TF were first born in the ICF and over time, after initial testing and development, became effective models for acceleration and upscaling through the TF.

Through a process of review and refinement across the two programmes and through communities of practice developed under the TF a number of key thematic models/areas of delivery have been identified that will help to shape the focus of programme evaluation and future resourcing programmes.

Figure 10 shows the levels of ICF investment in each of those thematic models/areas of delivery:

- Place based care
- Hospital to home services
- Emotional and mental health services

Figure 10: Spend by Thematic Group



Types of Service Glossary/ Thematic Grouping

Home to Hospital Services

- **Stay at Home/Return Home**
Discharge from hospital services, provision of social and medical care at home rather than transferring to hospital, assistive technologies to help people stay well at home, falls prevention, reablement, home safety checks, home adaptations including care and repair services, domiciliary care, hospital transport, community wrap round services.
- **Intermediate Care/Pathway**
Projects include patient flow co-ordinators, care/residential home liaison services, patient referral schemes, acute response teams, virtual wards.
- **Step Up/Step Down**
These are beds that offer an alternative option to a hospital setting for individuals to recover from a period of ill health with professional support. The service can speed up discharge from hospital.

Place Based Care

- **Social Prescribing**
Projects in this area help connect people with services and activities within their own local communities to provide early help and support, prevent loneliness and isolation. Projects such as community connectors and community navigators would be included in this type of service.
- **Early Help and Prevention**
Projects are aimed at keeping people well, safe and independent and include falls prevention, access to community services, befriending services, keeping healthy and active.
- **Access to Services**
Projects include Single Point of Access schemes, Information Advice and Assistance, awareness raising with a view to helping people, including carers, to gain quick and easy access to a wide range of services in their locality.

- **Integrated Community Teams**
Offered as an alternative to hospital admission, multi-disciplinary teams of health and social care professionals (nurses, doctors, social workers, occupational therapists and third sector agencies) working together to provide seamless packages of care and support to people in their own communities.
- **Accommodation Solutions**
Projects relate to the provision of home adaptations so that people can remain living independently in their own home, as well as supported accommodation for people with learning disabilities. Projects may include service delivery costs linked to ICF capital projects.

Emotional Mental Health Services

- **Emotional Health and Well-being**
These projects offer early and preventative mental health support such as preventing loneliness and isolation, resilience and well-being projects, Adverse Childhood Experiences(ACEs)/trauma awareness and community psychology.

Other

- **Dementia Action Plan**
Projects are aimed at supporting individuals with dementia to maintain their independence and day to day living through the *team around the individual* approach and memory clinics supporting timely diagnosis. Projects also included supporting dementia friendly communities and supporting care homes to provide individualised care and support. Family members and carers are also supported through for example the provision of information advice and assistance and respite care.

Regional Infrastructure and commissioning

- Includes ICF project and programme managements costs, regional partnership board support and development, regional commissioning activity, feasibility studies, research and evaluation.

Spotlight on Social Value

The ICF is an important lever to bring about an improved culture in the way services are planned and delivered. The social value/third sector are be a key strategic partner in the development and delivery of ICF programmes and projects.

Section 16 of the Act places a duty on local authorities to promote the development in their area of social value organisations to provide care and support and preventative services. These alternative delivery models include social enterprises, co-operatives, user led services and the third sector. In the ICF guidance regional partnership boards are expected to consider how the ICF can be used to contribute to discharging the duty to promote the development of alternative delivery models in relation to the priority areas for integration. The duty to promote social value organisations also requires

statutory partners through regional partnership boards to take a pro-active approach in promoting the involvement of people in the design and delivery of services. The Part 2 Code of Practice also places a duty on statutory partners to establish regional social value forums and regional partnership boards are expected to engage with these social value forums to ensure social value and third sector stakeholders are able to influence and shape projects and services using co-production principles.

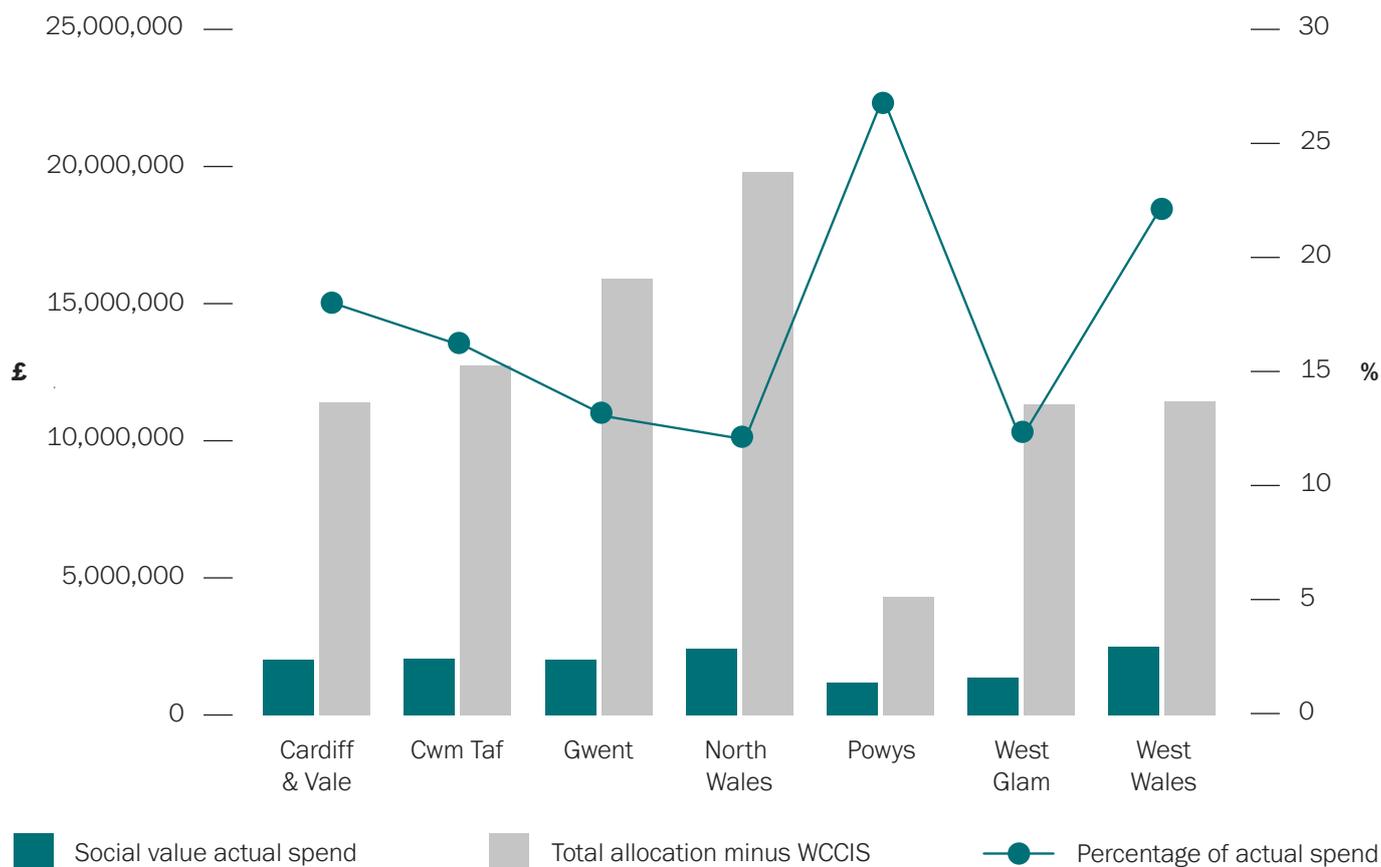
Analysis of previous investment of the ICF by sector showed that investment levels in the social value sector was low compared to investment in statutory service providers. In response to this the 2019–2020 ICF guidance included a clear expectation that regional partnership boards would increase investment in this important sector to at least 20% by the end of March 2021.

All regions have made great strides towards meeting this target and are working hard to increase the level of investment year on year.

Figure 11: the below table shows the amount and percentage of the ICF that regional partnership boards report to be investing in the social value sector.

	Social Value (20% Target)	Total allocation minus WCCIS	Percentage
Cardiff & Vale	£2,034,000	£11,401,884	18%
Cwm Taf	£2,061,740	£12,755,782	16%
Gwent	£2,005,614	£15,927,697	13%
North Wales	£2,406,543	£19,811,811	12%
Powys	£1,166,000	£4,308,926	27%
West Glamorgan	£1,353,562	£11,329,062	12%
West Wales	£2,498,635	£11,441,930	22%
Grand Total	£13,526,093	£86,977,092	16%

Figure 12: Social Value spend



Good example

In Powys a Community micro-enterprise project is helping people set up small care and support businesses in their locality, many of them are sole traders. Community Catalysts are delivering the project in partnership with Powys County Council, with an aim to stimulate the growth of community micro-enterprises in Powys to provide tailored support to older and disabled people.

A growing number of people need support to live their lives, whether that be with personal care, help with shopping, cooking, or simply companionship. This project is addressing those issues and there has been an excellent response with 23 micro-enterprises now operational and delivering care and support services, with more already on the development programme which enables them to set up in a safe, legal and responsible way.

Community micro-enterprises can often respond the same day if an urgent situation occurs; recently one entrepreneur responded to an urgent request for an overnight stay, enabling an unpaid carer to get an uninterrupted night's sleep. This was all that was needed to enable her to bounce back and continue to support her husband.

Community Catalysts bring all the entrepreneurs together into a peer network so that they can support each other and provide cover for customers during sickness and holidays.

Wales Community Care Information System (WCCIS)

WCCIS is a single, secure digital system being deployed across Wales to support more integrated and better co-ordinated person centred health and social care arrangements to people in the community. It is a key enabler of the transformation in health and social care, in line with the aims of *A Healthier Wales*.

The system is currently used by over 12,000 frontline health and social care workers in 13 local authority areas across Wales, including social workers, therapists, mental health workers, community nurses and others.

As more local organisations take up the system, and particularly where it is in place across some or all of a region, the benefits it supports by enabling care teams to share information, integrate and coordinate care more effectively across organisational boundaries are being realised more widely.

The increasingly wide-spread deployment of the system across Wales has, combined with focused work on establishing information standards, enabled the development of reporting capabilities to support the better targeting of key health and social care resources to the people of Wales. These standards include ensuring the safe sharing of information, ensuring protection of individual's confidentiality. These developments clearly demonstrated their value during the early stage of the COVID-19 emergency, providing information to help front-line staff to identify and better support the most vulnerable people in their communities. The increasingly rich population-based data is already informing the planning of future services, including the requirements of the ongoing COVID-19 situation.



Building on the previous ICF investment in the WCCIS initiative, a further allocation in 2019–2020 of £3 million of ICF funding has supported two main categories of activity: the first being to support regional WCCIS programmes, ensuring that the on-going roll out of the system is aligned with regional transformation progress and plans, and to coordinate the realisation and monitoring of regional benefits. The second is to support and enable specific pilot projects where the system is underpinning innovative service developments or trialling new functionality. The increased maturity of the regional programmes, able to work in partnership with the national WCCIS team, has strengthened performance management of the system and underpinned the significant information developments made during 2020.

Integrated Autism Service (IAS)

The IAS is an integrated health and social care service providing support to autistic people, parents and carers and is operating across all 7 regions in Wales. It provides:

- advice and training for families and carers of children, young people and autistic adults;
- advice, support and interventions for autistic people, to help them with their daily lives;
- training and support for professionals, to help them understand the needs of autistic people when they are delivering services, care and support;
- integrated provision of services and support across health authorities and local authorities;
- teams of professionals providing support in the local community, including psychology, occupational therapy, speech and language therapy, nursing and support workers from across health and social care; and
- diagnostic services and post-diagnostic support for adults.

In 2019–2020 £3 million of ICF funding was used to support regional delivery of the IAS. Additional resources from the Welsh Government were also invested to support the National Autism Team hosted by Welsh Local Government Association (WLGA) Ministers have made a commitment to continue providing recurrent resources (£3 million annually) beyond 2021 to support services for autistic people. This will support the implementation of the forthcoming statutory Code of Practice on the Delivery of Autism Services.

A national model of delivery for the service has been developed and this has been adapted to meet regional and local need and circumstance. The National Autism Team works with each IAS to capture the impact of the service and share examples of good practice of interventions in support of autistic people, parents and carers. These can include day to day living, employment and benefit advice as well as support to access social activities.



Throughout 2019, the IAS has continued to build effective networks and relationships to increase the knowledge and awareness of autism amongst professionals and providers and to meet the needs of local populations as well as nationally. These networks and relationships have provided the opportunity for the continued further development and implementation of information and advice drop in sessions, training Department of Work and Pensions and Job Centre Plus (JCP) staff with information and advice sessions held within JCP offices. The IAS has:

- provided valuable support for adults whose needs cannot be met by learning disability or mental health services, filling a key gap in service provision;
- provided valuable information, advice and support for parents and carers, who often cannot access this from children's neurodevelopmental assessment services, given the pressures these services face; and
- provided a focal point for consolidating autism expertise and a resource for joint working, consultancy, advice and training to raise awareness and upskill other services, most notably mental health services.





