

**DRAFT**

# Engagement paper for Wellbeing Hub@ Maelfa



# Wellbeing Hub@ Maelfa

The plan will focus on the audiences, messages, communication methods and feedback mechanisms for engaging and co-production with key stakeholders throughout the various stages in the programmes.

It is acknowledged that significant stakeholder engagement has already been undertaken, the outcome of which has shaped our plan to transform the way we deliver services within the community.

The purpose of this engagement plan is to establish a framework for communication, engagement, co-production and co-ordinating the wide range of communications that will take place directly and indirectly as part of the Perfect Locality and Shaping our Future Wellbeing : in the Community programmes.

This document defines the key engagement objectives to be achieved by the programmes, the key principles that will underpin all engagement, and the roles and responsibilities.

To do this we will:

Improve engagement with citizen by...

- Putting the citizen at the centre of all we do and ensuring they remain central.

Improve engagement with community by...

- Valuing the role of people and communities in their health and wellbeing, including through co-production, volunteering and social movements for health.
- Enabling health and care professionals and the wider workforce to understand and work in person- and community-centred ways .
- Making greater use of behavioural insights in implementing person- and community-centred approaches and spreading change.

Improve community services by...

- Investing in a new generation of integrated health and social services centres alongside the transformation of our hospital estate.
- Developing strong and sustained networks as an integral part of implementing and scaling up person- and community-centred approaches.

Improve partner working by...

- Valuing everyone's contribution to a comprehensive engagement approach.
- Designed and delivered with, rather than for people, using shared vision and goals: wellbeing, resilience, autonomy, connection to others.

## The Vision and Values

### Complete

We believe that the home first principle should be pivotal to designing and/ or improving the services we provide

#### The wellbeing hub @ Maelfa will:

- Focus on wellness / well-being rather than ill health
- Provide more preventative, community and social prescribing intervention
- Enable primary and secondary care provision
- Work in a way that promotes co production, co design and co ownership

#### Overview

##### Accessibility

- The wellbeing hub will provide a welcoming environment where members of the community will be encouraged to stay and participate

##### Equality

- The wellbeing hub will respect the needs of all members of the community and ensure that services are available for those most in need.

##### Relationships

- The wellbeing hub will promote collaboration between all who use and provide the facilities within it, where there is mutual value and respect.

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# Key Messages

We are committed to engaging with:

- Citizens
- Carers
- Community staff
- Hospital staff
- Cardiff Council
- Vale of Glamorgan Council
- Third Sector
- Cardiff and Vale Community Health Council
- Regional Partnership Board
- Welsh Ambulance Service Trust (WAST)
- Public Services Boards
- Primary Care

We are focussed on **Caring for People: Keeping People Well** and to achieve this we must work in partnership with our two Local Authorities and third sector organisations and committed to making it a reality that: **a person's chance of leading a healthy life is the same wherever they live and whoever they are.**

Our over-arching key messages are:

- We are working together to improve the health and wellbeing of the citizens of ??? cluster
- We will plan and deliver our services by engaging people who use and work in the services, producing high-quality healthcare services for the people of ??? cluster, Cardiff .
- We will work with our citizens to help prevent them from becoming ill and to support them to live longer and better quality lives.
- We are committed to working with our partners across the NHS, social care and third sector to improve the health and wellbeing of our citizens.
- We continually work to improve the quality of health and social care services.
- We always encourage feedback from local people and will act on it wherever possible.
- We make our best efforts to use the funding and resources we have to provide prudent, sustainable primary care.

# Engagement events

Stakeholder	Date	Nature of Engagement	Location	Lead / s
Public/ Community	04/08/2017	Maelfa Mega Fun Day. Stalls and entertainment for local community. Stand with posters outlining SOFW:IOC, H&WC and WHs. Q&A with public and questionnaires	Powerhouse Car Park	Alex Evans and Rob Wilkinson
Clinical Llanedeyrn	05/09/2017	Meeting with Llanderyn HC What works well	Llanedeyrn Health Centre	Rob Wilkinson
Public / Community	14/09/2017	Jenny Rathbone, AM public meeting. Supplemental to MMFD offering alternative timeslot for public attendance	PowerHosue	Abi Harris, Geoff Walsh, Rob Wilkinson
East Cardiff Llanedeyrn and Pentwyn (ECLP) Communities First Health Champions	01/11/2017	Meeting to consider previous engagements and lessons learned	Rumney Hub	Rob Wilkinson and Anna Ros-Woodstra
Clinical Llanedeyrn	12/01/2018	Meeting with Llanederyn GP what services	Llanedeyrn Health Centre	Chris Dawson-Morris
Community	30/01/2018	Meeting with Roundwood residents association	Powerhouse	Simone Joslyn & Rob Wilkinson
Community	31/01/2018	Meeting with Glenwood Church	Glenwood Church	Rob Wilkinson
Community	16/02/18 to 09/02/18	Public post boxes to collate responses from distribution of questionnaires	Powerhouse, Llanedeyrn Health Centre and Glenwood Church	Rob Wilkinson
Clinical Pentwyn	10/05/2018	Meeting with Pentwyn GPs	Pontprennau Medical Centre	Rob Wilkinson
Public Health		Meeting the community's needs as identified in Population Needs Assessment	Email	Rob Wilkinson
Community	11/05/2018 to 21/06/18	C3SC survey of community groups	In the community	Thoria Mohammad

# Continued

Stakeholder	Date	Nature of Engagement	Location	Lead / s
Cardiff Council	01/08/2018	Meeting with Cardiff Council re partnership working	Powerhouse	Rob Wilkinson
Cardiff Council	25/10/2018	Second meeting with Cardiff Council re partnership working	Powerhouse	Jeremy Holifield, David Taylor, Nicola Jones and Rob Wilkinson
Mark Hopkins, Hopwoods Pharmacists	29/10/2018	Pharmacy service requirements and potential to be included in WH@Maelfa	UHW	Jeremy Holifield, David Taylor, Nicola Jones and Rob Wilkinson
All key stakeholders	04/02/2019	AEDET Workshop	Copthorne Hotel, Culverhouse Cross, Cardiff. CF5 6DH	NWSSP & Design Team
Llanederyn Health Centre staff	17/04/2019	Drop in session for staff to explore and understand planned WH@Maelfa	Board Room, Llanederyn Health Centre	David Taylor, Nicola Jones and Rob Wilkinson
Public / Community	20/05/2019	Jenny Rathbone, AM public meeting. Supplemental to outline planning application	PowerHosue	Abi Harris, Geoff Walsh, David Taylor, Rob Wilkinson, representatives from SCP