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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Minutes of the North Wales Regional Partnership Board Meeting

10th September 2021

9:00 am – 12:00 pm

Via Zoom

Present:	Mary Wimbury (Chair), Alwyn Jones (attended until 11:00 am), Catrin Roberts, Chris Stockport, Cllr Cheryl Carlisle, Cllr Christine Jones (attended until 10:00 am), Estelle Hitchon, Helen Corcoran, Jenny Williams, John Gallanders, Lucy Reid, Meinir Williams-Jones, Morwena Edwards, Neil Ayling, Nicola Stubbins, Sam Parry, Sian Tomos (attended until 10:50 am), Shan Lloyd Williams (attended until 10:30 am)
Apologies:	Barry Argent, Bethan E Jones, Cllr Bobby Feeley, Cllr Dafydd Meurig, Cllr Llinos Medi Huws, Delyth Lloyd-Williams, Ffion Johnstone, Fôn Roberts, Jo Whitehead, Paul Scott, Steve Gadd, Teresa Owen, Dr Lowri Brown, Roma Hooper
In Attendance:	Michelle Williams, Conwy Connect (for agenda item 9) Eva Collins, Conwy Connect (for agenda item 9)

Item		Actions
1.	<u>Welcome, Introductions & Apologies</u> The chair extended a warm welcome to everyone. Introductions were made and apologies noted as above.	
2.	<u>North Wales Workforce Board (NWWB)</u> The board received an update report on the progress of the work programme for the last 12 months; highlights on the progress against the work programme included: <ul style="list-style-type: none">• Appointment of a Care Career Co-ordinator linking into the 'WeCare' recruitment campaign• Promoting the sector by working with Careers Wales, DWP, presence in virtual career and job fairs/virtual meetings with Universities/Colleges• Delivery of SCWDP has continued throughout the pandemic, via virtual meetings i.e. Qualifications Group delivering Health and Social Care Qualifications in North Wales and the Registered Managers Forum• Research by PSL through FECF funding, exploring regional approach to complementing capacity in the sector. Possible options identified included a cooperative across NW or a public sector operative, which would assist with current market challenges. This was however considered too bold a	

step for partners, with partners confirming no appetite currently for the model and this work is being followed up sub-regionally.

- Memorandum of Understanding across LA's and BCU – enabling care providers to access BCUHB bank staff to cover staff shortages, and alleviate staff shortages in care homes during the pandemic
- Children's Social Work staff – issues with recruitment generally – sub-group exploring different ways of attracting people into social work
- Considering significant reviews on a range of qualifications across H&SC – exploring pathways, support and developmental opportunities
- Providing support for Registered Managers, as a result of the changes to regulations and registration
- Ensuring the voice of all partners are included in discussion, to ensure an even balance to promote the sector
- Continue to provide support throughout the impact of the pandemic with unprecedented pressure on the whole system
- Maintain key workforce links and progressed notable achievements within all transformation programmes

Work planned for the next reporting period includes work on the Workforce Strategy, MoU, BCU 'Step into Work Programme' and social care workforce recruitment and retention.

Additional risks have been included to the strategic risk register for the work programme i.e. impact of workforce regulation on recruitment and retention; Children's Services Social Work recruitment and retention; facilities for providers to complete online training in a confidential setting and registration of residential care work force by April 2022

JG enquired if analysis was available or University tracking taking place of Social work students, as there has been an indication that between 25-30% of newly qualified Social Workers are not entering the profession.

JW noted all LA's support the MA Programme and students are generally offered posts within LA's, and agreed to update on this from Bangor and Glyndŵr Universities.

The NWRPB were in agreement to endorse the recommendations: To note progress with current work programme, note the work planned for next reporting period and acknowledge the proposed strategy review together with the additional risks now identified.

The NWWB report will be circulated to the NWRPB elected members for their agreement.

Discussion focussed on the major pressures seen within hospitals and domiciliary care, with insufficient staff in the system to support the flow of patients and domiciliary care, with providers handing back care packages was noted as a huge concern and risk.

