



LIVING BETTER, LIVING LONGER

A HEALTH, SOCIAL CARE AND WELL-BEING STRATEGY FOR THE VALE OF GLAMORGAN (2008-2011)

Foreword

The health and well-being of local people is central to the prosperity of the Vale of Glamorgan. Ensuring residents are able to enjoy a healthy, active and long life, with prompt access to appropriate and high quality health and social care services when they need them, is an important factor in ensuring the Vale of Glamorgan remains one of the best places to live in Wales.

This is the second Health, Social Care and Well-being Strategy, which has been produced jointly by the Vale of Glamorgan Local Health Board and the Vale of Glamorgan Council. These are the two main organisations with legal responsibility for meeting the health, social care and well-being needs of local people. It builds on the initial Health, Social Care and Well-being Strategy published in 2004 and takes forward many of the themes highlighted in the original document.

There has also been support from the National Public Health Service, which provided much of the data that informed the Strategy, the local health and social care community and the voluntary sector, which provides local people with many services linked to health, social care and well-being.

This Strategy was also subject to public consultation in the autumn of 2007 and the content of this final document reflects many of the comments received from local people and interested parties.

It is not intended that this Strategy will cover everything. Much work is going on across the county, not only to improve services for local people when they need them, but also to help all of us live longer, better, more independent lives by improving our lifestyles and by gaining early access to help. This work will continue and is covered in other plans and strategies (see Section 9 *Links with Strategic Planning Programmes and Other Strategies*) so those details are not repeated here.

The Health, Social Care and Well-being Strategy 2008-11 deals not only with those areas where there is the greatest need, but also takes a preventive



approach to health and social care. It is recognised that, by working better together, the organisations involved, like the Vale of Glamorgan Council, Local Health Board, NHS Trusts and the voluntary sector, can make the biggest difference to the lives of people in the Vale of Glamorgan.

Alongside key priority areas, all partners agree that a preventive approach is essential. This Strategy seeks to identify ways in which partners can work together to prevent the need for acute or emergency health and social care services. In the sections for each of the priority groups, separate actions are described under a preventive heading.

Health and well-being are priorities for all of us and we hope that as many people as possible in the Vale of Glamorgan will become involved in helping turn this Strategy into a reality. Just making a few small changes in your own life can make a big difference to your health and well-being and such changes, coupled with improvements to the way health and social care services are provided for local people, should mean that we can all look forward to a healthier and more independent future.

***Cllr Margaret Alexander, Leader, Vale of Glamorgan Council
Mrs Jill Penn, Chair, Vale of Glamorgan Local Health Board
March 2008***

1. What is a Health, Social Care and Well-being Strategy?

The Welsh Assembly Government requires all local communities in Wales to produce a Strategy to show how they intend to improve the health, social care and well-being of local people. This Strategy covers the period 2008-11.

The Health, Social Care and Well-being Strategy is not intended to provide an overview of everything that is being done to improve health, social care and well-being in the county. Much work is, and will continue to go on across the Vale of Glamorgan to support local people to lead longer, better, more independent lives.

Some aspects of health and social care (for example waiting times for medical treatment, the issue of hospital acquired infection and some aspects of social services) are matters of public concern. While such issues remain a high priority for the NHS and the Council, they do not feature in this Strategy as they are being tackled separately in order to meet specific targets, many of which are outlined in already existing plans and strategies.



(See Section 9 – *Links to Strategic Planning Programmes and Other Strategies*).

The aim of this Strategy is to identify the priority areas for improving services for people in the Vale of Glamorgan, which can be tackled only by partners working together in new and innovative ways. The purpose of the Strategy is to outline what actions are planned:

- To keep people fit and healthy
- To help people live independently in their own homes
- To support people in the greatest need in a way, and at a time, which will make the most positive difference to their lives

For the organisations involved in developing the Strategy, this means:

- Identifying a shared vision about how services should look and agreeing how this might be achieved
- Agreeing a small number of priorities so that the focus can be on delivering improvements
- Using the Strategy as a tool to allocate resources and to commission the right services for local people
- Tackling local issues in a joined-up way
- Ensuring that the preventive agenda is well integrated into the work of all partners to support local people in living longer, healthier, more independent lives

2. Health and well-being in the Vale of Glamorgan: a picture of health?

The Vale of Glamorgan is generally a good place to live and is home to some of the most affluent parts of Wales. Most indicators of health, social care and well-being show that the Vale of Glamorgan does much better than the Welsh average.

These figures mask problems in some areas and these are of concern. For example, parts of Barry have some of the highest levels of deprivation in Wales and people living in the county's rural areas can have difficulty in accessing services.