Good Example

Apple is a 25 year old man who has a diagnosis of Autism. He lives at home with his parents in Carmarthen. Before Apple was referred into the service for support, he was increasingly isolating himself in his home and would only leave his house on very rare occasions. He had been in this situation for a number of years and his family and he were at breaking point. Using the *Spectrum Star* outcome measuring tool, the team were able to identify Apple's individual's strengths and areas of difficulties where support would be needed.

After several weeks of intervention, Apple was going out with his mum in the car to supermarkets and on the rare occasions was even going into the store to purchase groceries. Providing coping strategies for Apple has empowered him to access venues that he would never have accessed before. Apple then had the opportunity to attend the Post Diagnostic Workshop (PDW) and overtime he began initiating conversation with his peers and expressed sadness that the workshop had come to an end. In Apple's words "I really miss the PDW workshop, I looked forward to it every week". Apple now attends the Autism Forum in Carmarthen. He makes his own arrangements to attend and engages with the other attendees (something he would never do before). He also attends the gym once a week where he is working on building his self-esteem and self-identity



ICF Capital Investment 2019–2020

The ICF capital programme originally totalled £10 million per annum across Wales. This was subsequently increased to a three year programme worth £105 million consisting of £30 million in 2018–2019, £35 million in 2019–2020 and £40 million in 2020–2021. Alongside the increase in funding, Ministers have placed a stronger emphasis on projects which maximise the contribution housing organisations can make to the integration of health and social care with a particular focus on accommodation led solutions to health and social care needs.

The fund aims to support projects which reduce unnecessary hospital admissions, inappropriate admissions to residential care, and delayed transfers of care. Support has been provided for a variety of projects which deliver these aims including:

- accommodation and services for children with complex needs;
- extra care housing and integrated services for older people;
- homes in the community for people with learning disabilities;
- facilities which strengthen care and support services for these and other groups including those suffering from dementia as well as their carers.

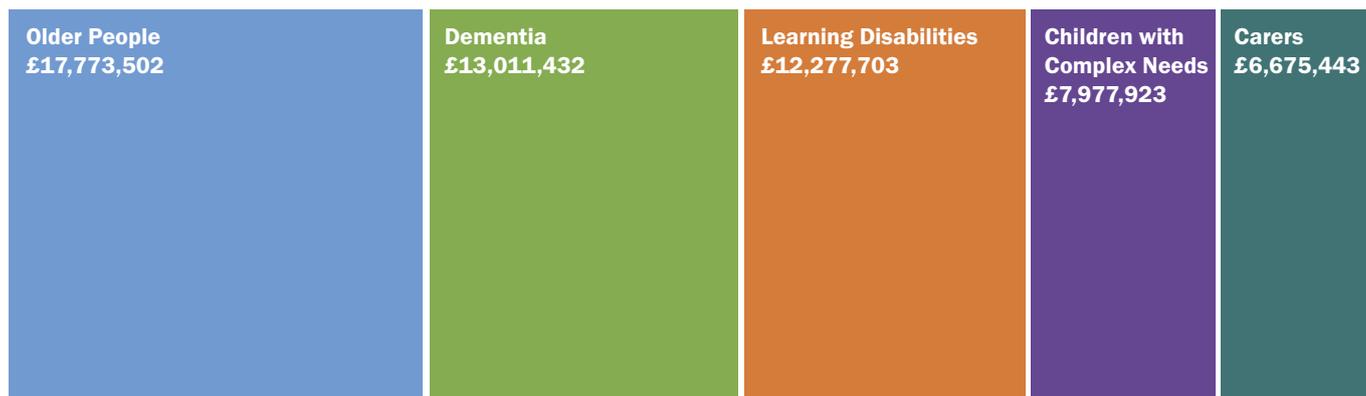
During 2019–2020, and despite the challenge presented by the pandemic in March, there are examples in every region of housing organisations playing a stronger role to reduce the burdens on the NHS and social care. 2019–2020 is the second of a three year programme and many projects were underway which will open their doors in the final year of the programme.

ICF capital continues to be a catalyst to bring together other Welsh Government capital programmes such as Social Housing Grant and the NHS Wales Infrastructure Investment to deliver multi-faceted services across Wales including integrated community services/hubs alongside affordable housing developments.

As well as the larger strategic projects, ICF capital investment is also being used to provide integrated service delivery solutions, specialised equipment such as assisted technology and aids and adaptations for people's homes. These are all critical in reducing unnecessary hospital admissions, inappropriate admissions to residential care, and delayed transfers of care. We have provided some case studies below of projects brought forward by ICF capital investment in 2019–2020.



All Wales capital investment



Footnote: Projects which benefit from ICF capital may do so over multiple years. So some projects funded in 2019–2020 may also receive additional funding in other financial years. Additionally projects funded with ICF capital may benefit a number of Priority Areas. For example, a premises developed to deliver integrated services or deliver housing solutions may benefit both older people and people with dementia, so both priority areas will have been identified as benefitting. This is why the figures in the table above total over the national allocation.

Investment by Project Type 2019–2020



Capital Project Types	No. Of Projects	Spend
Accommodation-led solutions to health and social care such as purchase and remodelling of properties for specialised facilities across the priority group areas, delivery of respite services and step up/step down provision.	37	£15,473,648
Integrated facilities Such as a regional hub approach to an ICF led service provision. This has included re-modelling of buildings as well as new provision.	16	£3,279,808
New and innovative integration of health, social care and/or housing Such as support for a dementia villages as well as extensions to specialist schools.	9	£6,315,411
Larger scale equipment projects to support integration and ICF objectives such as peripatetic specialist beds to temporarily use in people's homes.	0	£0
Larger scale building re-modelling or adaptation Such as refurbishment of existing facilities to provide new/transformed integrated services across all priority group areas.	13	£3,289,975
Feasibility studies Expenditure to evidence or explore the feasibility of larger capital investment.	0	£0
Discretionary Capital Programme Projects under £100,000 and within circa 20% of each regions allocation for smaller scale projects.	140	£6,452,764
Total		£34,811,606

Dementia Action Plan

Supporting the implementation of the Dementia Action Plan in 2019–2020.

The Dementia Action Plan published in February 2018 progresses commitments relating to dementia in both Taking Wales Forward and Prosperity for All setting out the range of stakeholders who support this agenda and the actions required to make a real change. The plan was developed with those who know most about what needs to be done to improve truly person-centered dementia services – those with lived experience of dementia, their families and carers and service providers.

To support the implementation of the plan, we committed £10 million of government investment annually from 2018–2019. £9 million of the new £10 million government investment was allocated to regional partnership boards through the ICF to develop a joint health and social care approach to dementia support.

Proposals submitted were expected to demonstrate how they had engaged with stakeholders to develop their investment plans, consider the role of the social value sector in supporting the implementation of the plan and to illustrate equitable access across the population giving due consideration to all protected characteristics. Projects were also expected to either support new projects or to expand or develop projects that exist. They also were required to demonstrate how they supported the outcomes laid out in the Dementia Action Plan. These being:

- individuals will understand the steps they can take to reduce their risk, or delay the onset, of dementia
- the wider population understands the challenges faced by people living with dementia and are aware of the actions they can take to support them
- people are aware of the early signs of dementia, the importance of a timely diagnosis, and know where to go to get help
- more people are diagnosed earlier, enabling them to plan for the future and access early support and care if needed
- those diagnosed with dementia and their carers and families are able to receive person-centred care and support which is flexible
- research is supported to help us better understand the causes and management of dementia and enables people living with dementia, including families and carers, to be co-researchers
- staff have the skills to help them identify people with dementia and to feel confident and competent in supporting individual's needs post-diagnosis.

2019–2020 was the first full year of implementation for the Dementia Action Plan with regional partnership boards being able to more fully develop their investment plans against the needs of their population, with 90 projects being supported over the year. Through the ICF 2019–2020 a range of projects have been supported, including:

- additional support to individuals and families in line with the team around the individual principles for instance enhanced home treatment and access to flexible respite
- enhancement of memory assessment services to support timely diagnosis
- training health and social care staff in *Good Work: A Dementia Learning and Development Framework for Wales* to improve learning competencies at the skilled level
- increase the number of Dementia Friends communities and dedicated funding for third sector/community groups to increase the number of dementia friendly activities available
- community connector schemes that support people to access community-level services and activities that support independence and prevent the need for higher level health or social care services.



Good example

Tom is 69 years old. He has a dementia diagnosis and lives at home with his wife in North Wales. Tom's behaviour at home was declining with increased agitation and frustration aimed at his wife. Tom often fell asleep during the day and said he was bored, but a simple change made all the difference. The Dementia Support Worker discussed what regular activities Tom previously enjoyed to do. It transpired that Tom used to enjoy quizzes and dominoes and was a keen collector of music but no longer took part in any social activities. Tom was invited to join the weekly social group run by the Dementia Support Worker where many of the activities Tom enjoyed took place. Tom now attends every week. Since attending the group, Tom's wife has reported that his behaviour has improved, their relationship is back to its best and Tom has more to chat about.



Good example

Powys' *Read to Remember* groups and other dementia related support activities are taking place across 10 libraries in Powys, using the unique resources and local connections of the Library Service. Ystradgynlais library has attracted some great volunteers who have experience in working with people living with dementia. Chris is a young man with autism who runs the digital drop-in sessions two afternoons a week. Chris has become an asset to the team, showing incredible patience and empathy in explaining to customers how to use their new ipad, or in setting up a contacts list in their new mobile phone. Volunteers said they feel 'welcomed', 'valued' and a sense of well-being due to interacting with participants. 95% of participants said that they enjoyed the reading sessions. There are now 17 active volunteers involved in the project and some 222 Reading Well dementia books were loaned out.



Lessons learnt and a look ahead

During 2019–2020 Welsh Government progressed the recommendations emanating from the 2019 Audit Wales review of the ICF. The review, whilst acknowledging the significant role the fund plays in promoting partnership working and driving forward the integration of health and social care services, made a number of recommendations to strengthen its delivery and management.

We have introduced changes at both national and regional level in line with Audit Wales' expectations. For example:

- we mapped out all the funding streams across health and social care to ensure there was better alignment of the funding and to aid partners to take a more strategic approach to deploying collective resources;
- the Minister for Health and Social Services brought partners together in February 2020 to reflect on what is working and what can be done to improve shared learning and the challenges around mainstreaming; and
- we reviewed the governance around the ICF to ensure appropriate scrutiny arrangements are in place for decisions made by the regional partnership boards on behalf of sovereign bodies.

We also introduced new more robust reporting arrangements with a clear emphasis on demonstrating the impact of projects on people. These changes are now beginning to bear fruit, and as a result we have been able to reflect in this report more examples of the benefits and impact of the ICF at a national level.

The projects that have been developed to date using the ICF have not only become crucial and embedded in supporting the new ways of delivering health and social services, but they have also played a fundamental role in the response to COVID-19 pandemic. In recognition of success to date, Ministers have decided to extend the ICF (and TF) until March 2022.

This further 12 months of funding – £89 million ICF revenue and £40 million ICF capital, together with £50 million revenue for the TF provides stability for regional partnership boards and continuity for key health and care services and set firm foundations for the on-going stabilisation and reconstruction work. We will also use this period to shape any potential future regional funding programme to support health and social care integration, drawing on the findings of the independent evaluation of the ICF we have commissioned, the National Mid-Point Evaluation of the TF and the Audit Wales ICF review.