Board members noted the majority of discussion with providers currently focusses on the serious crisis in staffing due to staff burnout,

JW to update on social work student tracking

Circulate report for Elected Members agreement

<p>staff leaving to higher salaries and less pressure within the hospitality and retail sector, staff also moving to the NHS, who have a separate pay structure, are better rewarded with higher salaries and better terms and conditions.</p> <p>NWRPB Third Sector colleagues also informed of recruitment issues within their organisations with posts being advertised numerous times, weak applications, lack of skill set, staff leaving to work elsewhere and everyone looking to recruit from within a small pool of individuals. This sector being unable to compete with NHS pay scale, pension and terms and conditions.</p> <p>JW agreed to provide the NWRPB with detailed evidence of these challenges at a future meeting.</p> <p>SLW noted the three Care & Repair agencies working across Wales have a good relationship with all LA's and BCU in relation to the 'Hospital to Home' service, and welcome discussion to assist reducing hospital admittance in the first instance, to avoid the potential of complicated care packages being required on discharge.</p> <p>NS reported on the recent well-attended workshop between LA and BCU partners to discuss the fundamental pressures within Domiciliary Care and the impact on the wider health and social care sector. The aim of the workshop was to identify any practical short term solutions which may help to address some of the pressures over the next 3 – 4 months.</p> <p>NS noted managers are unable to see an end to the current dire situation with services barely managing with remaining staff being under increased pressure. It is reported staff are leaving the system due to fatigue, staff not seeing an end to the significant pressures of working with Covid, staff making different life choices and drawn into other professions with enhanced terms and conditions.</p> <p>NS reported the outcome from the workshop provided new proposals not previously considered, and although there are no quick fixes, the workshop provided medium and long term ideas for consideration. The next steps involve the RCG discussing the outcome paper at their next meeting, and endorsing the appropriate route of action. NS also reported attending weekly meetings with WG Minister for Health & Social Services to discuss the genuine pressures seeing in North Wales.</p> <p>NS thanked all who attended and contributed to the discussion and debate. The notes from the workshop will be shared with the NWRPB.</p> <p>WAST noted real concern and impact on individuals requiring care and individuals awaiting discharge from hospital with the resulting impact on patient flow out of and therefore into hospital having a significant impact on ambulance availability in the community.</p> <p>NS added the negative press coverage seen recently regarding the pressures in the system being especially inappropriate. All partners are going above and beyond, doing their utmost to support individuals,</p>	<p>SLW/ME/NS to discuss further</p> <p>Circulate notes of the workshop- RW</p>
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	<p>with exhausted contingency plans and no likelihood of quick fixes in the short term.</p> <p>The dialogue regarding living with Covid safely, short and medium term and what compromises will be required from H&SC and the community also required to be highlighted. The landscape has changed as a result of vaccination, but not in a way that removes Covid pressure from the system.</p> <p>To close the discussion, members noted the sector, in its entirety requires a significant investment to bring the pay structure up to a competitive offer that supports the care businesses in the market.</p> <p>The NWRPB chair acknowledged recognition to all partners who have gone above and beyond during the pandemic.</p>	
<p>3.</p>	<p><u>Support for Care Homes – Chris Stockport</u></p> <p>The board received a report on the collective on-going support provided to care homes across North Wales during the unprecedented Covid-19 pandemic.</p> <p>CS noted how the region has benefitted from a closer working relationship; streamlining duplication within care homes, working well across social care, with environmental health teams, TTP, and supporting care homes under outbreak incidents.</p> <p>Invaluable support was provided by BCU through the establishment of the care home cell. This group continues to be an informative contact group.</p> <p>JW confirmed that the support for care homes during the pandemic has brought all partners closer. However, noted a couple of gaps namely the access to nurses in the care sector, and detail of the Covid booster programme.</p> <p>CS informed that the final detail of the Covid booster vaccination are still under discussion, awaiting JCVI wider booster programme approval and evidence to support i.e. living with Covid – short and medium term, details on immunity cycle and the effects of Covid</p> <p>Discussion focussed around messaging, with additional resistance to repeated WAST messaging becoming less impactful, with a huge number of inappropriate low acuity calls directed through WAST.</p> <p>Primary Care returning to full capacity waiting rooms as opposed to virtual consultations is also difficult to manage. The current situation is extremely difficult and requires all partners support.</p> <p>The NWRPB were in agreement to endorse the following recommendations:</p> <ul style="list-style-type: none"> • Acknowledges the robust, joint partnership approach to supporting our Care Homes during the pandemic; • Acknowledges that, as covid-19 infection rates have increased, the re-establishment of escalation arrangements; • Recognises the progress being made on the development of a Quality Assurance Framework. This will provide a robust framework 	

