

# **Caring for people, keeping people well**

## **Shaping Our Future Wellbeing**

**Refining Shared Visions of Future Care**  
**A Combined Summary:**

Clinical Senate (27<sup>th</sup> Feb 2015)

Feedback Event (13<sup>th</sup> Mar 2015)



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<http://www.cardiffandvaleuhb.wales.nhs.uk/shaping-our-future-wellbeing>

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# Introduction

- It was a pleasure to see so many familiar faces from the Shaping Our Future Wellbeing workshops attending both February's Clinical Senate and the feedback event in March.
- The aim of the two events was to discuss 6 shared visions of care for future cancer, dementia, dental and eye health, long term conditions, maternal health, and mental health services. These shared visions were created using feedback from our co-productive workshops, work with specialist clinical leads and clinical groups, and by reviewing publications from the Government, National working groups, as well as the wider world. Once agreed, these shared visions will be used as a framework to describe how the vision can become a new model of care.
- Adam Cairns, the UHB's Chief Executive, highlighted at both events why Shaping Our Future Wellbeing (SoFW) is so important to the UHB and how the programme has helped inform a new Health Board strategy.
- Both events generated lots of discussion and feedback that has helped develop an inspirational vision of what clinical services in Cardiff and Vale could look like in the future.
- This report, the shared visions of future care, and an explanation of SoFW's development are available online at: [www.bit.ly/SOFWHome](http://www.bit.ly/SOFWHome)

Rachel Rayment



Clinical Lead, Shaping Our Future Wellbeing

# Developing the SoFW Strategy: The journey so far....

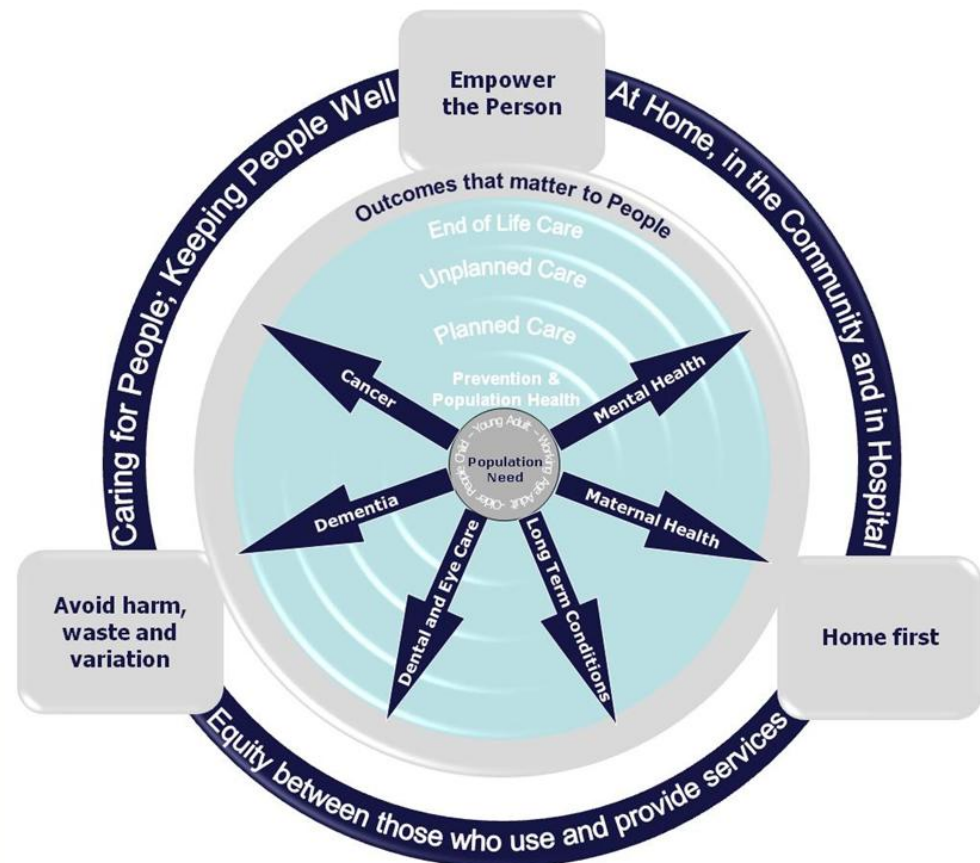
Together we developed **the principles** for the strategy.....