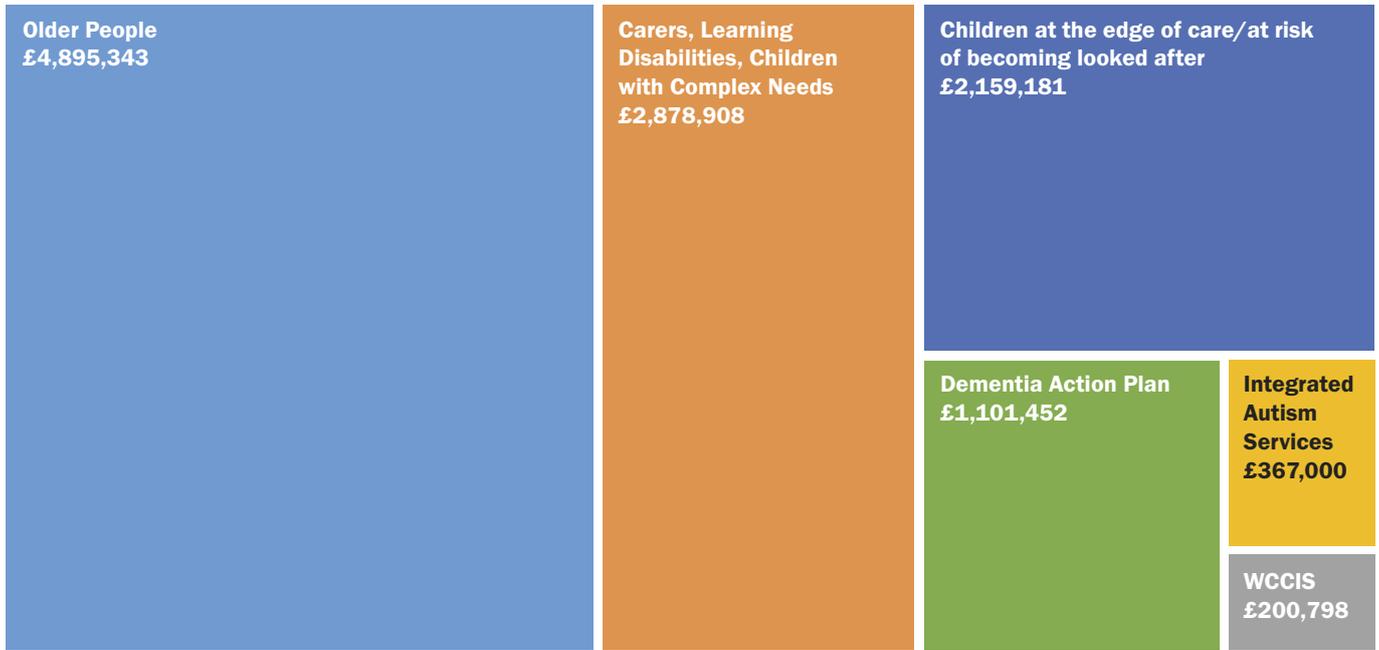
We will continue to further embed the Results Based Accountability (RBA) approach to measuring impact of the ICF and TF. Regional leads and project managers have been provided with RBA training and support to ensure a more standardised approach can be developed that will enable us to describe the impacts of the ICF at both at project and programme level. Work is being undertaken alongside the TF and other stakeholders to identify key thematic delivery models and develop communities of practice that will help to shape outcome measurement frameworks for key types of delivery model going forward. These relate to *Hospital 2 Home Services; Place Based Care; Emotional and Mental Health; Technology Enabled Care*. Learning from the ICF and TF means that any future funding arrangements will have outcomes measurement and evaluation frameworks built in from the outset.

As we move forward, we are keen to learn lessons and draw on achievement to date. Our independent evaluation of the fund, which is currently underway, will provide valuable insight into how the ICF has supported system change, help prevent poor health and social care outcomes for people, and the extent to which ICF projects have helped to reduce pressure on the health and care system. The findings of the evaluation, due to be submitted to Welsh Government in the summer, will be used to shape the future direction for regional funding.

Regional Profiles

Cardiff and Vale Regional Partnership Board

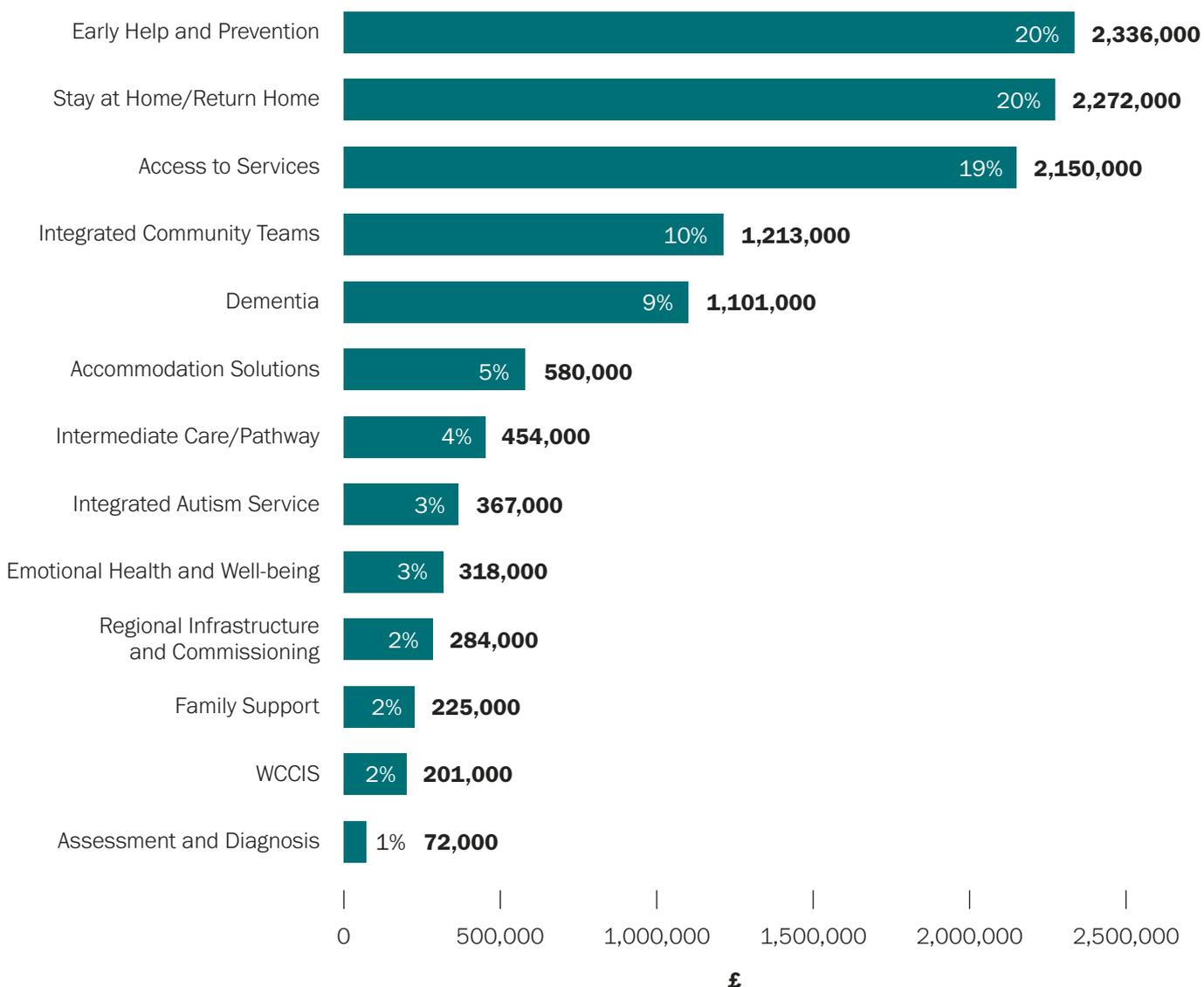
Cardiff and Vale Allocations



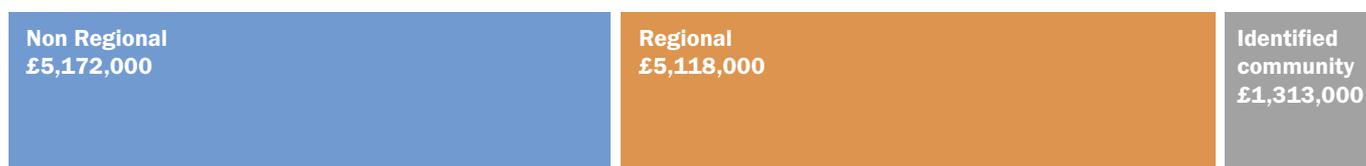
Actual Spend by Priority Area



Expenditure by Project Type



Regional, Sub Regional, Non Regional Investment



Social Value

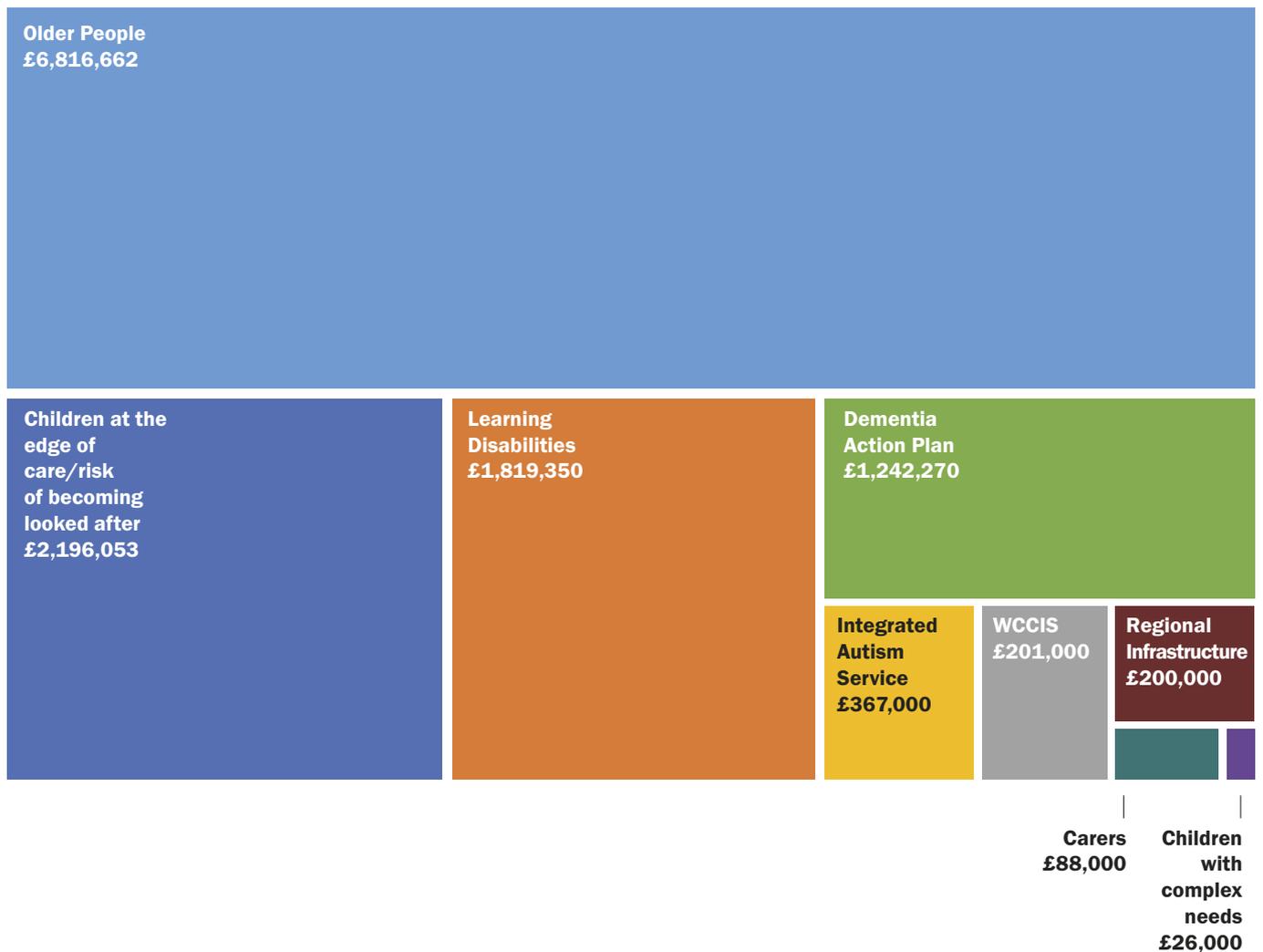
	Actual Social Value Spend	Total allocation minus WCCIS	Actual Percentage (20% Target)
Cardiff & Vale	£2,034,000	£11,401,884	18%

