

Avoid harm, waste and variation

Health, Social Care and Wellbeing Networks

The Networks run by C3SC and GVS both increased their memberships by about 15%, with a total of 860 members between them (450 C3SC, 410 GVS). Seven network meetings took place, with a total of 21 speakers which were attended by 125 staff from all sectors. They provide an opportunity to increase awareness of current and planned services and encourages people to work in partnership to provide services. In addition, the H&SCFs produced jointly or individually 20 briefings about the third sector, provided 14 updates to GPs, had meetings with over 50 third sector organisations and provided information in response to more than 80 consultations, draft policy and strategy documents, annual reports and other documents.

The two Networks along with the Mental Health Forum all received positive feedback through the year, with the meetings often being described as informative, interesting and helpful.

Cardiff and Vale Mental Health Forum (MHF)

The MHF and its three specialist interest groups have 109 third sector groups with an interest in mental health as members, along with 8 statutory sector observer organisations, an increase of 11% over the year. More than 200 people receive the mailing including over 60 statutory sector members for whom the Forum provides information and updates and an opportunity for dialogue. 174 members have attended 22 meetings with discussion and speakers on 30 topics of interest to the membership. Throughout the year Cavamh provided 25 briefings and e-bulletins to the MHF. Cavamh has also co-ordinated 10 training events for 78 members, improving partnership working through joint training.

Commissioning

The Cardiff and Vale University Health Board undertook the commissioning of a number of third sector services during 2016/2017. Both H&SCF from C3SC and GVS, along with the Director from Cavamh worked in partnership with UHB procurement colleagues to deliver two workshops to those organisations whose services were due to be re-commissioned. Support was provided to organisations that requested assistance to complete the application process. All of the services were successfully re-tendered as being the most fit for purpose, a good result all round.

Shaping Our Future Wellbeing: In Our Community

The H&SCFs, as part of the Programme Team, provide information from the third sector and about third sector services. The C3SC H&SCF was engaged in the initial workshops around the Wellbeing Hub @ParkView but was then able to identify a community champion with local knowledge who continues to support the planning. This programme of work is ongoing.

The Framework for Working with the Third Sector is delivered by:

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Cardiff and Vale University Health Board and the Third Sector

Working together for health and wellbeing



A Year in Review 2016 - 2017

- ◆ Empower the Person
- ◆ Home First
- ◆ Outcomes that matter to People
- ◆ Avoid harm, waste and variation



During 2016-2017 the Cardiff and Vale University Health Board (UHB) worked with its partners in the third sector to plan and deliver services and improve the experience of patients, their families and carers, utilising the principles as laid out in **Shaping Our Future Wellbeing**, the ten year strategy for the UHB.

Joint working with the third sector has been delivered under **Working Together for Our Future Wellbeing**, the UHB's **Framework for Working with the Third Sector**. It has been made possible by the UHB's funding of the Health and Social Care Facilitators (H&SCFs) in Cardiff Third Sector Council (C3SC), Glamorgan Voluntary Services (GVS), and funding for Cardiff and Vale Action for Mental Health (Cavamh).

Empower the Person

Intermediate Care Fund (ICF)

Working in partnership with the UHB and Local Authorities, ICF monies were utilised by C3SC and GVS H&SCFs to run two small grant schemes for third sector organisations; Cardiff and Vale Learning Disabilities Small Grant Scheme and Vale Older People Grant Scheme. A total of 13 projects received funding through the grant schemes.

Engagement

A multi-stakeholder 'Celebrating Recovery- Implementing the Cardiff and Vale Charter for Mental Health 5 years on' conference was co-ordinated by Cavamh and attended by more than 100 people, including service users, carers, third and statutory sector. The conference mapped and explored the implementation of good practice since the launch of the Charter and identified what works well, the barriers, and what would make a difference. In addition, Sefyll and Nexus were supported in implementing 'Feedback Fortnight', enabling third sector/Mental Health Forum (MHF) involvement in engaging service users and carers and facilitating focus groups. Both events resulted in further discussion, feedback and action planning for change via the Mental Health Partnership Board, with work continuing into 2017/18.

'Talking about mental health and recovery is important for bringing about change' – comment from attendee.