Together we decided **where** to apply the **Principles** first?

<b>Cancer</b>	1 in 3 people will be diagnosed with cancer before the age of 75
<b>Dementia</b>	By 2025 there will be 1 million people living with dementia in the UK
<b>Dental and Eye Care</b>	50% of sight loss in Wales could be prevented with early identification and treatment 50% of 5 year olds in Wales have dental decay
<b>Long Term Conditions</b>	One third of adults in Wales have at least one long term condition
<b>Maternal Health</b>	Cardiff and Vale has a birth rate 3 times higher than the rest of Wales
<b>Mental Health</b>	1 in 4 adults experiences mental health problems during their lifetime

Together we developed a **framework** for new **models of care**





**Service users and providers were brought together to describe our future services.**



# The workshop feedback, expert opinion and National reports were combined into a vision of the future.....



## Shaping Our Future Wellbeing

### Draft Shared Vision for Dementia Care

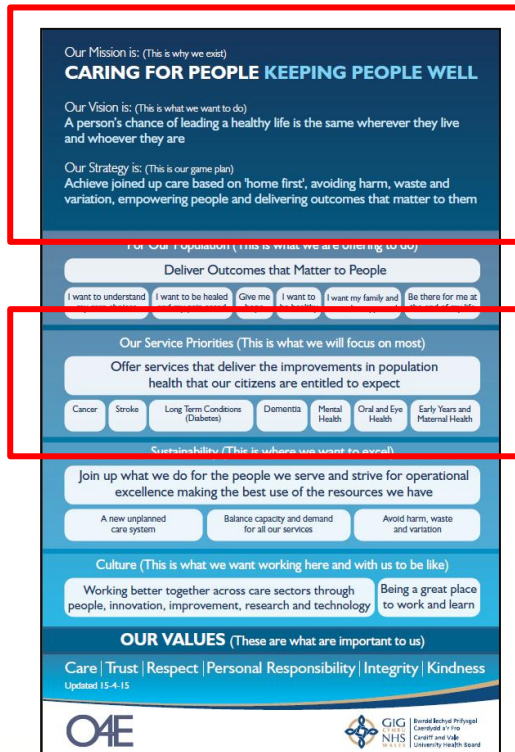
#### Prevention: by 2025....

- There will be a community where people are educated and supported to take responsibility for their own health and wellbeing.
- We will have effective methods of identifying those at risk of developing dementia and we will actively manage that risk, working to reduce health inequalities.
- There will be clear programmes and policies to reduce preventable cases of dementia and support offered to those with established risks. Starting early with families and in schools, and continuing at regular intervals throughout life, this will be in a manner best suited to the needs of each community.
- We will have effective methods for ensuring the early detection of dementia, which are accessible to our whole population.
- All health professionals will take an active role in the prevention and early recognition of dementia, making every contact count.
- There will be a family friendly environment at work that supports Health Board employees to adopt healthy lifestyles.
- Through better dementia education, our local communities will be able to support dementia sufferers to remain living at or close to home.



