

# Cardiff and Vale University Health Board and the Third Sector

## *Working together for health and wellbeing*



### A Year in Review 2015 - 2016

- ◆ Promoting and improving health and wellbeing
- ◆ Engagement with the third sector
- ◆ Service delivery and redesign
- ◆ Volunteering



Empowering people. Inspiring excellence. Strengthening communities.  
Grymuso pobl. Ysbrydoli Rhagoriaeth. Cryfhau cymunedau.



During 2015-2016 the UHB worked with its partners in the third sector to plan and deliver services and improve the experience of patients, their families and carers.

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

## Promoting and improving health and wellbeing

Making Every Contact Count (MECC) training has been delivered to a wide range of health and social care staff. In the third sector, this has included the Vale 50+ Forum, Cavamh Forum and Families First service providers. The approach was endorsed by a MECC conference held in Cardiff which showcased examples of how all sectors put MECC into action across Wales.

Mental Health Awareness week was celebrated in May with a young people's mental health awareness event. Additionally, World Mental Health Day was celebrated in October with a mental health awareness event and volunteering workshops.

## Engagement with the third sector

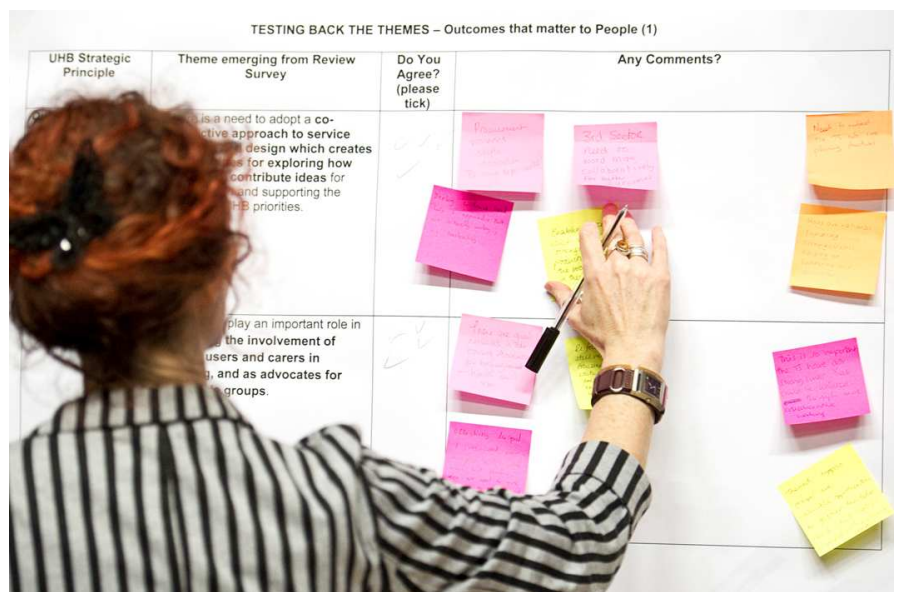
### Clinical Boards engaging with the third sector

The Children and Women's Clinical Board has a Charitable and Voluntary Stakeholder Reference Group. Its membership draws from a diverse range of organisations. The Dental Clinical Board has started to explore developing greater links with the third sector, by working with the Health and Social Care Facilitators.

### Review of UHB's Strategic Framework for Working with the Third Sector

The UHB worked closely with the Health and Social Care Facilitators and Cavamh to carry out a review of the Strategic Framework for Working with the Third Sector. This involved distribution of a questionnaire, structured interviews with partners and a successful Stakeholder Event. All feedback was analysed and themes identified which formed the basis for a new Framework, Working Together for Our Future Wellbeing. Implementation is supported by an annual action plan. The Framework can be accessed via the following link:

<http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/Working%20Together%20bilingual.pdf>



### Development of information centres

The UHB's Patient Experience Team worked closely with the third sector to develop a hospital based Information Centre at Llandough Hospital. Work is progressing with the development of

an information centre at Barry Hospital. Many third sector organisations have a presence at the centres and feedback from patients, carers and staff has been very positive.

### **Raising awareness about third sector services**

A range of directories and briefings about the third sector have been produced in response to requests. The Carers Directory has been reprinted and the directory of services for older people has been updated. Cavamh produce a Mental Health Services directory and Directions, a handbook for carers, which are on the new Primary Mental Health Support Services website – Stepiau. These directories will be linked to the Dewis Cymru online information portal.

### **Primary, Community and Intermediary Care (PCIC) Communication and Engagement Group**

Additional funding for primary and community care of over £4m was received by the UHB. The UHB's PCIC Clinical Board has developed a number of schemes that the funding will support and involvement of wider partners will be overseen by a Communications and Engagement Group.

