

Shaping Our Future Wellbeing

Draft model of care for Long Term Conditions

Prevention: by 2025....

- People living in Cardiff and the Vale of Glamorgan will be supported to take opportunities that improve their health and wellbeing.
- We will identify an individual's risk of developing long term conditions and will support people to manage their risk.
- We will work to reduce health inequalities and to reduce the greater risk of death from long term conditions in our most deprived communities.
- There will be clear programmes and policies to reduce preventable long term conditions, which offer support to those with established risks. This will begin in the early years, through school and into adult life, in a manner best suited to the needs of each community.
- We will have effective methods for ensuring the early detection of long term conditions. These will be focussed in the areas of greatest need but will be accessible by our whole population.
- All health professionals will take an active 'Making Every Contact Count' approach to the prevention and early recognition of long term conditions.
- The Health Board will support employees to adopt healthy lifestyles both in and outside of work, encouraging a positive work/life balance.

Planned Care: by 2025...

- A person with a long term condition will be considered an active health care partner who is central to the planning and delivery of their own care.
- Services for people with long term conditions will be equally accessible to all, and suited to an individual's cultural and/or social needs.
- Medical appointments will be coordinated so that each appointment has maximum benefit and none are wasted.
- Anyone with a long term condition will be supported to monitor and self manage their condition to a level agreed in partnership with their health care professional, resulting in an individualised care plan available 24 hours a day to support their care.
- Everyone will be empowered to take responsibility for their own long term condition, and, where desired, make fully informed choices about its management.
- A person with a long term condition will be fully informed of the potential complications of their condition and its treatment. They will be empowered to access timely advice and support as needed.
- Care for long term conditions will be holistic, coordinated and delivered predominantly in the community, by a multidisciplinary team.
- Anyone who is diagnosed with a long term condition will receive clinical, psychological, and social support as needed, at all points in their care to enable their best possible health and wellbeing. Available services will be clearly signposted and will include services and support offered by our Partners in the community.

- Care for individual long term conditions will be standardised, evidence based and delivered to national standards, whilst causing the least possible harm and ensuring minimum waste.
- Young people transferring from children's to adult services will have a transition that is purposeful, planned and supported.
- A carer for someone with a long term condition will be considered a healthcare partner who is vital to the planning and delivery of care. They will be empowered to access advice 24 hours a day. Their needs will be acknowledged and respite care offered accordingly.
- Anyone who has experienced services for long term conditions in Cardiff and Vale UHB will be encouraged to offer feedback about their experiences and to contribute to the development of future services.

Unplanned Care: by 2025...

- Anyone with a long term condition who has an acute medical problem will receive assessment and care in the community where safe to do so.
- Anyone with a long term condition who is admitted to hospital will be offered timely access to a team with specialist knowledge of their condition.
- Anyone with a long term condition who is admitted to hospital will be cared for in an environment that enables them to remain independent.
- Anyone with a long term condition who requires admission to hospital will have a timely and safe discharge, co-ordinated with community services, carers and their family, and facilitated through the rapid provision of support and any necessary equipment in the community.

End of Life Care: by 2025...

- Anyone diagnosed with a long term condition, whose life expectancy is less than 6 months, will be supported to develop an Advance Care plan. These plans may evolve over time, but will always have the needs/desires of the patient and their carer at its core.
- The Advance Care plan of a person with a long term condition will be acknowledged and respected.
- Everyone with a long term condition will have a dignified end to life, in a location of their choosing, with all treatment decisions focussed on the individual's goals/aspirations.
- End of life symptoms will be managed at home, if so desired, by appropriately trained health care professionals.