# Shaping Our Future Wellbeing:

## Helping to inform a strategy for the whole Health Board



**Cardiff and Vale UHB Strategy**

Our Mission is: (This is why we exist)  
**CARING FOR PEOPLE KEEPING PEOPLE WELL**

Our Vision is: (This is what we want to do)  
A person's chance of leading a healthy life is the same wherever they live and whoever they are

Our Strategy is: (This is our game plan)  
Achieve joined up care based on 'home first', avoiding harm, waste and variation, empowering people and delivering outcomes that matter to them

### The Shaping Our Future Wellbeing Principles

Our Service Priorities (This is what we will focus on most)

Offer services that deliver the improvements in population health that our citizens are entitled to expect

Cancer Stroke Long Term Conditions (Diabetes) Dementia Mental Health Oral and Eye Health Early Years and Maternal Health

**The 6 SOFW Priority Areas**

# The Clinical Senate

- The Clinical Senate is a regular meeting that enables senior clinicians to provide professional opinion and advice on important matters of clinical strategy and policy.
- In February 2015, the Clinical Senate discussed and refined the shared visions of care for Shaping Our Future Wellbeing.
- The attendance included many clinicians who had attended previous SOFW workshops.





# The Senate were reminded how SOFW was developed....

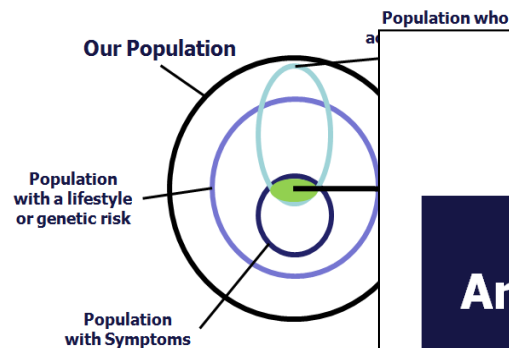
## The Journey So Far.....

**What should the plan set out to achieve?**

**What should our priority pathways be and why?**



## Who are our People ?



## Are we still going in the right direction?

How will we  
**Care for people and keep them well ?**



## Future Services

## People

1970s -1980s



NOW



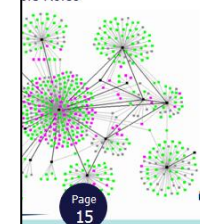
## Technology and Communication



## ays of Working

### Alliances and Partnerships

### ple Roles



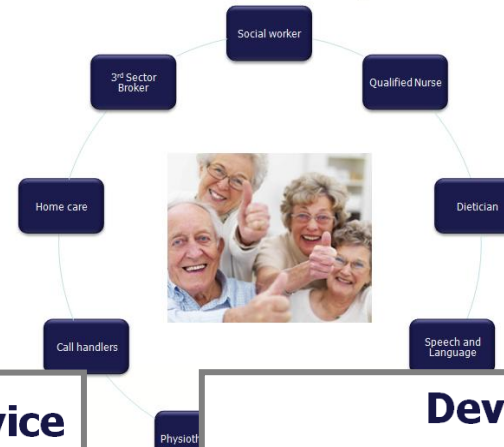
# The Vale Communication Hub:

## The Senate was shown an example of integration in action.....

### Services Overview

- Council contact centre
- Telecare reablement package
- Social services – social care
- Podiatry booking pilot
- VCRS (October 2014)
- ECAS pilot (March)
- Nurse assessors
- Wound management
- Maintenance line
- District Nurse Line

### Multidisciplinary Team



### Benefits of the Integrated Service

Promote equity between people who provided and use services	Empower the Person	<ul style="list-style-type: none"> <li>• Encourage patients to take ownership and responsibility for themselves</li> <li>• Prevent social isolation</li> </ul>
	Home first	<ul style="list-style-type: none"> <li>• Support patients to promote independence in their own home</li> <li>• Individualised support / care</li> </ul>
	Outcomes that matter to People	<ul style="list-style-type: none"> <li>• Short waiting times</li> <li>• Tailored Care</li> <li>• Right team 1<sup>st</sup> time</li> </ul>
	Avoid harm, waste and variation	<ul style="list-style-type: none"> <li>• Avoid unnecessary testing</li> <li>• One team involved that is the most appropriate</li> </ul>

### Developments

- One number – new exchange
- Step up /down management
- Closer to home helping patients/clients to stay in their own home with support
- Empower patients
- Avoid waste – duplication and bureaucracy
- Education and support to family/carers
- 3<sup>rd</sup> Sector Broker role
- Timely response
- Funding

**Presented by: Julie Loxton**  
**Clinical Lead Nurse**  
**Vale Communication Hub**

# In groups, the Senate reviewed each model of care, with a focus on the shared vision.



Any comments and feedback were then used to refine each vision of future care.