Cwm Taf Regional Partnership Board

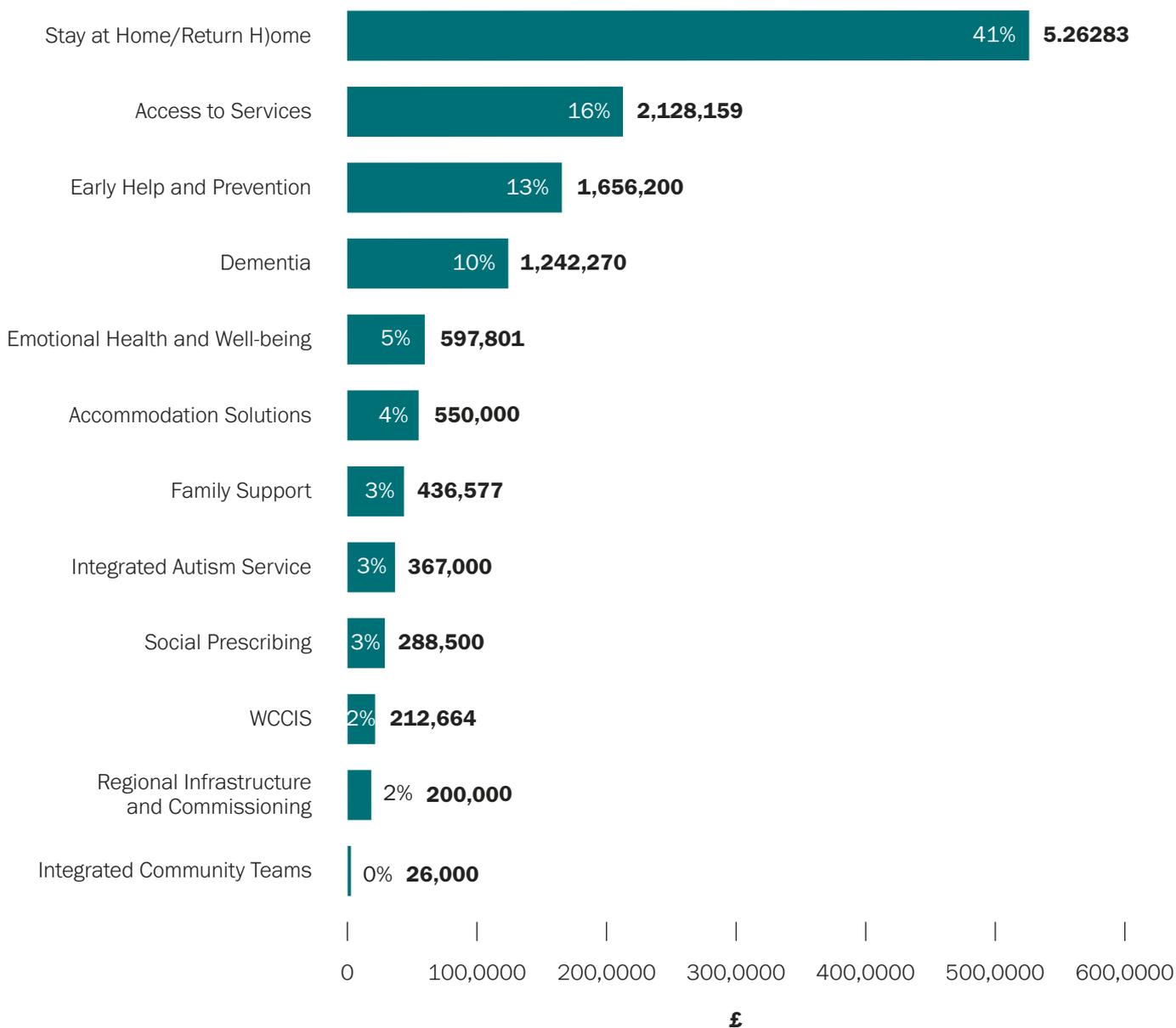
Cwm Taf Allocations



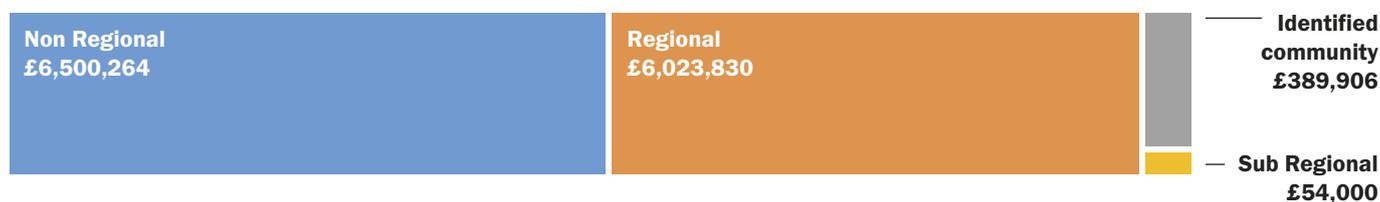
Actual Spend by Priority Area



Expenditure by Project Type



Regional, Sub Regional, Non Regional Investment



Social Value

	Actual Social Value Spend	Total allocation minus WCCIS	Actual Percentage (20% Target)
Cwm Taf	£2,061,740	£12,755,782	16%

Gwent Regional Partnership Board

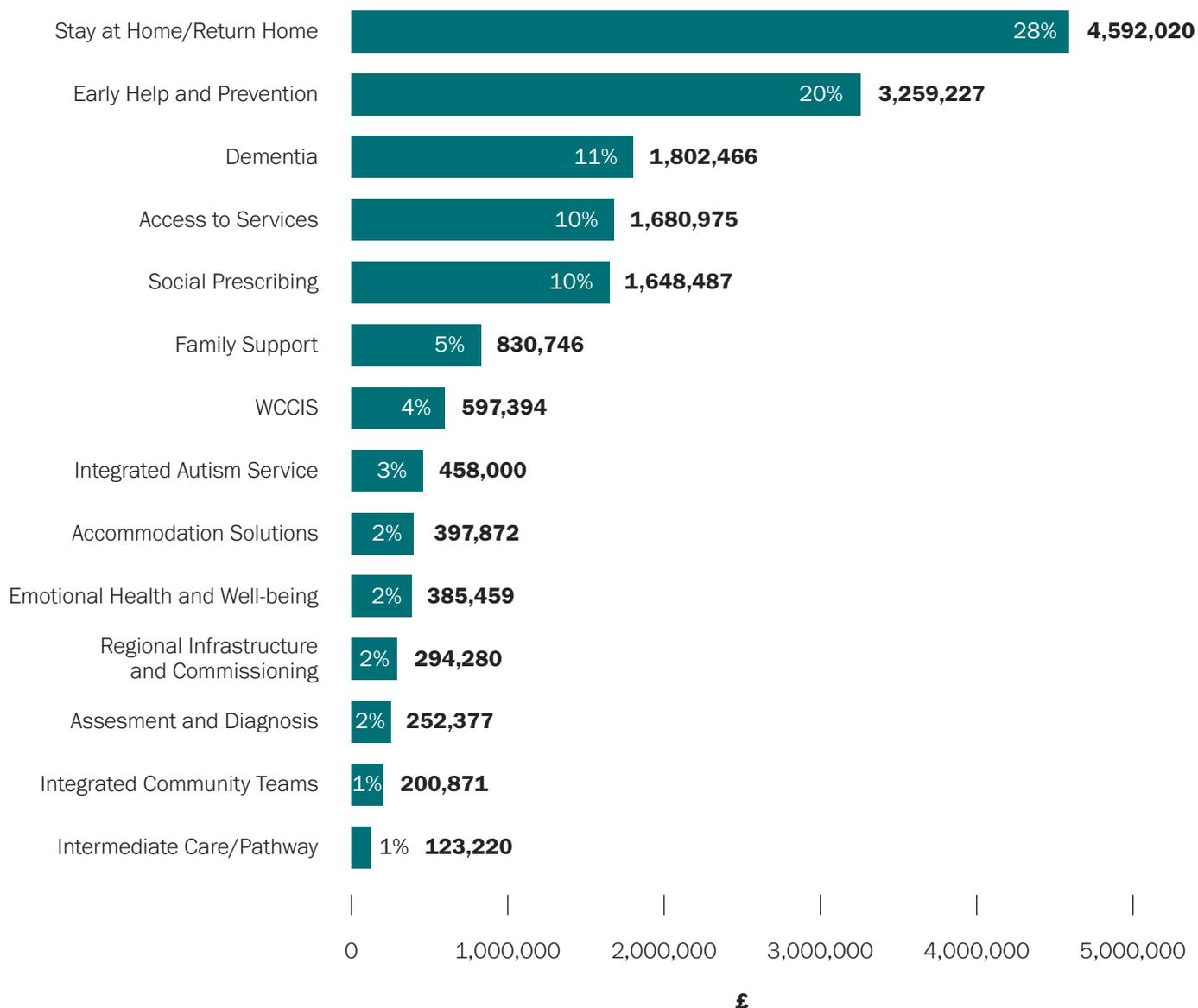
Gwent Allocations



Actual Spend by Priority Area



Expenditure by Project Type



Regional, Sub Regional, Non Regional Investment



Social Value

	Actual Social Value Spend	Total allocation minus WCCIS	Actual Percentage (20% Target)
Gwent	£2,005,614	£15,927,697	13%

North Wales Regional Partnership Board

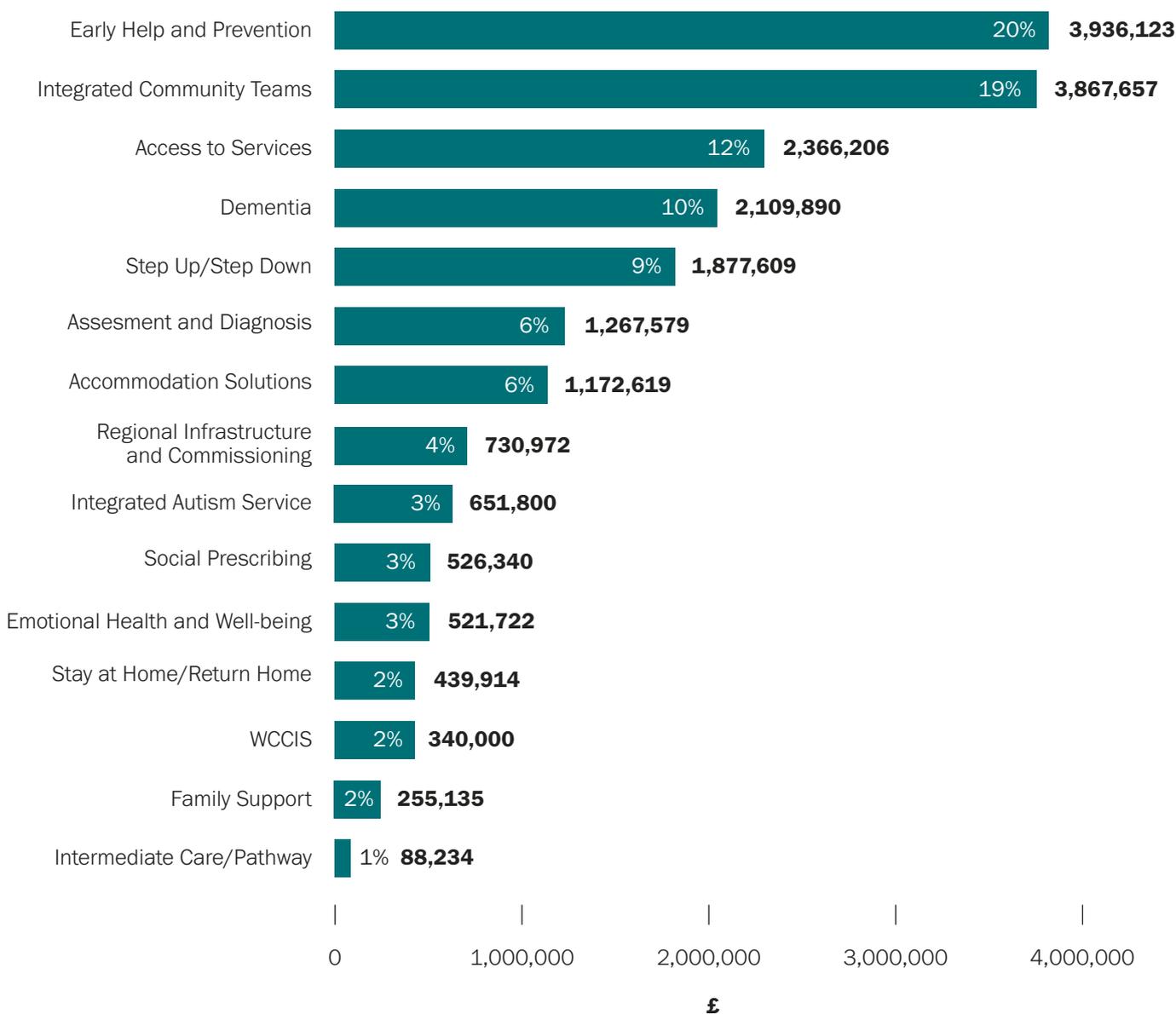
North Wales Allocations



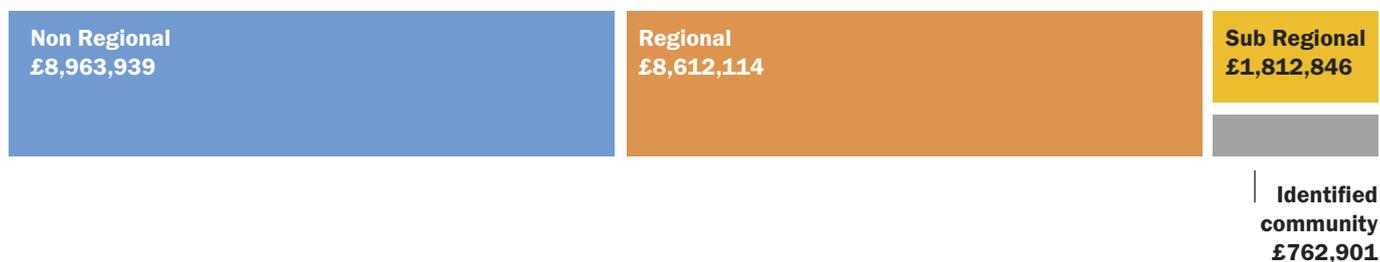
Actual Spend by Priority Area



Expenditure by Project Type



Regional, Sub Regional, Non Regional Investment



Social Value

	Actual Social Value Spend	Total allocation minus WCCIS	Actual Percentage (20% Target)
North Wales	£2,406,543	£19,811,811	12%