As part of developing this Strategy for the Vale of Glamorgan, the key statutory partners have considered the current and likely future health needs of the county.



This has been done by, for example, looking at recent population trend data, life expectancy patterns, future population projections, mortality (death) rates and morbidity (illness) rates in the area.

In addition, lifestyle and environmental issues, heredity (e.g. age and sex) and access to health and social care services were considered as other factors which contribute to local people's overall health and well-being.

3. How was the Strategy developed and its priorities agreed?

The draft Strategy was developed collaboratively by a range of partners including NHS organisations, the Vale of Glamorgan Council and the voluntary sector. That draft Strategy was the subject of public consultation in the autumn of 2007 and many of the views expressed through the consultation process are reflected in this final document.

It was recognised by all partners that it is not always possible to address every view received when developing a Strategy of this kind. The needs of the local population identified through the supporting Health Needs Assessment and the pressures on services in particular areas, together with available resources and capacity to deliver real change, meant prioritising those areas where there was the greatest need and capacity for change. This is how the six priorities described in the Strategy (see Section 6 – *Priority Areas for 2008-11*) were identified.

Local people should be reassured that services for the broadest possible range of needs will continue to be provided. In terms of people with a physical disability, both NHS and local authority partners are committed to ensuring that all their services are accessible to people with physical disabilities. Similarly, work will continue to provide high quality services for people with conditions like autism and arthritis, and many others, outside the confines of this Strategy.

In many cases, the Health, Social Care and Well-being Strategy 2008-11 seeks to develop services in addition to those currently available, not instead of them.

The Vale of Glamorgan Council and the Vale of Glamorgan Local Health Board have ratified the priorities outlined in this Strategy and are committed to transforming words into concerted action to improve health and social care services in conjunction with their partners and local people.



4. How will priorities be tackled?

This Strategy outlines the key challenges and priorities for the county and how the relevant organisations, working in partnership, plan to tackle them. The actions are deliberately small in number but ambitious in nature, with the aim of ensuring that the health, social care and well-being agenda takes a major step forward in the next three years.

This will be achieved by ensuring joint planning and commissioning of health and social care services in the Vale of Glamorgan, with key partners sharing resources where necessary to improve the lives of many local people.

By agreeing these priorities, the Vale of Glamorgan Local Health Board and the Vale of Glamorgan Council are highlighting the services they intend jointly to commission and/or develop in the 2008-11 period.

The supporting implementation plan, resource and performance management frameworks demonstrate how these priorities will be taken forward, how they will be resourced and how progress will be monitored.

5. The Broader Determinants of Health

While focusing on improving the health, social care and well-being of Vale of Glamorgan residents, partners recognise that the state of an individual's or a community's health is not only affected by health and social care services.

There are broader determinants of health which influence how well people are able to live their lives. These include:

- poor social and economic circumstances
- poor housing
- psychological circumstances
- adverse events in prenatal and early childhood
- social exclusion and lack of social cohesion
- poor work environment
- unemployment
- difficulties in accessing healthy food
- difficulties in accessing health services
- damaging individual lifestyles, for example smoking, excessive drinking, poor diet



These problems tend to be concentrated among the same people or communities and their effects on health are cumulative. Together they have a powerful influence on people's health and well-being, with those who are better off living longer and experiencing fewer illnesses than those in disadvantaged groups.

Many of these issues are already being addressed by partners, including the Council, NHS organisations, voluntary and community groups. The importance of continuing to improve efforts in these areas cannot be overestimated. Partners are committed to moving forward with this preventive agenda and ensuring that, as part of the implementation of the Strategy, this work is supported and further developed.

By doing this, there will be a solid foundation for improving health and well-being generally and many future problems can be avoided.

6. What are the priority areas for 2008-11?

The priorities outlined in the Strategy have been developed using the findings of the Health Needs Assessment and through discussion with key stakeholders, including the Council, Local Health Board, NHS Trusts and voluntary sector, as well as taking into consideration priorities identified by the Welsh Assembly Government.

There are many areas, which have been identified through the local Health Needs Assessment and through clear evidence from professionals, patients and carers, where services need to be developed, improved or provided and managed differently.

The key areas where partners believe that change and improvement are most needed are in services for:

- Children and young people
- People with learning disabilities
- People with mental ill health
- People with cancer
- People with chronic conditions, e.g. asthma, diabetes, heart disease
- Older people



7. Overview of priorities and actions

In the following sections, the health needs of these priority groups and the proposed actions to address them will be outlined. The various priorities and actions and are committed to delivering improvements together.

In developing these priorities, partners have considered the current barriers to improving services and how they might be removed, the need to develop high quality services that are also good value for money and the need to be clear about what can and cannot be provided.