# Feedback Event

## All Nation's Centre - 13<sup>th</sup> March 2015

**Shaping Our Future Wellbeing** **O4E**

**Would you like to help shape the future of Cardiff and Vale University Health Board?**

We've recently run a series of six workshops where, working together, we began to describe our health and care services of the future, with the person at the centre. Now it's time to share how we've started to use the information and for you to once again have your say.

Cancer

Dementia

Dental and Eye Care

Long Term Conditions

Maternal Health

Mental Health

**Drop in to the All Nations Centre, Sachville Avenue, Heath, CF14 3NY on the 13<sup>th</sup> March between 10:00am -12:30pm**

Home

At 11:15 hear Adam Cairns, Chief Executive Cardiff and Vale UHB, describe how together, we can shape our future.

Community

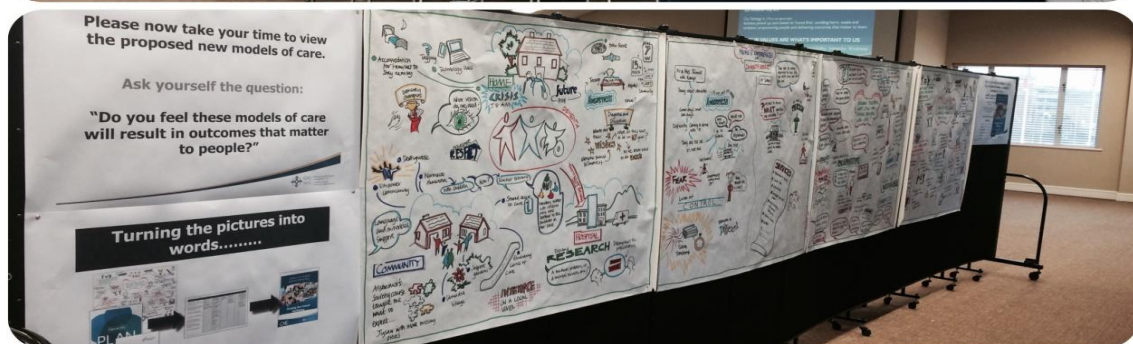
Hospital

Tea and coffee provided

- This event was an opportunity for service users and 3<sup>rd</sup> sector Partners to receive an up-date about the strategy's progress and to offer their feedback. Clinicians were also welcome to attend.
- There was an opportunity to question Adam Cairns, the Chief Executive of Cardiff and Vale UHB.



**Attendees were invited to read the shared visions of future care, and then vote and comment as to whether each vision would result in 'outcomes that matter to people'.**



Do you feel this **model of care** will **result** in **outcomes that matter to people**?