Powys Regional Partnership Board

Powys Allocations

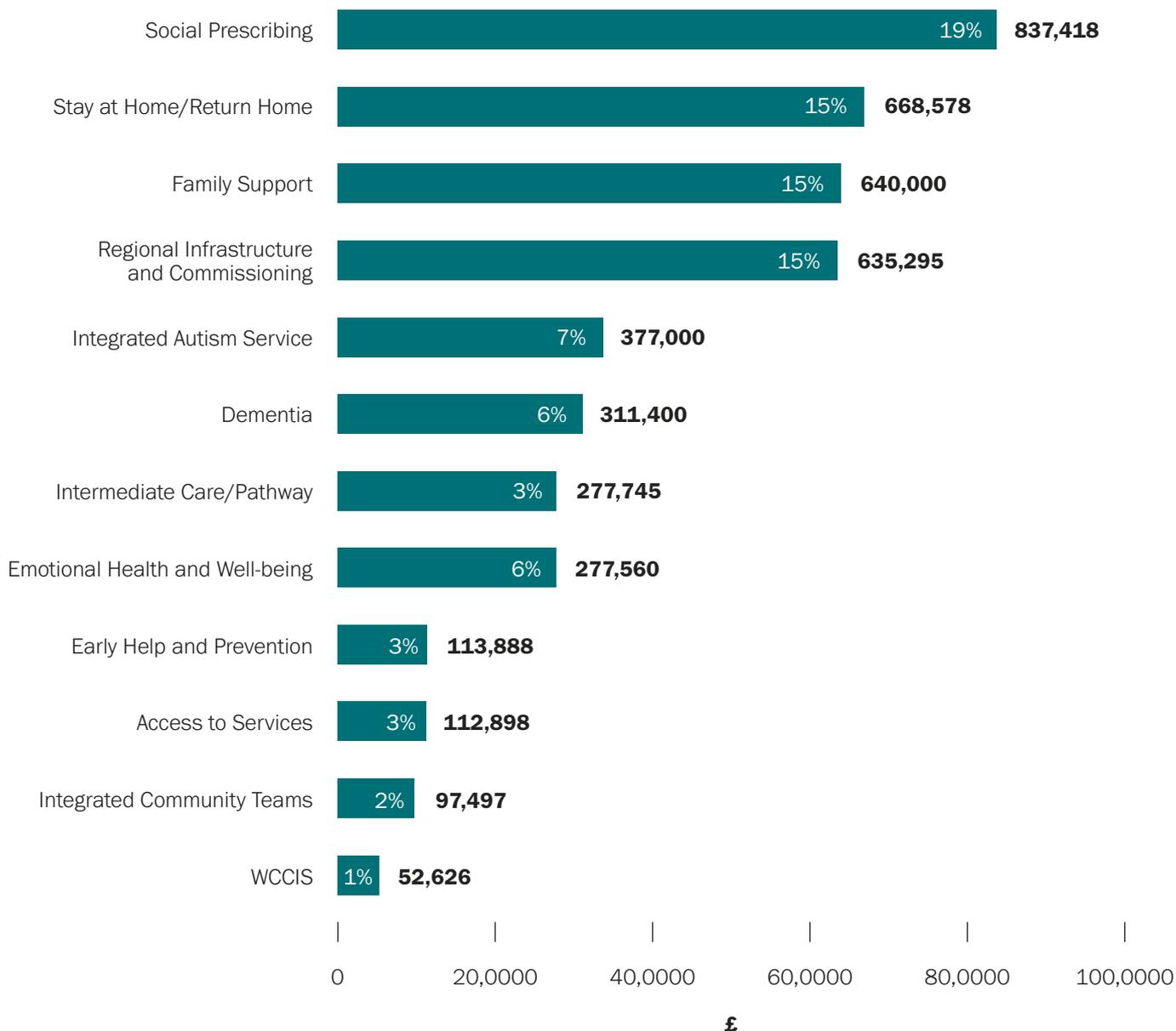


Actual Spend by Priority Area



* Please note that an element of the Dementia Action Plan resource was captured within the older people with complex needs and long term conditions priority due to the match funding of individual projects.

Expenditure by Project Type



Regional, Sub Regional, Non Regional Investment



Social Value

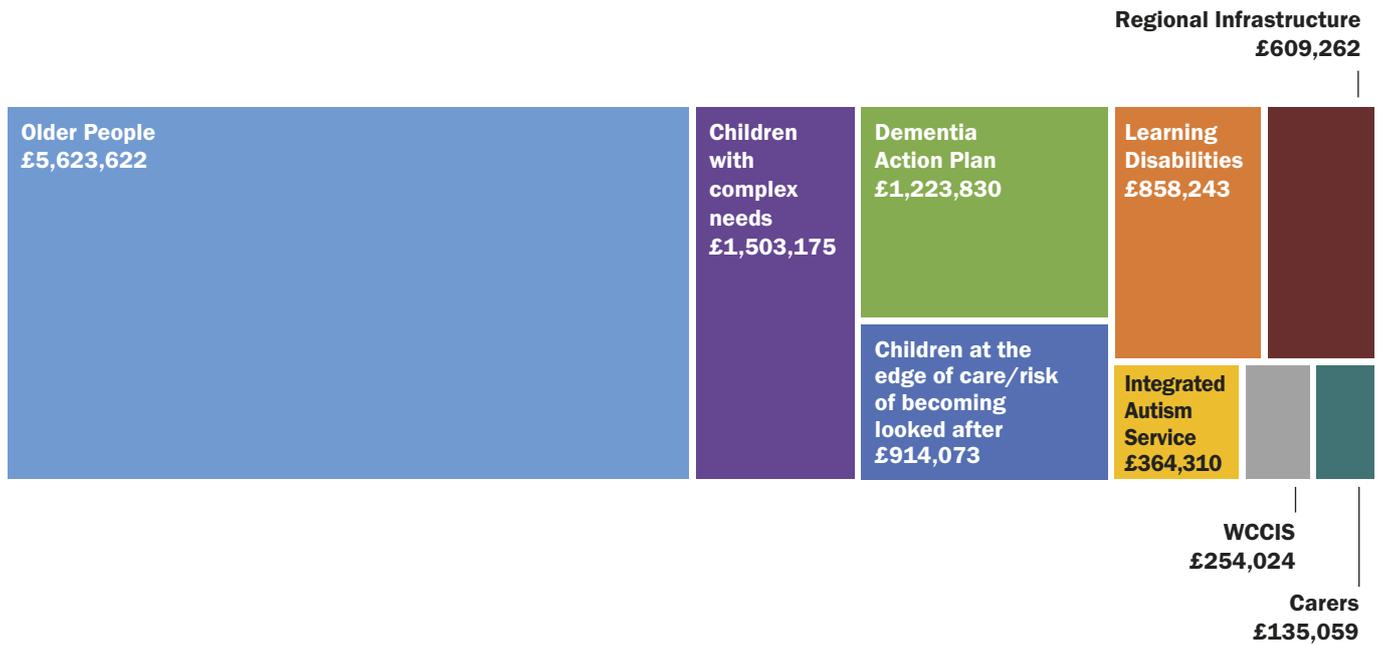
	Actual Social Value Spend	Total allocation minus WCCIS	Actual Percentage (20% Target)
Powys	£1,166,000	£4,308,926	27%

West Glamorgan Regional Partnership Board

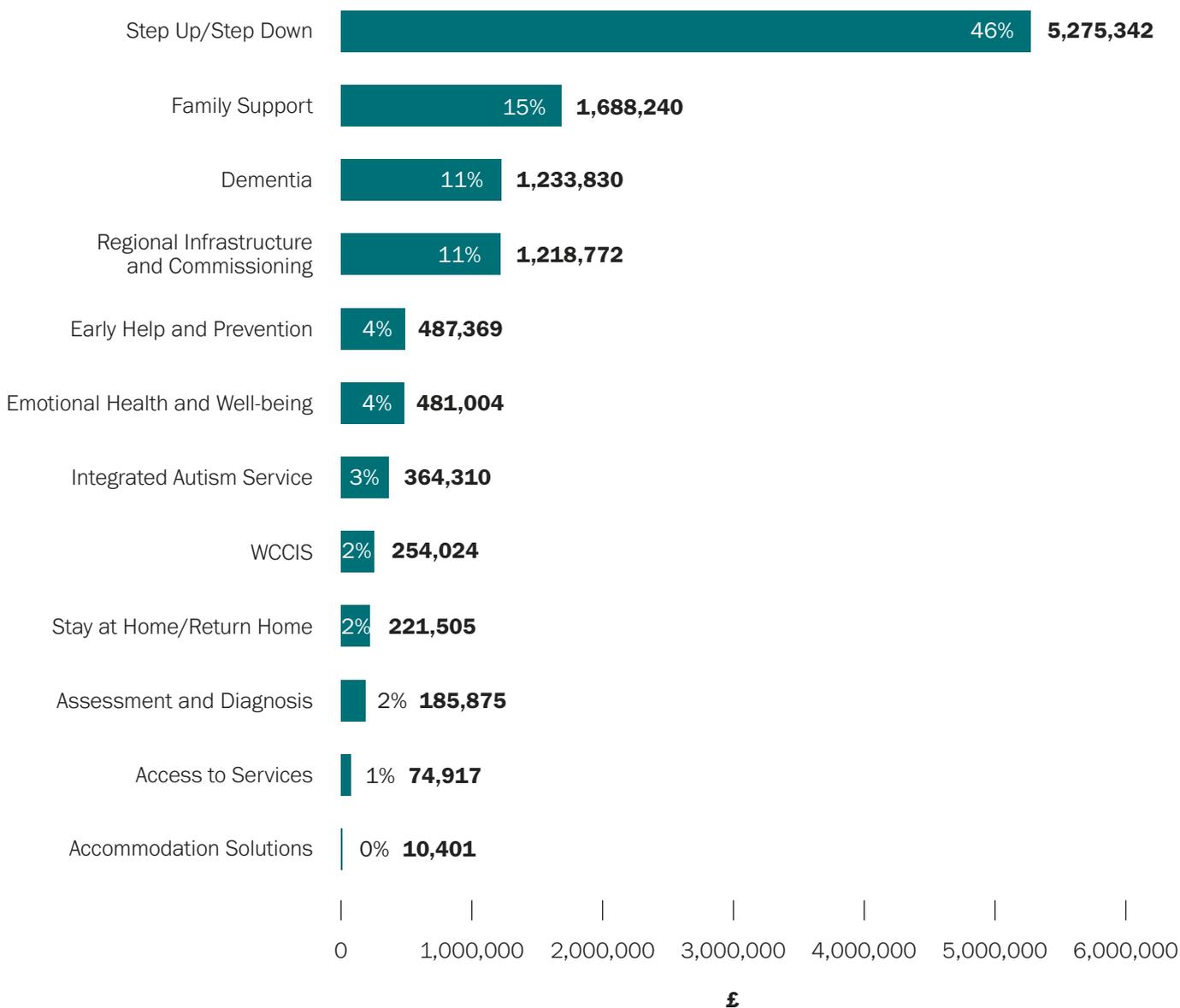
West Glamorgan Allocations



Actual Spend by Priority Area



Expenditure by Project Type



Regional, Sub Regional, Non Regional Investment



Social Value

	Actual Social Value Spend	Total allocation minus WCCIS	Actual Percentage (20% Target)
West Glamorgan	£1,353,562	£11,329,062	12%