Children and Young People

The Vision

Children and young people will grow up to be healthy adults in safe, thriving communities, where they are able to reach their full potential and get help, advice and support appropriate to their age, need and circumstances.

Health and social care services will be integrated so that children, young people and their families can easily access a range of services via a single point of contact.

Children and young people who may be disadvantaged, for example looked after children, will receive help and support to make the most of their opportunities, ensuring they grow up to be independent, happy and healthy adults.

Issues

- Children and young people have different needs from adults. This means services need to be specially focused to meet their needs
- Children's health has improved steadily in recent decades. However, there are concerns that the current increase in obesity, smoking (particularly in teenage girls), alcohol consumption and sexually transmitted diseases may lead to today's adolescents growing up to be less healthy than their parents



- Children who have a poor start in life often suffer poor health later. Such children often live in disadvantaged communities with poor access to support services
- In the Vale of Glamorgan, areas of greatest child deprivation are Castleland, Gibbonsdown, Court and Cadoc, with more than 1500 children under 4, 1138 lone parents, the highest proportion of children living in families on benefits and 50% of recorded teenage pregnancies
- The statutory bodies are required to produce a draft single plan for children and young people by September 2008, which will be informed by the Health Needs Assessment and will reflect in greater detail the direction of travel outlined in the Health, Social Care and Well-being Strategy

Preventive Approach

The Vale of Glamorgan's ***Flying Start*** project, based in areas of greatest need in Barry, will work with families to keep children in their community where it is in their best interests.

Work with the Royal Society for the Prevention of Accidents to provide safer environments for families in the Vale of Glamorgan and to address the rising number of avoidable home injuries will continue.

The Healthy Schools Initiative will continue to work with all schools in the Vale of Glamorgan to improve the health, well-being and lifestyles of children.

The Vale of Glamorgan's ***Better Outcomes for Children in Need*** project will result in a commissioning strategy for children in need, with multi-agency support from social services, health and education, as well as the voluntary sector.

Work will continue with young offenders and their families to prevent re-offending and enable young people to make best use of the opportunities available to them.



By 2011, we will:

- Ensure all children and young people who need mental health support services have prompt access to Children and Adolescent Mental Health Services (CAMHS), with an initial appointment within two weeks
- Reduce the teenage (under 18) pregnancy rate in the Vale of Glamorgan by 10% from a baseline crude rate of 41 per 1000 per year in 2002-4 and generally improve sexual health, including reducing the levels of sexually transmitted infections, by improving access to sexual health information
- Reduce by 20% the teenage (under 18) pregnancy rate in the five Vale of Glamorgan wards (Buttrills, Cadoc, Castleland, Court and Gibbonsdown) with greatest incidence from a baseline crude rate of 81 per 1000 per year in 2002-4
- Provide a better range of services and educational opportunities for children and young people and raise aspirations for young people at risk of dropping out from the mainstream through mentoring, coaching and other targeted services
- Target the development of specific services in particular Council wards or at particular groups where there is greatest need, for example Communities First wards in Barry, looked after children etc, to ensure resources are being invested where they can make the greatest impact on children and young people's ability to reach their full potential
- Improve the lifestyles of children and younger people by lowering levels of childhood obesity, smoking and binge drinking by, for example:
 - continuing to improve healthy food choices in schools
 - extending the provision of subsidised fruit and vegetables in deprived communities
 - consolidating the approach to licensing breaches to minimise access (outside the home) to alcohol and tobacco by younger children
 - providing enhanced youth leisure activities appropriate to need in areas where provision is currently limited



- Ensure that children who receive specialist services continue to receive appropriate services into adulthood by reviewing the way services are provided at transitional points, that is, when young people make the move from services designed for children to those aimed at adults
- Ensure that the 95% target for the uptake of the second dose of the MMR (measles, mumps, rubella) vaccine) is met in the Vale of Glamorgan at age 5, from a baseline of 81.9% in 2006

This will mean:

- The Welsh Assembly target for access to Children and Adolescent Mental Health Services is met
- Teenage pregnancy rates will drop by at least 10% compared with the 2004 baseline and there will be improved support for young families via the Flying Start programme
- New and/or existing services for children and young people will be extended in Communities First and other selected wards, dependent on need
- More healthy school meals, more leisure activities and better access to healthy living opportunities will be available
- Seamless transitions in services for children and young people with particular needs who are moving into adulthood
- MMR second dose targets are met, improving the future health of children and young people



People with a Learning Disability

The Vision

People with learning disabilities in the Vale of Glamorgan will be able to access the right level of care and support for them and their families as close to home as possible, with health and social care services being provided in a seamless way.