Making Every Contact Count (MECC)

Alongside colleagues from the Cardiff and Vale Public Health Team more than ten MECC training opportunities were delivered by the H&SCFs to colleagues in secondary and community health settings, community pharmacists, local authorities and the third sector. Building on current success, a new version of the MECC training has been developed with input from the H&SCFs, which will be rolled out across Cardiff and the Vale.

"I've been able to use the training on various occasions, as I have been working with a range of groups and individuals. I was able to talk to [a] construction team, I was asked to give a talk on smoking cessation and Men's health. All of it was well received and a couple of chaps went on to visit their GP's." – Third Sector MECC trainee feedback.

Home First

'Pave the Way'—the People and Places Big Lottery Fund 2 year project

In partnership with GVS and VCS Cymru and in liaison with the Mental Health Forum, Cavamh started implementation of 'Pave the Way' - a pilot mental health volunteering project, providing both pathways for people with mental health needs into volunteering and enabling volunteer involving organisations to support volunteers with mental health needs.

"I had such a great time, I was so nervous about coming but I don't know what I was worried about now" - new volunteer in the Vale

Information Sharing

Throughout the year, the H&SCFs and Cavamh have worked in a variety of ways with the UHB's Clinical Boards, health and social care staff and Primary Care Clusters to update them about third sector services for older people and carers and demonstrate Dewis Cymru. GVS H&SCF and Age Connects jointly attended a Clinical Board meeting to highlight the Home First Service which supports hospital discharge.

The H&SCFs continued to take part in the Health Board's Corporate Induction programme speaking to over 700 staff members during 2016/2017. One presentation led to an invite to talk to the Rapid Assessment, Interface and Discharge - Liaison Psychiatry Older People team and the opportunity for a presentation by Cavamh, C3SC and GVS to highlight services that are available out in the community.

Barry Hospital Information Centre

The third Information Centre was opened on the 3rd November 2016 and as with the others in UHW and UHL the H&SCFs, in partnership with the Health Board's Patient Engagement Team, were involved in the design and in promoting the opportunity for the third sector to provide their leaflets, and for volunteer opportunities in the centres.



Creating Opportunities

2016/17 was Margaret McLaughlin's final full year as the Health Board's Independent Member (Third Sector). Margaret has been in the role for almost eight years and has had a wide influence during this time. Margaret was instrumental in developing a proposal along with GVS for a Cardiff and Vale pilot third sector grants programme funded from the Cardiff and Vale Health Charity. The proposal was successful with £20,000 being granted and the programme launching in July 2016. The fund was managed by GVS, in liaison with C3SC and Cavamh. Seven organisations received funding, including student volunteers supporting mental health services, singing for lung health classes and provision of information for people with a head and/or spine injury.

"The volunteering projects are a fantastic resource for bringing communities together. The students are able to provide time and companionship for the patients who are at a vulnerable stage in their life." – comment from one of the projects funded from the Health Charity grant.

Outcomes that Matter to People

Shaping Services

C3SC H&SCF attended the BIG2 Engine Room meetings on behalf of C3SC and GVS, with both H&SCFs feeding into the process electronically and contributing to the development and design of the **'Perfect Locality'** specification. As part of this work the C3SC H&SCF, with a colleague from the UHB and one from the Public Health Team, co-authored a paper on health literacy.

Cardiff and Vale Population Needs Assessment

Cavamh, C3SC and GVS provided information as part of the development of the Population Needs Assessment; took part in the three workshops which covered the different categories and provided additional comment prior to the Population Needs Assessment being finalised and submitted to Welsh Government.

Representation

Cavamh have facilitated the election of 30 third sector reps to over 14 mental health joint planning groups, co-ordinated the MHF contribution to five formal consultations to support service improvement and worked in partnership with the UHB to review older people's mental health services and in developing pilot third sector services in primary care. The H&SCFs managed the process for the third sector representatives for older people, and children and young people to attend the **Cardiff and Vale Regional Partnership Board**. Both H&SCFs provided consultation responses on a range of topics. The GVS H&SCF submitted a consultation response to the National Assembly for Wales (NAFW) Inquiry into Loneliness and Isolation; and was subsequently invited to a meeting of the NAFW Health, Social Care and Sport Committee to discuss the response with Committee members and were able to outline and describe the third sector services in detail and highlight joint working between the third sector and the Health Board.