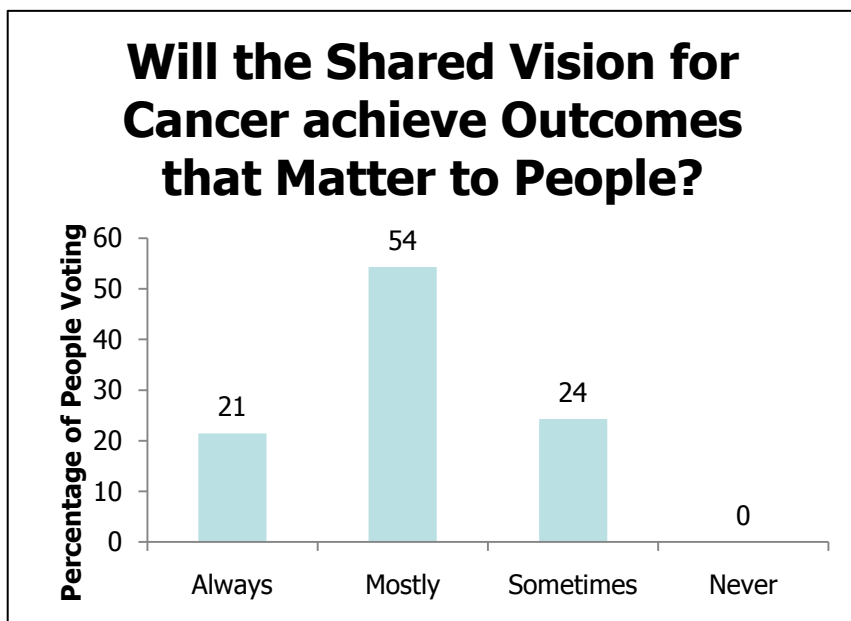
	Always	Mostly	Sometimes	Never
Prevention	1	10	5	0
Planned Care	2	12	3	0
Unplanned Care	3	8	6	0
End of Life Care	4	11	4	0



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# Shared Vision for Cancer

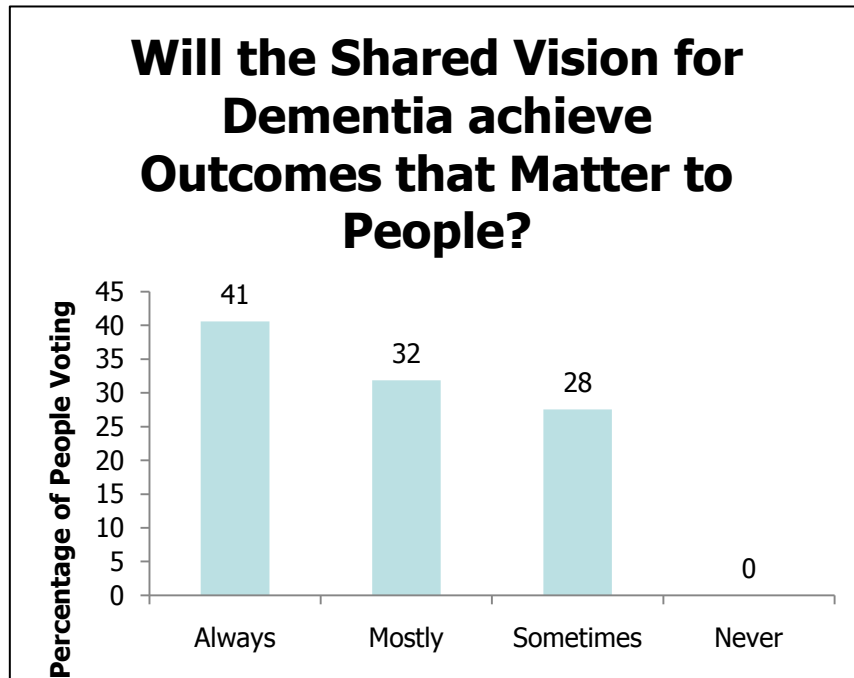


75% of voters believe that the shared vision for cancer would always or mostly achieve outcomes that matter to people

## Examples of comments provided during both events:

- 'Disadvantaged' communities should be the priority.
- Need incentives for people to lead a healthy life.
- A unified electronic record is imperative!
- Pathway needed for acute cancer complications.