West Wales Regional Partnership Board

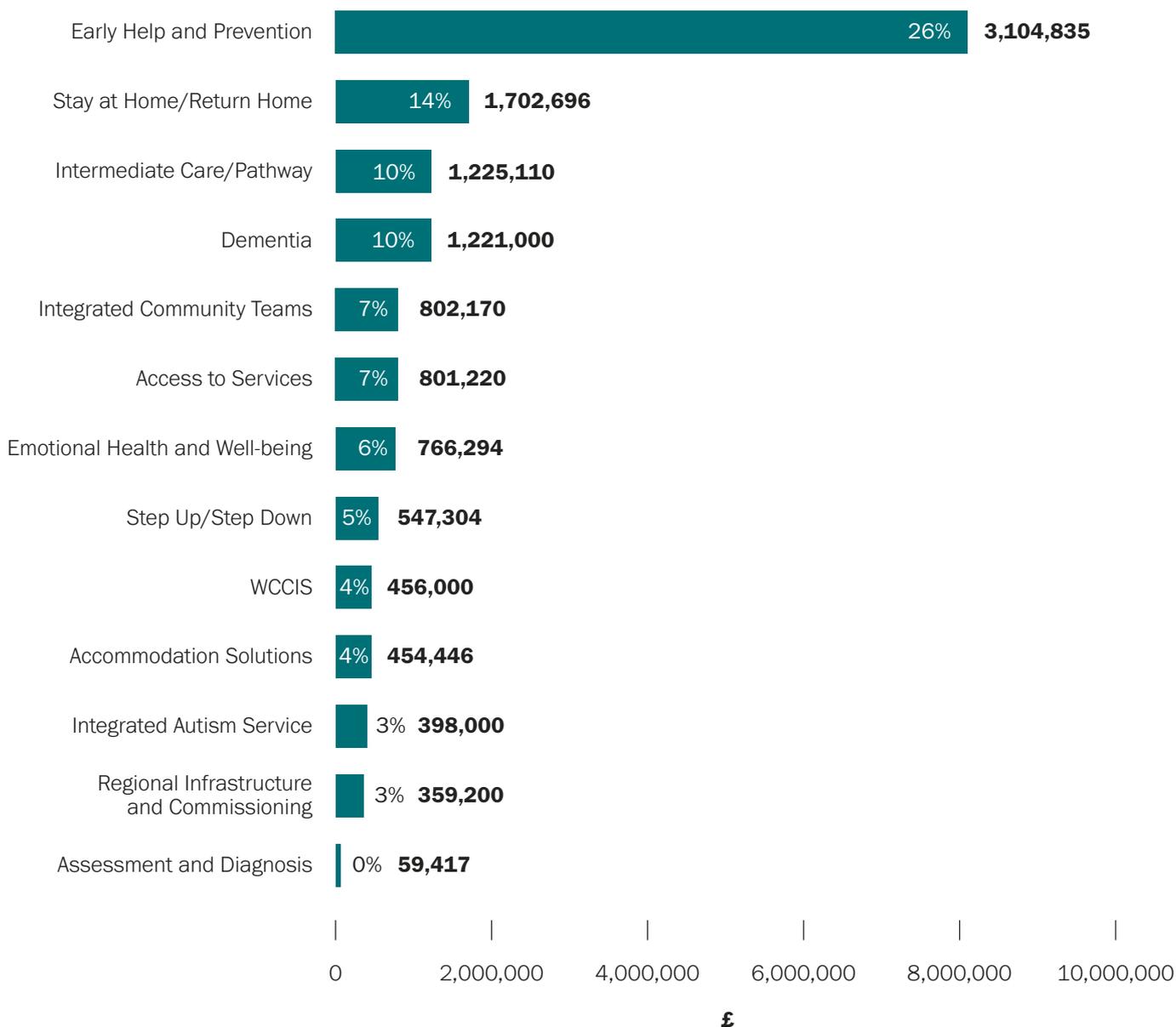
West Wales Allocations



Actual Spend by Priority Area



Expenditure by Project Type



Regional, Sub Regional, Non Regional Investment



Social Value

	Actual Social Value Spend	Total allocation minus WCCIS	Actual Percentage (20% Target)
West Wales	£2,498,635	£11,441,930	22%

Appendix (Case Studies)





Cardiff & Vale: Carers Gateway, Carers Trust South East Wales

Carers

ICF Budget Allocation:

£4,991

Description:

The Carers Gateway provides information and support to unpaid carers in Cardiff and the Vale of Glamorgan helping them to make the most of their life alongside their caring role and maintain their independence. The team helps carers to understand what support is available to them, access local services and identify new services that are needed to help carers. The Gateway raise awareness on the issues carers face and enables access to training and development opportunities.

Performance Outcomes:

This project has had some notable achievements demonstrated below in relation to the support provided to a carer with an autistic son and who also had Attention Deficit Hyperactivity Disorder (ADHD):

- respite care to give the carer back personal time to relax
- the carer was recommended for an Emergency COVID-19 Grant for a replacement computer, which was successful
- music therapy sessions were organised for the son to help with stimulation.

Quote:

"Thank you for the information and thank you for listening yesterday. Really appreciated your compassion and understanding."
Carer Mrs SA



Cardiff & Vale: The Adolescent Resource Centre (ARC)

People with learning disabilities

ICF Budget Allocation:

£390,000

Description:

The Centre provides intensive wrap around support to children and young people aged between 11 and 17 years old who are at risk of entering the care system. The challenges faced by individual families are unique, and therefore the service works with the whole family where appropriate to develop an individual safety plan. This is to encourage improvement in the young person's situation, aiming to avoid a permanent or temporary placement in care as far as possible.

The service helped Heeba and her mum who were finding life really difficult. Before joining ARC, Heeba was kicked out of school and would go missing on a regular basis. Heeba opened up to the staff at ARC, she trusted them and described it as a safe environment. Heeba found ARC really therapeutic and enjoyed it because she got to express her feelings in a way she could not with words. More information on the Centre and to hear about Heeba can be found here: https://youtu.be/B1Uu8_sOILc

Performance Outcomes:

50% of young people involved have felt more confident in making positive decisions

25% of the young people involved have shown improved school attendance so far

50% of young people have reported satisfaction with the service so far

25% of practitioners have reported an improved resilience in the young people they support

Quote:

First of all we got to know each other and then I trusted Katie. I opened up to her and she helped me with whatever problems I had. We spoke about good and bad friendships and how to avoid putting myself into bad situations.

Heeba



Cardiff & Vale: Ty Gwyn

Children & Young Adults with Complex Needs

ICF Budget Allocation:

£100,000

Description:

Ty Gwyn Special School in Ely-Cardiff, is receiving funding from the Integrated Care Fund (ICF) capital fund and Cardiff Council over a three year period to deliver upgraded facilities for pupils and staff. The school also receives ICF revenue funding (£100,000) to provide three Day Opportunities Officers who work in the school alongside the pupils to help them prepare and transition into their adult lives, helping them live as independently as possible.

The pupils that attend Ty Gwyn School all have additional learning needs and/or complex needs. The project enables the school to meet the needs of the pupils and the growing population of children who require specialist placements and as a consequence, require the necessary classroom space and intervention areas where specialist provision across Health, Social Services and Education can be provided.

The works that have been completed in phase 1 include:

- provision of three additional classrooms
- changing facilities
- a soft play area
- refurbishment of an office space, and
- a multi-use function room.

The next phase will provide an additional three classroom spaces at the school. The expansion enables pupils at the school to have access to on-site nurses, therapists, support workers and physicians who assist with their medical needs.

Outputs & Outcomes:

- Six additional classrooms to accommodate 30 children with learning needs (following both phases of works).
- Responding to the increasing demand for education provision for children with autism and complex needs.
- Providing high quality, person centred and outcome-led education.
- Responding to the increasing need for professionals to work collaboratively across agencies for those with complex needs by providing co-location opportunities.
- Enhancing the opportunities of those with complex needs with activities developed on site.

Quote:

"Having all these professionals at the school has made a huge difference to us. Because my daughter knows them, she is also more relaxed. They are brilliant in helping her with what she needs."



Cwm Taf Morgannwg: Commissioning for Complex needs

Older People

ICF Budget Allocation:

£150,000

Description:

This Bridgend project looked to create a sustainable and efficient 'practice to commissioning' methodology that commissions high quality health and social care services. It has enabled sharing and co-ordination of information and intelligence; planning services across the regional partnership to support people with complex needs. Providers have been pivotal in this process, which has enabled staffing efficiencies to be achieved and to identify individuals where alternative step down accommodation may be appropriate.

A Care Provider identified that Mrs L had potential for progression. Mrs L had previously declined to work with therapists in hospital/community which had resulted in her being nursed in bed. Utilising a relational approach, to support Mrs L to engage with care staff and trial the new techniques/equipment, had a positive impact on her wellbeing, she was motivated by her own progression to try further to improve.

Work was undertaken at Mrs L's pace in order to support her with her desire to achieve her goal to get out of the house, eventually Mrs L gained further confidence in her abilities. After a few more weeks it became apparent that Mrs L was becoming strong enough to transfer without any equipment. The care package was reduced to two calls a day from one carer and Mrs L is now going out with her family in the car.

Mrs L was able to achieve her overall goal of accessing the local community with her family which was most important to her and contributing to her overall well-being. This resulted in the achievement of efficiencies for the adult social care budget.

Performance Outcomes:

73

outcome focussed reviews completed which resulted in changes to the commissioned service

51

outcome focus assessments

100%

of all 124 people reassessed and reviewed were able to be cared for at home

Quote:

"No direct quote is available but the service has received very positive feedback. Its impact on individuals has been significant and personal to each person assessed and reviewed. The work undertaken has resulted in individuals being supported to explore their own personal outcomes and assist them in enhancing their quality of life."



Cwm Taf Morgannwg: Connecting Communities

Community Development Hub - Older People

ICF Budget Allocation:

£200,000

Description:

The *Connected Communities* project in Bridgend is a cross sector approach that aims to support individuals to develop their support networks within their communities, as opposed to managed care, where such an approach is appropriate. This project has created five community connector roles to engage and develop the third sector to improve health and wellbeing of our targeted populations. The project supports people through provision of information, advice and assistance (IAA), connecting or signposting people to appropriate community opportunities that meet their needs.

Performance Outcomes:

116

people supported through referrals to the Connected Communities programme and the specific support of the funded community navigator roles

9

new community based prevention opportunities established

19

organisations supported to deliver prevention and wellbeing opportunities

86

connections made for local people within the opportunities identified

60

partners engaged in prevention and wellbeing network working for at home

Quote:

"I have more peace of mind setting out to go shopping. I was tending to put things off because I worry about how far I will have to walk from the car to the supermarket and back."



Cwm Taf Morgannwg: Disabled Children's Team (DCT)

Community Delivery - Children with complex needs

ICF Budget Allocation:

£100,000

Description:

Care2Play is a scheme that has been introduced in Rhondda Cynon Taf to support all children to access play sessions regardless of their needs. The scheme works alongside the Council's open access play offer, to ensure that children with additional needs are able to access play, with support if necessary, alongside their siblings rather than having to attend an alternative provision simply to cater for their additional needs.

The Care2Play offer allows children with additional needs, who would normally not be able to access open access play provision, to do so alongside their siblings. 50 staff were trained as part of a professional well-being day for play providers, covering aspects like one-to-one support, strategies for children with Autism and risk assessment for children with additional needs.

Performance Outcomes:

2004	Care2Play sessions delivered
271	children and young people accessing Care2Play sessions
11	families referred from resilient family services
190	families referred from Disabled Children's Team
28	supported youth sessions

Quote:

"Parents wish for their children to remain engaged in the programme being involved in mainstream provision has allowed the children to develop skills and be part of experiences they would otherwise not have been involved in, widening experiences, developing independence."



Gwent: No More Barriers

People with a Learning Disability

ICF Budget
Allocation:

£97,176

Description:

The objective of the No More Barriers project was to commission a high quality, outcome-focused supported employment programme for individuals with Learning Difficulties.

Performance
Outcomes:

- 600** individuals supported between 2018–2020
- 72** individuals accessing Peer Mentor Training
- 51** individuals have gained employment
- 41** individuals achieved Level One Peer Mentor Agored Cymru Award
- 4** people went on to achieve Level Two Peer Mentor Agored Cymru Award
- 22** work placements supported
- 87** people have secured volunteering placements

Quote:

"Being involved in the project has improved my confidence and I have been able to learn lots of new skills. I hope to get more qualifications in the future and these will help me with learning new life skills such as cooking a healthy meal so I will be able to help my mum more at home."



Gwent: Skills for Living

Children with Complex Needs

ICF Budget
Allocation:

£200,000

Description:

Skills for Living supports young people aged 16-25 who have experienced significant emotional distress and have complex mental health needs. The project aims to help to reduce difficult emotions and harmful coping strategies and to support young people to better manage their emotions and encourage positive self-esteem. Psychological support is provided through Dialectical Behavioural Therapy (DBT), a skills based therapy offered individually and in group sessions, aimed at improving the emotional health and resilience of young people. The project also works to improve support available to carers and professionals by offering training on how to apply DBT outside of the sessions.

Performance
Outcomes:

53

young people supported through individual and group based Dialectic Behavioural Therapy

90%

Over 90% of young people reported an improvement in mood, functioning and problem solving following intervention

85%

of young people reporting a reduction in the risk taking behaviours

Quote:

"He now lives in a shared lived placement, has a full time job and a stable friendship group...he continues to connect to the service and comes back as a senior to support others build their coping skills."



Gwent: Expanded Carers Small Grants Scheme

Carers including Young Carers

ICF Budget Allocation:

£100,000 revenue and **£126,000** capital

Description:

The Carers Small Grants Scheme provides carers of all ages with the opportunity to apply for direct funding that will benefit their caring roles within four specified areas

- Carers Essentials - grant support towards the cost of a piece of household equipment
- Carers Time Out - grant support to enable a break from their caring role.
- Carers Access - grant support towards the cost of driving lessons or other forms of transport
- Carers Skills – grant support to learn new skills, help them to return to work or enable them to have a new interest outside their caring role.