	<p>which includes the quality standards expected to be delivered from our care home providers, outlines programmes of targeted support, along with education and training that will guide providers to ensure delivery of high quality evidence based care. Multi-agency work streams have been established and provider representation requested;</p> <ul style="list-style-type: none"> • Approves the refocus of the partnership on the implementation the key actions within the Welsh Government Single Care Home action plan. <p>The Support for Care Homes report will be circulated to elected members for their endorsement.</p>	<p>Circulate report for Elected Members agreement</p>
<p>4.</p>	<p><u>ICF Quarter 1 2021-22 report – Neil Ayling</u></p> <p>The board received an update on ICF quarter 1 2021-22 report. Highlights include:</p> <p><u>Revenue</u> – spend to date 15% of allocation, this may seem low but is normal for quarter1 as some projects are not yet fully operational. Out of the 125 revenue project - 99 currently showing green RAG status and progressing as planned. 1 showing red RAG and 15 amber RAG status, due to recruitment and staffing challenges, social distancing challenges and 3rd sector organisation capacity. There are 10 projects awaiting an update position.</p> <p><u>Capital</u> - 18 Main Capital Schemes and 18 Discretionary Capital Schemes in progress. Spend to date is extremely low at 0.1%. Requested for timely claims to be forwarded and Quarter 2 will show a more realistic position. NWRPB members are asked to note WG have agreed an additional 12 months to the 21/22 Meadow Lodge funding following the contractor going into administration.</p> <p><u>Integrated Autism Service (IAS)</u> – spend to date is £450k out of £652K and includes all staffing costs. Work to develop the implementation plan of the Code of Practice is proceeding with £4K funding provided by WG.</p> <p>Therapeutic Intervention Pilot (TIP) – spend to date is 25%, £50K with some of the funding utilised to commission a piece of work on the principles for delivering a new service mode across NW for Ch & YP who do not meet the thresholds for specialist support or stepping down from high level support.</p> <p>Safe accommodation for children with complex, high end emotional and behavioural needs (SACCN) - £435K confirmed by WG end of May 2021. A plan has been developed to increase sub-regional proposals, and a practice structure is being setup to enable regions to learn from each other.</p> <p>The NWRPB were in agreement to note and endorse the Q1 2021-2022 position of the ICF funding streams. The ICF Q1 report will be circulated to elected members for their agreement.</p>	<p>Circulate report for Elected Members agreement</p>
<p>5.</p>	<p><u>A Healthier Wales</u> WG TP Quarter 1 claims:</p> <p><u>Community Services TP – Chris Stockport</u></p>	

CS reported on a balanced CST report focussing on the high value areas currently progressing. Positive progress has been seen with a number of key work-streams wrapping up/ moving on to the next phase of implementation following evaluation and review. Important links have been made with the work of the national primary care group and the accelerated cluster development work. A programme delivery plan is being developed, in line with WG requirements and sets out the approach being taken through this transitional funding year

Children & Young People TP – Nicola Stubbins

NS noted the significant progress made on this programme with tangible outcomes seen for Children & Young People who have benefitted from the programme to date.

T4MH – Teresa Owen/Amanda Lonsdale

AL noted the T4MH programme is on target with exit plans in place to continue this programme of work. Management of the ICAN Covid-19 telephone service established as a response to Covid will fully transition for delivery by the ICAN Community Hubs.

Patient's Stories have been captured using the Most Significant Change Methodology, developed by Swansea University. 6 stories have been chosen to be discussed during and Phase 2 of the MSC process. Members of the ICAN Steering Group Evaluation Sub Group will be invited to attend a discussion in August 21 to bring the process to a close.

The ICAN Primary Care pilot in the West which sees the roll out of Occupational Therapists working in GP Surgeries and working closely with ICAN Hub partners – providing the first point of contact for individuals requiring low level mental health support.

Learning Disability – Neil Ayling

NA reported on a positive picture within the LD TP in terms of plans being realised. A stakeholder workshop has been arranged for 17.9.21 to discuss next steps for the programme post March 2022.

MW-J queried if the validation requirement and measurable outputs of the TP's has been detailed enough from the outset.