# Shared Vision for Dementia

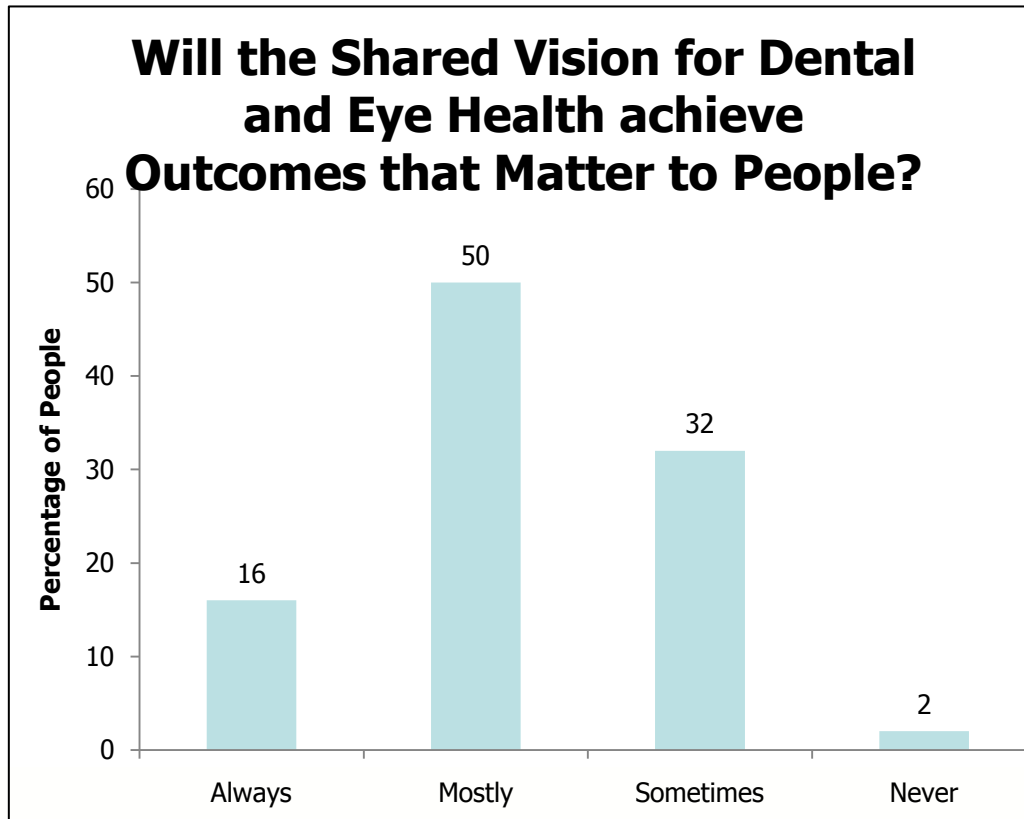


73% of voters believe that the shared vision for dementia would always or mostly achieve outcomes that matter to people.

## Examples of comments provided during both events:

- Encourage public to seek early support.
- Recognition of carer involvement in all aspects of the model.
- Shift to diagnosis in primary care.
- Support for care homes.

# Shared Vision for Dental and Eye Health



66% of voters believe that the shared vision for dental and eye health would always or mostly achieve outcomes that matter to people.

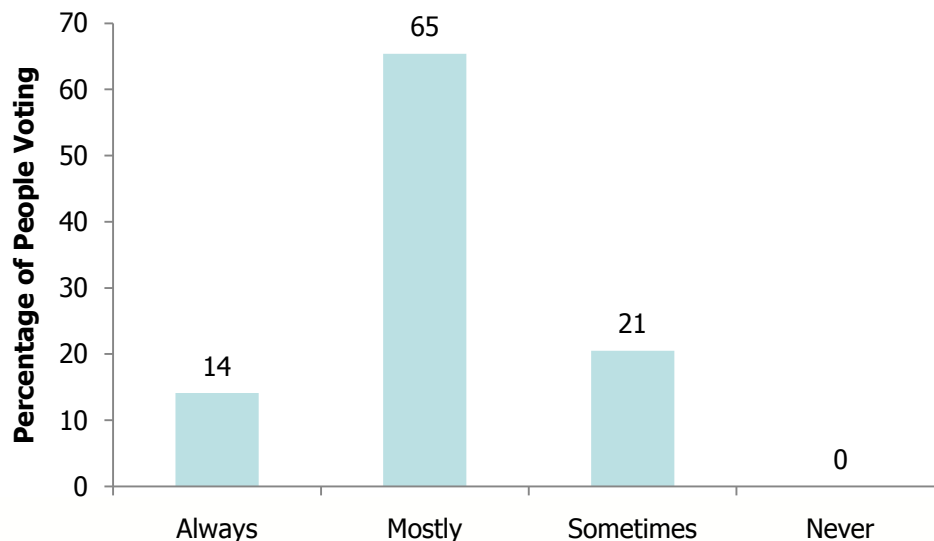
## Examples of comments provided during both events:

- Community services already exist but getting an NHS dentist is a real difficulty.
- A life course is a good approach.
- Effective communication between primary and secondary care is vital.



# Shared Vision for Long Term Conditions

## Will the Shared Vision for Long Term Conditions achieve Outcomes that Matter to People?

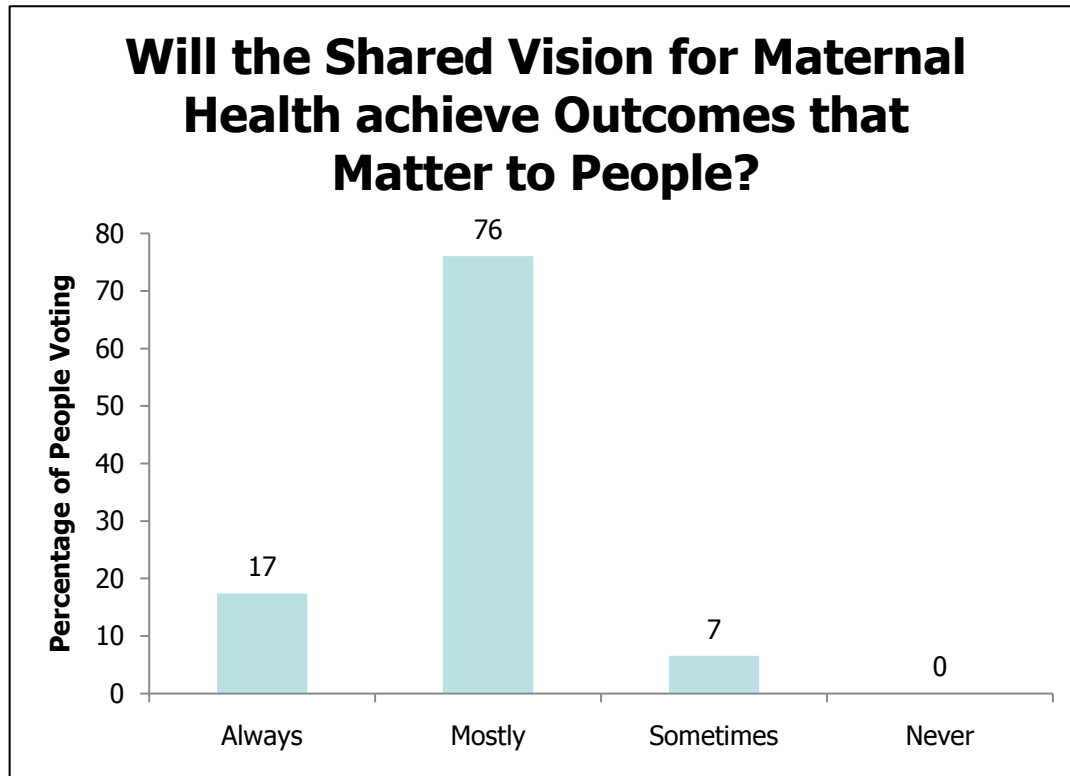


79% of voters believe that the shared vision for long term conditions would always or mostly achieve outcomes that matter to people.