The project benefits from both ICF revenue and capital funding, supporting the region to provide dedicated support for carers. This includes young carers and the principle of promoting and maximising independent living solutions and reduce the need for statutory support.

Performance Outcomes:

452 applications received; 90% of which have been successful

271 carers identified, that were previously unknown to Carers Trust

167 'essential' household items have been purchased and supported through capital investment

Quote:

"It's really going to help me... I'm so grateful to Carers Trust South East Wales for all the help they've given me. I'd never have been able to afford to learn to drive without the grant."



North Wales: Dementia Support Workers

People with Dementia

ICF Budget Allocation:

£691,517

Description:

This project aims to provide *what matters* support to people living with dementia by adding additional specialist resource to the Community Resource Teams (CRTs) across North Wales. CRTs are teams of Community Nurses, GPs, Social Workers, Therapists and Voluntary sector staff working together to provide a seamless community health and care service to citizens.

Specialist dementia support workers have been recruited to each CRT to increase the level of support for citizens living with dementia and their carers. They provide flexible outreach support in the form of a 'team around the individual'.

Performance Outcomes:

470 people living with dementia in North Wales were supported by a Dementia Support Worker during 2019/2020;

22 were supported to move to a new extra care housing purpose built facility during the year.

Quote:

"It's like having the old Tom back. He's so much happier now. I thought it was a sign that his dementia had got worse but I can't believe the change now."



North Wales: Progression Support

People with Learning Disabilities

ICF Budget Allocation:

£471,351

Description:

The ICF Progression Support is a time limited project which provides short term support to help individuals with learning disabilities to achieve their agreed well-being outcomes. This includes receiving support at the time they need it and developing technological interventions where possible. The project utilises an assessment bungalow as a resource to facilitate an occupational therapy assessment of the needs of a person with learning disabilities in relation to housing and support.

The projects outcomes aim to encourage adults with learning disabilities to be more independent and increase their confidence and self-value using meaningful everyday activities. It aims to improve community participation and reduce social isolation, reduce reliance on the family carer and reduce long term reliance on statutory services.

Performance Outcomes:

- 93** people have received support
- 22** teams have been established to provide this support
- 20** teams have reported positive change for their clients

Quote:

"I really enjoyed that baking and spending time with the support worker, I don't want to stop baking. The goals were important to me and taught me to walk to the bus stop from my home. The support I received was excellent."



North Wales: Repatriation and Prevention Service

Children at risk of becoming looked after

ICF Budget Allocation:

£477,650

Description:

This project provides targeted support and therapeutic interventions to prevent carer breakdown and addresses issues of health, personal relationships and educational attainments often faced by young people leaving care.

The service involves provision of solutions to prevent family breakdown and/or escalation of need leading to a risk of an out of county placement. It also involves increasing fostering capacity to provide respite for families and rehabilitation and therapeutic support.

Performance Outcomes:

101

people directly supported plus siblings, parents and carers
a dedicated training programme for new and existing foster carers

100%

of the closed cases reported that the service had made a positive
difference with significant behavioural improvements and
demonstrated a positive impact on social and emotional well-being

Quote:

"The family therapist was pivotal to ensuring that our boy would manage the transition to living in Wales. She was a breath of fresh air and developed such a strong rapport with us and our boy. She brought great insight into his needs at a time when we needed the affirmation and support. We wanted to take this opportunity to let you know that your amazing support has not gone unnoticed and will be remembered forever."



Powys: Edge of Care

Children at the edge of care/at risk of being looked after

ICF Budget Allocation:

£610,000

Description:

This service helps children to remain living with their families where it is in their best interests and safe to do so. It provides intensive support to stabilise families and reduce the need for children and young people to enter care. If children do need to come into care, the service will work with children and their families so that they can return home quickly and safely.

The team worked with a family where a father of two sons was unexpectedly taken seriously ill. The team set up intervention to support grandparents (who lived in North England) to look after their grandsons in Cardiff, to allow the boys to be close to their father while he was in hospital. With father's health improving and grandparents needing to return to their home, the boys needed to be accommodated into foster care. Workers continued to stay in contact with the boys whose only wishes were to return back home with their dad. When the father was discharged home, work began on accompanying the boys to spend time at the family home and building up to overnight stays. The boys are now at home full-time with their father. The team continue to visit the family, check on how things are, and have supported the social work team in their court reports where the council feels parental responsibility should be fully returned to the father.

Performance Outcomes:

278

children referred to the service

77%

of families showed positive progression at the end intervention

4

children reunited with their families

90%

of children referred to edge of care services have remained at home

Quote:

"I felt I could talk to Mel (EoC Worker) and trust her with what I had to say. I felt she could relate to my situation and my relationship with my family. I did not feel that she was telling me what to do but helping me find a solution so I could work on my anger issues. I never felt judged, it just made me realise my impact on my family and how we can improve things."

– Service User



Powys: Shared Lives

People with Learning Difficulties looked after

ICF Budget Allocation:

£30,000

Description:

Shared Lives Powys provides support for vulnerable adults and helps them choose who they live with, where they live and how they spend their time. It helps arrange for people, who may need some additional help, to have short breaks or live long term in the homes of carefully selected and trained people called Shared Lives Carers.

When the team first met Sally she was living in her own flat and said that she was struggling and felt lonely. Sally would often ring the emergency services and did not feel safe in her own home. She would skip meals, did not keep herself properly hydrated and slept during the day. Sally relied on her walking stick when going out as she lacked confidence. Together with her social worker, the team created a profile of Sally which was shared with Shared Lives carers in hope of a match – which happened! At first, Sally was really concerned about living with other people. She had lived on her own for 14 years and was worried it would not feel like ‘home’. Sally had several introductions with her Shared Lives carers, initially spending an hour with them and this gradually built up to overnight stays. Sally has achieved a great deal in such a short space of time.

Performance Outcomes:

26 approved carers

18 long-term arrangements in place

Quote:

"I feel confident and secure in myself and no longer need the comfort of my walking stick. I feel fitter, healthier and have lost weight due to my new active lifestyle. I no longer feel alone."

– Sally



Powys: Technology Enabled Care

Older People

ICF Budget Allocation:

£100,000

Description:

Powys' Technology Enabled Care service provides effective solutions for patients with long-term conditions that are convenient, accessible and highly cost-effective. The solutions are transforming the way people engage in and control their own healthcare; empowering them to manage their care in a way that is right for them. Powys has embraced devices that allow people to carry out day to day activities such as switching on lights, with only limited movement. Through this service, hundreds of patients across the county can remain independent and continue living in their own homes. A short film on the service can be viewed here: www.youtube.com/watch?v=KJ350uHTC2k

A series of short animations based on real case studies have also been produced to help raise awareness of the service which has been viewed over 1,000 times: www.en.powys.gov.uk/article/1534/Get-help-at-home-with-daily-living

Performance Outcomes:

510 individuals had received 1,117 items of technology via 680 prescriptions

£420,000 estimated total cost avoidance to social care

Quote:

"The Canary Care system has been a godsend. We use it every day, and it is worth its weight in gold! We can occasionally take a day or two away, and not be worried - that is really worth a lot to us."

- Family member of service user



West Glamorgan: Regional Care Home Support

Taking Care to the Next Level – Older People

ICF Budget Allocation:

£82,437

Description:

This project focuses on the Red Bag Pathway, which supports care homes, ambulance services and hospitals to meet the National Institute for Health and Care Excellence (NICE) Guidelines.

A red bag transfers standardised paperwork, medication and personal belongings. It stays with the resident throughout their stay and returns home with them. The standardised paperwork ensures everyone involved in the care of the resident has necessary information about their general health e.g. baseline information, current concerns, social information and medication. On discharge, the care home receives a discharge summary with the medication in the red bag.

Performance Outcomes:

425 Red Bags purchased

72 Residential and nursing homes in the Swansea Bay Health Board area are engaged with the project with some 290 Red Bags distributed

66% of care homes agreed that the use of the Red Bag and documents had improved overall communication with the ambulance staff

Quote:

"Using the Red Bags meant that we got everything ready easier and quicker, so were able to give the very ill residents the attention they needed while waiting for the ambulance."

– Deputy Manager, Nursing Home, Swansea



West Glamorgan: Working Together

Children at the Edge of Care

ICF Budget Allocation:

£1,200,000

Description:

Working Together is a West Glamorgan-based initiative designed to strengthen the offer of support to vulnerable families with complex issues, and where there is a risk that a child or children could be taken into care. The project focuses on changing patterns of thinking and building positive and resilient family relationships. Its ultimate aim is to provide families with the help they need to ensure children and young people grow up in conditions that are safe, that do not impact negatively on their well-being, and allow them to develop to their full potential.

Performance Outcomes:

190 referrals
66 families supported
161 children have been able to remain at home with their families

Quote:

*"We would say that *** has been a pleasure to work with, he has made us laugh, cry and helped us back together as a family, we will always be grateful."*



West Glamorgan: Swansea Autism Movement

Children with Complex Needs/Carers

ICF Budget Allocation:

£18,000

Description:

Swansea Autism Movement CiC (SAM) is a peer-to-peer project of around 375 parent-carers who have children and young people with ASD.

The scheme aims to connect families through fun activities, providing regular contact with peers experiencing similar challenges. Sharing peer experience and expertise is particularly valuable to new families, who are often coming to terms with the assessment process and diagnosis of ASD and to families experiencing transition points in their services. Through a holistic approach, SAM supports the autism community to stay active, reducing loneliness and isolation and supporting everyone's mental and physical health long term. Links are made with specialist activity providers, local business and other local autism groups to provide support for parents and carers.

Performance Outcomes:

1338 people supported

91% of participants learnt a new communication skill associated with ASD i.e. eye contact, say hello, start a conversation, interact for an increased time

75% of participants had fun, leaving happy, had a break from the day to day stress of dealing with additional needs

100% of parent/carers reported an improvement in sense of well-being and being better able to manage their caring role following the sessions

Quote:

"SAM gives our family a safe space to do activities that would never be attempted otherwise. My son especially looks forward to our annual holiday at Llangrannog. He has made friends for life here and excels in confidence after doing the activities. We were so happy when he did the horse riding, my son hadn't stroked any animal in over a year before doing this, as he's has a phobia of germs. We are all so grateful to be part of the SAM family and wouldn't be where we are today without them."



West Wales: Interim Placement Scheme

Older People

ICF Budget Allocation:

£95,005

Description:

Working across the private and statutory sector, the scheme spot purchases interim beds for a maximum of 6 weeks.

This short term placement enables timely assessment in an appropriate setting ensuring that long term care plans meet patient needs.

The scheme supports hospital admission avoidance, safe timely discharge from hospital and placement of palliative patients where care in their own home is not appropriate.

Performance Outcomes:

76 people were admitted onto the scheme during 2019–2020

47% avoided admission to hospital

53% supported safe hospital discharge from both Bronglais and Glangwilli General Hospitals

81 people were discharged from the scheme during the year

Quote:

"I was in hospital, worried about going home, I didn't think that I could cope. When I was offered an Interim Bed it was a smooth move. When I came here I realised that this would be the best place for me to live. I am so happy with the staff and support that I have."

– Service User"



West Wales: Learning Disability Charter Implementation

People with Learning Disabilities

ICF Budget Allocation:

£257,981

Description:

People with learning disabilities want the same things as everyone else does. The West Wales Learning Disabilities Charter, created by people living with learning disabilities are helping to make this happen.

The Charter includes a list of things people expect and need to live fulfilling lives. It outlines the support people want and how they would like to be treated. It has a strong focus on improving visibility and implementation of the rights and needs of people with learning disabilities and improving access to a range of services including health and transport services, employment, further education and leisure opportunities.

During 2019-2020, the *Dream Team*, a group of people with learning disabilities who advise a range of partners across the region about what really matters to them, alongside others have continued to co-produce activities in response to the Charter. A short film about the Charter can be accessed here:

www.youtube.com/watch?v=C4Sh2Zcb_kU&feature=youtu.be <https://youtu.be/05tiTmLLF0I>

Performance Outcomes:

Winner of the NHS Wales Empowerment and Co-Production Award

4 learning disabilities champions recruited

22 people supported into paid employment

300 individuals or organisations involved in contributing to co-production of services across the region

35 people engaged in process to identify and co design response to issues of ageing for people with learning disabilities

Quote:

"Being part of the Dream Team makes me feel like I have a voice to make things better for people with LD. We want the same things as everyone else, we just need to be helped in a different way. Becoming a member of the Dream Team has given me more confidence, now I am very proud to represent people with LD and want to help others like me to get the help they need without being treated like little kids, showing people like doctors how to speak to us using language we understand, so we know exactly what they are talking about and can join in."