CR confirmed transformation leads and head of regional collaboration are working closely with IPC on the evaluation framework. Further guidance has been received from WG regarding specific areas to focus on which will ensure the evaluation is thorough, and gives a fair chance to reflect on the good work complete on all programmes.

RIIC Hub – Morwena Edwards

ME noted the concise and comprehensive report, and thanked the research team, who support all work-streams across the collaborative team i.e. PNA and MSR, and all TP's, being key in the work being completed as a region. The RIIC Team will be pivotal in assisting with the innovative work of shaping and living with Covid.

The board were in agreement to endorse all 5 TP Quarter 2021-2022 reports, and these will be circulated to elected members for their agreement.

Circulate report for Elected Members agreement

<p>6.</p>	<p><u>Future Revenue Funding (verbal update) - Catrin Roberts</u> CR confirmed WG have approved a 5-year revenue investment fund (April 22 – March 2027) to build on the work of the ICF and TF to date, focusing on integrating the delivery of health and social care services across Wales.</p> <p>WG have been working with RPB leads and other key stakeholders to co-produce the details of the programme, including governance and delivery arrangements. This work has already started with workshops taking place over August and September with a view to the initial guidance being available for consultation in the autumn. No funding figure has been indicated, and it is believed this will be announced sometime in October.</p> <p>Capital funding and RIIC funding are subject to separate discussions and will be considered at a later date.</p>	
<p>7.</p>	<p><u>NWRPB Children sub group update (verbal update) – Catrin Roberts</u> CR informed of recent discussion on the developments on the Children’s Sub Group.</p> <p>Autumn pre-meets with identified members are to be arranged September, October and November, and will focus on finalising:</p> <ul style="list-style-type: none"> • The ToR and naming the sub-group • Discuss the draft mapping of all Children’s meetings • Work plan/priorities • Prepare for the launch and start of formal sub-group meetings from January 2022 onwards <p>CR has arranged to attend a meeting of the NW Heads of Education in the near future to share the purpose and secure support for the new group.</p> <p>Updates will be provided to the NWRPB as this work progresses during the autumn.</p>	
<p>8.</p>	<p><u>Recovery update (verbal update) – Nicola Stubbins</u> NS informed as a result of discussion on the escalating pressure within H&SC, the Silver Group has been re-established. There continues to be a requirement on the recovery elements with updates provided to the RCG. All priority areas have received information on report deadlines and future RCG meeting dates, together with a report template. The regional team will collate the reports for the RCG.</p>	
<p>9.</p>	<p><u>The First NW Regional Advocacy Officer – Neil Ayling/Michelle Williams</u> The board received a presentation by Michelle Williams, on her role as the first North Wales Regional Advocacy Officer.</p> <p>MW informed being involved with Conwy Connect for 18 years, and following volunteering work and attendance at numerous committees, secured an employment role.</p> <p>MW considers promoting self-advocacy across North Wales,</p>	

	<p>encouraging new members with learning disabilities to be involved in local groups and engaging are the most important aspect of the work.</p> <p>MW also reported attending advocacy groups to update them on the role, and has also presented at events and professional meetings</p> <p>The NWRPB thanked Michelle for attending and the informative presentation is evidence Michelle enjoys her role which is having a huge impact on advocacy across North Wales.</p>	
<p>10.</p>	<p><u>MAS and Diagnostic Support (Memory Assessment Pathway) – Amanda Lonsdale</u></p> <p>AL informed a MAS bid for £678,000, recurrent funding, has been completed to WG, and the bid was approved by WG on the 16.8.2021. The project aims to improve the MAS pathway, to provide timely assessments and diagnosis to new referrals within 12 weeks from referral to diagnosis for 90% of those accessing the service, also providing appropriate pre and post diagnosis support for people with dementia, their families and carers.</p> <p>Two main issues have been identified by those involved in providing Memory Assessment Services and partner colleagues within North Wales:</p> <ol style="list-style-type: none"> 1. Insufficient capacity to meet demand, with currently 389 people waiting for an initial assessment and the time from referral to diagnosis exceeding 12 weeks. 2. Inequitable, inconsistent and insufficient pre assessment and post diagnosis support <p>The activities for change sit under 3 broad strands which is part of the Covid recovery and supports getting back to the new normal:</p> <p>Strand 1 - Appointment of a dedicated Regional Memory Assessment Pathway Manager to lead and co-ordinate this work supported by administrative pathway trackers</p> <p>Strand 2 - Appoint additional clinicians to increase assessment and diagnosis capacity</p> <p>Strand 3 - Develop and implement pre assessment education and support services at the beginning of the memory assessment pathway and enhance post diagnostic support services at the end of the pathway, through a regional third sector commissioned pathway service.</p> <p>The enormity of the task is appreciated, and this significant piece of work will make a huge difference to people's lives.</p> <p>AL confirmed the ambition also includes working with primary care, getting to know their perspective from the first point of referral and working with all North Wales Clusters.</p> <p>The chair thanked AL for the informative update on the MAS work.</p>	
<p>11.</p>	<p><u>Update on the Winter Plan (verbal) – Catrin Roberts</u></p> <p>CR reported no correspondence has been received from Welsh Government regarding the format or requirements of this year's winter plan. In the meantime, the region has agreed to progress on the basis of previous requirements, and collate one Winter Plan from both BCU</p>	