### **Winter planning meeting with third sector**

Third sector organisations and the UHB met in October to discuss how they can work together on planning for winter pressures. As an outcome, the Health and Social Care Facilitators and Cavamh produced briefings which outlined third sector services available over Christmas and New Year, and distributed these to health and social care staff.

### **Social Services and Wellbeing (Wales) Act 2014 (SSWB Act)**

Third sector, health and local authority partners have worked together to plan for the implementation of the SSWB Act. One development is the online Dewis Cymru information portal. This is a comprehensive, up to date directory of services and resources available across Cardiff and the Vale of Glamorgan. <https://www.dewis.wales/>

## **Service delivery and redesign**

---

### **Third sector broker in Contact1V**

A third sector broker role has been developed and is based in the contact centre in the Vale, Contact1V. This has shown the value of co-locating the third sector with health and social care. The broker, employed by Age Connects Cardiff and the Vale, plays a pivotal role in ensuring that older people are able to access third sector services in the community.

### **Wellbeing Co-ordinators**

The primary and community care fund has funded Wellbeing Co-ordinators, hosted by United Welsh Housing Association. Their role will be to improve the interface between GPs and the community to deliver public health priorities and enhance the social model of care, linking to Communities First, the third sector and health and social care.

### **Service developments in mental health**

Third sector input into mental health services planning is facilitated by 15 Mental Health Forum third sector representatives who attend 10 mental health planning groups. A mental health BME action plan has been produced by the Mental Health Forum working with the UHB.

Cavamh, via Sefyll and Nexus and with Hafal, collated the views of people using services, and carers, via surveys, focus groups, events and activities. Sefyll has developed adult mental health service user involvement champions. DEEP, a dementia service user involvement project, has been established via the Memory Team and Nexus, Cavamh. Their views are reported to the UHB Mental Health Clinical Board.

Join the Dots, a forum for young people who access mental health services, has been launched. The forum has helped to highlight good practice, research and the work of organisations such as the Amber Project and Barnardo's.

### **Diabetes workshop**

The third sector, UHB and Cardiff and Vale Public Health team have been working together to improve services for those with Type II diabetes. All sectors worked collaboratively to develop actions to strengthen education and support for people with this condition to enable them to live well in the community.

### **Co-creating healthy change**

The projects in the Co-Creating Healthy Change portfolio have made an impressive contribution to the design and delivery of healthcare services. This includes making connections with teams within the UHB, providing training, responding to consultations and inviting people to forum meetings to discuss issues and find solutions. Examples of work by the project include Cardiff and Vale People First, which helped Keep Safe Wales to develop a new system of recording the personal details of people with learning disabilities at a central hub so that, every time they ring 999 or 101, the operator will know about their needs and will make the service more accessible to the individual user.

### **Volunteering**

The value of partnership working and volunteering was demonstrated when a Christmas day lunch was organised for older people in Llantwit Major in the Vale in response to an identified gap. The third sector, health, independent sector, church, local residents and local authority worked together to plan the lunch, with generous donations and many willing volunteers.

Friendly AdvantAGE has been providing a range of befriending projects since November 2011. It has delivered excellent value for money, providing either 1-2-1 befriending or group activities to over 1,000 beneficiaries at a cost of less than £4, per beneficiary, per week. The volunteer led project recruited 175 volunteers, who provided over 11,500 hours of volunteering to support older people reduce loneliness and social isolation.

The UHB Volunteer Manager has worked with a range of partners to establish new volunteer schemes. These include recruiting health science students to support stroke rehabilitation services, volunteers to support bereavement services and working with the MH Forum to recruit volunteers.

## **The Framework for Working with the Third Sector is delivered by the UHB's Planning and Partnership Team:**

Linda Donovan, Head of Strategic & Service Planning, e-mail: [Linda.Donovan@wales.nhs.uk](mailto:Linda.Donovan@wales.nhs.uk)

Anne Wei, Strategic Partnership and Planning Manager, e-mail: [Anne.Wei@wales.nhs.uk](mailto:Anne.Wei@wales.nhs.uk)

### **In partnership with the Third Sector Infrastructure Organisations:**

Linda Pritchard, Vale Health and Social Care Facilitator, Glamorgan Voluntary Services (GVS), e-mail: [linda@gvs.wales](mailto:linda@gvs.wales)

Linda Newton, Director, Cardiff and Vale Action for Mental Health (Cavamh), e-mail: [linda@cavamh.org.uk](mailto:linda@cavamh.org.uk)

Sarah Capstick, Cardiff Health and Social Care Facilitator, Cardiff Third Sector Council (C3SC), e-mail: [sarah.c@c3sc.org.uk](mailto:sarah.c@c3sc.org.uk)