## Examples of comments provided during both events:

- Do Government targets get in the way of organising care?
- How will this inspirational model be resourced?
- Wording should reflect the importance of carer/family involvement.
- Important that people take some responsibility for their own health.

# Shared Vision for Maternal Health



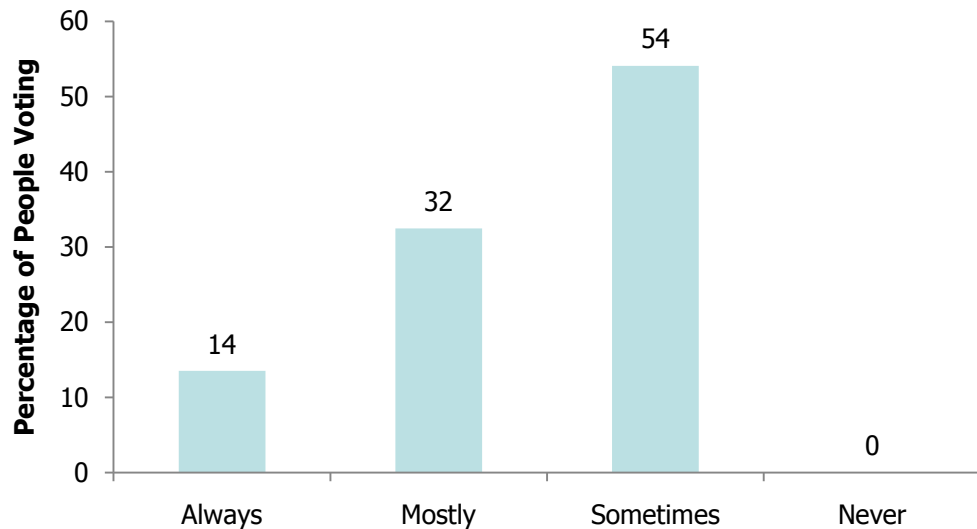
93% of voters believe that the shared vision for maternal health would always or mostly achieve outcomes that matter to people.

## Examples of comments provided during both events:

- Greater emphasis on preconception advice.
- Don't forget about involving partners.
- Importance of maternal counselling when birth has been traumatic.
- Inspirational vision but is it achievable?

# Shared Vision for Mental Health

## Will the Shared Vision for Mental Health achieve Outcomes that Matter to People



46% of voters believe that the shared vision for mental health would always or mostly achieve outcomes that matter to people.

## Examples of comments provided during both events:

- Some elements may depend upon societal changes.
- 'Choice' and self management should be emphasised.
- Importance of feedback from people using services.
- Greater recognition of Partnership working.

# In summary....

- General opinion supports the shared visions, with agreement that, if realised, the visions will deliver outcomes that matter to people.
- All comments made at both events were considered and, where possible, used to refine and improve the new visions of care.



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# Developing New Models of Care

- A draft of the shared visions of care can be accessed on the Shaping Our Future Wellbeing internet pages:

<http://www.cardiffandvaleuhb.wales.nhs.uk/where-to-begin>

- Once finalised, each shared vision will be used to indentify the key elements needed to make them a reality, and in doing so we will begin to describe a new model of care.

# Next Steps

- By 15<sup>th</sup> May 2015 the **final version** of each shared vision will be agreed and published on the Shaping Our Future Wellbeing web-pages.
- **Enabling factors** (how we make the visions a reality) will then be determined through work with specialist groups.
- A **draft strategy document** with Shaping Our Future Wellbeing at its core will be produced by July 2015.
- A **finalised** document will be presented to the UHB Board for approval in **September 2015**.

# Comments/Feedback

- If you have any comments or further feedback about Shaping Our Future Wellbeing, please contact the team.

[www.bit.ly/SOFWHome](http://www.bit.ly/SOFWHome)  
[OrganisingForExcellence@wales.nhs.uk](mailto:OrganisingForExcellence@wales.nhs.uk)



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