	<p>and LA's, in order to have a draft in place in advance of the winter pressure.</p> <p>BCU are currently compiling their action plan and LA's update on their action plans are due in to the regional team by 13.9.2021. All plans, once received, will be incorporated into one main regional Winter Plan for WG.</p> <p>It was agreed that the plan needed to reflect the discussions had during the meeting on the current pressures i.e. workforce - staffing recruitment and retention</p> <p>The draft Winter Plan will be presented to the October NWRPB for approval.</p>	<p>Winter Plan report - NWRPB October agenda - RW</p>
<p>12.</p>	<p><u>BCUHB Recovery update</u> – Chris Stockport</p> <p><u>Vaccine update</u></p> <p>CS reported continued excellent progress on the numbers vaccinated in North Wales. The Covid booster vaccination and flu vaccination will be offered as separate vaccinations, rolled out similar to other vaccinations during the Covid pandemic. Presently, there is no indication to believe the flu strain will be different to normal years.</p> <p><u>General recovery update</u></p> <p>Significant challenging environment currently seen, beyond any other point during the pandemic; staff fatigue, individuals making life changing decisions and leaving the health sector.</p> <p>The vaccination programme has significantly reduced the severity of individual's presenting with Covid. A significant proportion of individuals in hospital are individuals not vaccinated, with an increase number of younger people.</p> <p>Significant discharge from hospital pressure seen, medically fit inpatients across NW unable to be discharged due to care home /domiciliary care capacity.</p> <p>A significant increase in the number presented in ED and primary care has been seen over the summer months due the number of staycations in North Wales.</p> <p>Substantial increase seen in delays from transfers of care from WAST to ED to an unprecedented level across Wales</p> <p>Advancing the recovery work-stream and making headway on the backlog has been difficult due to the current day to day pressure; constraints due to social distancing, pressures within hospital sites and the added pressure of staff challenges and the significant number of staff vacancies. This has affected a high volume of non-cancer pathways, orthopedic, cataracts, CAMHS and neuro development waiting lists. However, every effort is being made to progress recovery with a range of different approaches.</p> <p>NWRPB members also noted concern to the following:</p> <ul style="list-style-type: none"> • WAST recently reported a huge increase in 111 calls, especially concerning as PHW believe the current wave is not due to peak 	

	<p>until the end of October</p> <ul style="list-style-type: none"> • WAST delays attending to falls in care homes • Individuals seen presenting to the wrong service at the wrong time <p>NWRPB members agreed that a robust media campaign is required; Chose Well campaign and Help Us to Help You – messages to be repeated far and wide until the population are accustomed and familiar with the changes to the North Wales health service.</p>	
13.	<p><u>Notes and actions of last meeting – July 2021</u></p> <p>The minutes of meeting 9.7.2021 were agreed as a correct record. There were no actions to complete.</p>	
14.	<p>Any other business – Nothing to report</p>	
15.	<p>The following documents were included for information:</p> <ul style="list-style-type: none"> • Correspondence regarding future funding • Survey – North Wales Population Needs Assessment • NEST Readiness Review Document 	
	<p>Date of next meeting: Friday 8th October 2021, 9:00 – 12:00</p>	