West Wales: Pembrokeshire Intermediate Care Pathway Reablement Service

Older People

ICF Budget Allocation:

£70,440

Description:

The Pembrokeshire Intermediate Care Pathway is made up of a number of innovative intermediate care projects which enable people to be cared for in their community. This helps with reducing hospital admission, supporting timely transfer home by an integrated, responsive service and coordinated intermediate care pathway and also maintaining independence at home and reducing reliance on long-term care. Included in the pathway is the reablement service, which aims to maintain people's independence in their own home or supports safe and timely discharge from acute settings through targeted reablement interventions.

Performance Outcomes:

273	referrals
267	clients worked with
84	integrated assessments completed
123	completed reablement
102	leaving with no requirement for long-term care
20	leaving with package of long-term care

Quote:

"Many thanks to the reablement team, especially A and J. With the encouragement and support from your team Mrs A has recovered well from her fall. All the carers were polite, pleasant and supportive and the communication between the team and the family was very effective. The service is perfect and does exactly what it says 're-able' people to regain independence."



Cardiff & Vale: Ty Dewi Sant (Older People/People with Dementia)

ICF Capital:

Total £445,000 (£227,500 in both 2018/19 and 2019/20)

Description:

Ty Dewi Sant residential home in Penarth provides care for a group of 29 people with mixed frail elderly and dementia needs and was designed in the middle of the last century. Its physical environment reflected this era and exacerbated the challenges faced by older people experiencing impaired memory, learning and reasoning, together with sensory impairments. To address this, the regions ambition was to create a dementia friendly environment with small-scale, homely living units, utilising good signage/‘cueing’ in line with ‘dementia friendly’ standards.

The works that have been completed included refurbishment of bedrooms, toilets and corridors, redecorating them with a calming neutral-coloured palate with accents on doorways, handrails and toilet entrances to aid orientation. The flooring has also been updated to assist movement and ease of orientation for people with Dementia. The re-design was completed with a series of specially commissioned photographs of the local area which were chosen by the residents. The overall outcome is the creation of an uncluttered, clean and modern environment that supports and sustains the wellbeing and independence of the residents.

Outputs:

- The refurbishment has enabled Ty Dewi Sant to create 3 separate small scale living units for the existing residents, all of which are now dementia friendly in their décor and layout
- This development forms an initial phase in a wider plan to create a range of accommodation options for Older People within one site. On completion of this overall plan, it is anticipated that Ty Dewi Sant will become the designated EMI facility
- Increased well-being for the Ty Dewi Sant residents as a result of the enhanced environment – the combination of improvements has encouraged the residents to use the space more independently and actively, as well as changing the whole feeling of the building
- A reduction in the risk of falls due to the improvements in flooring and colour accents

Quote:

The work has transformed Ty Dewi Sant and it has been particularly pleasing to hear directly from residents and staff how much of a difference the refurbishments have made. The project teams have truly maximised the use of the budgets available and been creative and innovative in their approach as evidenced by the use of colour and artworks in the corridors and communal spaces.

“I didn’t like having to leave my room for so long but it was all worth it, it’s beautiful and so much easier to get around”

“When I get lost I look for the picture of Penarth Pier and I know where I am”.



Cwm Taf Morgannwg: Pen Llew Court (Supported Living Accommodation for People with Learning Difficulties)

ICF Capital: **Total £1,037,943** (£497,944 in 2018/19 and £540,000 in 2019/20)

Description: The Pen Llew Court Supported Living project is a scheme that offers people with learning disabilities the opportunity to live independently in a fully adapted apartment with on-site care and support 24 hours a day.

This project gives individuals the opportunity to move on (step down) from more traditional supported living accommodation. The support provided aims to develop their independence skills further, in the hope to ultimately move onto further independent living, but whilst developing their skills in a supportive environment. The packages of care and support offer a more person centred approach. It gives individuals ownership over their support needs, which can reduce over a period of time, whilst their independence increases.

ICF capital funding has enabled the:

- Transformation and reconfiguration of the Pen Llew Court building
- Installation of a smart Tunstall system which allows the supported people to communicate with each other and staff through video calling.
- Creation of a Community Activity room, for day services and external clients and groups to undertake daily and weekly activities and groups, which is hoped to include employment clubs and volunteer groups.
- Creation of a skills teaching kitchen, whereby people can be supported to learn and become proficient in making their own meals and informed of nutrition, in order to promote more independent living.
- Creation of a Sun room, for socialising, an area to gather and watch television together, host social gatherings and promote friending and wellbeing and encourages the development of social networks.

Outputs/ Outcomes/ Impacts:

- Refurbishment of Pen Llew Court into 19 supported living apartments
- Reducing isolation and promoting individual's health and wellbeing
- Increasing independent living through targeted support
- Increased opportunities to participate in valued activities
- Promoting independence and choice which puts people in the centre and moves towards an integrated community
- Where previously isolated, starting to build positive relationships with peers in a safe environment
- Increased confidence and self-esteem leading to higher motivation/participation

Quote: *"I love having my friends around if I want to see them, but I also like having my own space to go back to when I have had enough."*

"Moving to Pen Llew Court has allowed me to build a better relationship with my Family."



Gwent: MyST – Children’s Integrated Hub (Children with Complex Needs)

ICF Capital: **Total £650,000**

Description:

My Support Team (MyST) is a specialist service that brings together professionals from Social Services, Education and Health. The purpose of MyST is to reduce the need for crisis placements to be found and to increase the capacity to manage and maintain children who have experienced multiple ACEs and have the most complex and challenging needs locally.

MyST is a highly intensive wraparound service which provides an alternative care package for looked after young people who would otherwise be in residential care, tier 4 psychiatric care, secure care or specialist residential schools.

The Hub is able to now provide a consistent regional approach for children, families and carers, and the professionals who support them. It provides the same level of training, support, supervision and a consistent, effective level of service to reduce the need for residential care and out of area placements in Gwent.

ICF capital funding has enabled

- The safeguarding and comprehensive refurbishment and cost effective remodelling of a vacant school building into a fit for purpose base for the MyST service, including improved car parking provision.
- Multiple Office spaces for co-location of Torfaen MyST and Blaenau Gwent/Monmouthshire MyST.
- Clinic/therapeutic spaces for families and young people.
- Training rooms, including IT and training kitchen and play room for independent living skills and personal development.

Anticipated Outcomes:

- Reduction in the use of expensive and often ineffective and/or out of area placements
- Placements closer to home and within the Gwent region for this cohort
- Improved placement stability – Less moves and placement breakdowns
- Improved emotional wellbeing for children within this cohort and their carers
- Foster carers better able to cope with complex, challenging cases
- De-escalation of more cases in to foster-care rather than long-term residential care placements
- Improved long-term outcomes for children, into adulthood through trauma-based therapeutic and consistent risk management approaches across the system.
- Improved planning and cost management of placements

Quote:

“It feels very big and lots of space for families and children to be able to see each other and work through their difficulties.”

“It’s much more accessible than before and in our community.”

“Helps me when I’m feeling anxious to have space.”



North Wales: Gwynedd Community Resource Team Accommodation (Older People with Complex Needs)

ICF Capital:

Total £227,854 (£175,854 in 2018/2019 and £52,000 in 2019/2020)

Description:

This project provides integrated accommodation facilities for Community Resource Teams (CRTs) which comprise health, social care and voluntary sector staff. The project provides suitable bases for CRTs across the 5 areas within the large county of Gwynedd.

This funding enabled team members to be located together in local areas and to facilitate integrated working not only in main hubs but also in local touchdowns in GP surgeries.

The overarching objectives of this project are integration, prevention, carer support and meeting the aims of the dementia action plan. These are delivered through:

- Focused resources and increased capacity within the CRT.
- Proactive approach to care and support.
- Preventative interventions (incl. delaying and reducing the need for care and support and enabling people to live their lives as independently as possible).
- Encouraging innovation.
- Promoting and maximising independent living.
- Integrated working.

ICF capital funding has enabled:

- Existing office space to be adapted and refurbished to accommodate the CRTs.
- The CRTs to work in an integrated way.
- Improved communication.
- The promotion of a culture change in the way that the service operates.

Quote:

"It has made a huge difference having the District Nurses, Occupational Therapists and Social Workers all together in the same room, we can respond to our client's needs collaboratively and immediately".

"You're good with me, I know I am angry when I am unwell and low but you're good and always help me!"



Powys: Fan Gorau (Older People/People with Dementia/Carers Project)

ICF Capital: **Total £262,000** (195,000 in 2018/2019 and £67,000 in 2019/2020)

Description:

Mental Health services in Newtown were previously provided across a number of different sites where the working and service provision environment was poor.

It was identified that teams needed to be brought together on one site in order to centralise and co-locate various services. Fan Gorau, previously a ward, had the potential to accommodate refurbished offices and a new and improved clinical space for the Adult, Older Adult, Dementia Home Treatment, Crisis Resolution and Memory Service Teams.

ICF capital funding has enabled works that include a new reception and waiting area together with clinical space for mental health day service users, individual mental health team rooms (4 to 6 occupants), a meeting room facility, administrative support offices, hot desk areas and welfare facilities.

Impact:

- Refurbishment of Fan Gorau which now provides an enhanced base and clinical and therapeutic facilities for related services, together on one site
- Improved emotional wellbeing and mental health of service users as a result of joined-up service
- Partnership working has developed between health board and council staff, helping to deliver on aspects of Powys' Health and Care Strategy
- Enhanced inter-team collaboration, learning, and integration opportunities
- A safer, high-quality patient and carer experience

Quote:

"The project has allowed closer joint working across the whole service which has enabled the clients to have their care delivered in a seamless, timely and effective manner, helping their emotional wellbeing and mental health."



West Glamorgan: Care and Repair Western Bay Healthy Homes Project (Older people, people with complex needs and long term conditions including dementia and their Carers)

ICF Capital: **Total £100,000**

Description:

The Care and Repair Western Bay Healthy Homes Project provided quick housing adaptation and repair solutions to enable independent living and improve well-being for older people throughout the region.

The Project provided practical solutions in order to improve and make safe the home environment. Preventative intervention and measures helped to avoid accidental injury or poor wellbeing that can lead to hospital admission, long term care or reliance on statutory health and social services.

For all clients referred for assistance, the Care and Repair Caseworker completed:

- A Healthy Homes Check of property condition and carry out an environmental risk assessment in and around the home to identify potential hazards.
- A Falls Risk Assessment (FRAT) using a standard assessment framework.
- A Trusted Assessor Assessment that would identify the need for small scale aids and adaptations.
- A financial assessment that will ensure full welfare benefit maximisation and an eligibility check for a range of statutory grants and charitable funding.

Outcomes:

- 261 older people and older people with frailty or dementia needs helped with a range of home repair and adaptation preventative measures
- 4 interventions provided to assist with timely hospital discharge
- 24 bed days saved with associated cost savings of £9,072
- Average days from referral to completion was 18 working days
- 89% of clients satisfied with the service.
- 96% of clients reported their independence had improved
- 83% of clients received the right information or advice when they needed it

Quote:

"The help, guidance, advice and support we received from Care and Repair at a time when we were really struggling to manage was priceless. Thank you for your empathy and for making sure I am able to remain as independent as I can for as long as I can."

"My husband is 95 years old and I am his carer. I am 93. I am so happy that he can stay at home now after all the help you have given us and the work you have completed. I didn't ever think all the small things would make such a difference to us. We are both so much more comfortable and happy at home now"



West Wales: Green Acres Supported Living Project (Learning Disabilities)

ICF Capital: **Total £375,000**

Description:

This project has seen the redevelopment of a property to provide accommodation for 4 individuals stepping-down from residential care. The aim of the project was to improve independence and well-being outcomes for individuals, by offering accommodation closer to family and friends and avoiding out of region placements. The needs of the individuals are significant with all requiring twenty-four-seven support including, at least initially, wakeful and sleep in support at night.

Working with a Housing Association a property was located that could meet the individual specific needs within a supported living model. Through the capital funding, a property has been refurbished which provides suitable accommodation for the individuals including their own bedrooms, adapted bathrooms, a kitchen and dining area as well as staff accommodation. The refurbishment also included new heating and sprinkler systems and the existing photovoltaic (PV) panels have been retained to assist with energy bills.

The tenants have been encouraged to be involved in the decoration and set up of their new home, particularly in the personalisation of living areas and their own rooms.

Outputs & Anticipated Outcomes:

- A property redeveloped to provide 4 tenancies for people with learning disabilities
- Increased choice and opportunity for individuals in their local community
- Ensured no out of county placements
- Maintain friendship group and relationships with family
- Increased opportunities for promoting choice and independence
- New environment will improve individual wellbeing and lead to reduction in support needs

Quote:

“The complex needs of the incoming four tenants have been considered holistically and recognition has been made that they are leaving an institutional setting by adapting and refurbishing the property sympathetically to create a wonderful new home to meet their supported living needs.”