Anyone with a learning disability in the Vale of Glamorgan will be able to live as independent and full a life as possible, preferably within their own community, with opportunity for suitable training, employment and support where appropriate.

Issues

- People with a learning disability often need additional and sometimes specialist support to live independently within their communities. Many face barriers to employment, transport, education, accommodation and health services
- People with learning disabilities have poorer general health and more specific health needs than the general population
- An increasing number of children with learning disabilities now live to become adults, with a population of increasingly elderly carers
- Around 3 to 4 per 1,000 of the population, that is approximately 400 people in the Vale of Glamorgan, including children, have a learning disability. The majority of these individuals are supported to live in the community, often by their families



Preventive Approach

1. The best use will be made of Telecare and supported housing initiatives so that people can maintain their independence and live in their own homes.
2. Work will continue with the Safer Vale Partnership to address social inclusion issues and improve the safety of people with learning disabilities.

By 2011, we will:

- Have integrated health and social care services for people with learning disabilities, with single line management and pooled resources
- Provide services as close to home as possible, with reduced need for out-of-county placements where possible
- Have better support services for carers
- Ensure people with learning disabilities have equal access to general healthcare services and that their general health is improved
- Have services designed as a “tiered” approach, where services are available across the whole spectrum of need and are available in the community
- Ensure specialist clinicians and other professionals use their skills effectively by streamlining services and reducing bureaucracy
- Have clear, specialist provision for children with a learning disability
- Have agreed transition protocols for individuals moving through different stages of the care system
- Have agreement on the learning disability issues related to complex physical needs



This will mean:

- There is a robust, joint Performance Management Framework to support the development of joint services
- A 50% reduction in the level of out-of-county placements based on the 2006 baseline
- A single management structure for the health and social care components of learning disability services
- All people with a learning disability registered with an NHS GP/dentist and at least one GP from each Vale of Glamorgan practice having received training in dealing with people with a learning disability
- Adequate provision of respite and day care for patients and carers
- Agreed transition protocols for clients moving between different stages of the support system, for example children moving into adulthood



People with Mental Ill-Health

The Vision

People who need mental health services will have rapid and easy access to appropriate services as close to home as possible.

People with mental ill-health will be supported to remain independent and live safely and without discrimination in their community.

Services for those patients who need hospital-based treatment will be easily available and provided in facilities that are modern and better able to meet people's needs.

Issues

- Mental ill-health is more common than most people realise
- More community-based services are needed to cope with the move away from care being provided in out-dated institutions
- Community mental health teams provided by the NHS and local authority social services are not integrated and there are not enough alternatives to hospital admission
- The likelihood of dementia increases with age. For example, around 5% of people aged 65+ will have dementia, while this figure rises to 20% in those aged 80+. It is the commonest reason for people needing nursing and residential care
- The Vale of Glamorgan has had a significant increase in the proportion of elderly people in the past decade, the greatest change being in the over 80s



Preventive Approach

1. Best use will be made of the **Supporting People** grant to enhance existing housing provision.
2. The mental health promotion agenda will be progressed, in line with Welsh Assembly Government expectation outlined in the National Service Framework.
3. Work will continue to make best use of the **Carers Grant** by identifying carers of people with mental ill-health, allowing the care situation to be maintained.
4. Work will continue with the **Safer Vale Partnership** to address social inclusion issues and improve the safety of people with mental ill-health.

By 2011, we will:

- Promote good mental health and signposting of services, using a range of appropriate communication methods, ensuring all relevant professionals and the public are aware of the services available and how they are accessed
- Provide the majority of care for people who need mental health support services in the community
- Ensure patients are able to access the lowest level of service appropriate to their need, for example easy access to more care when needed and access to lower level care when their condition improves
- Ensure that the replacement of antiquated in-patient facilities, e.g. Whitchurch Hospital, is underway
- Ensure local people have access to modern, fit-for-purpose, in-patient services
- Make sure that children receiving mental health support services via CAMHS make a seamless transition to adult services where necessary
- Ensure community mental health teams have single line management e.g. NHS and local authority-provided services



- Ensure the provision of mental health services for older people that meet the needs of the local population
- Provide appropriate housing provision
- Deliver targets in the Mental Health National Service Framework
- Have better support services for carers

This will mean:

- Early intervention and prevention by providing more community-based services
- Access to a first point of contact, through a community-based mental health worker within one month of referral
- GP and other professional signposting
- Joint commissioning between the Vale of Glamorgan Local Health Board and the Vale of Glamorgan Council of services which reflect shared vision and meet the needs of residents

People with Cancer

The Vision

People with suspected cancer or a confirmed diagnosis of the disease will receive appropriate treatment as rapidly as possible and in line with Welsh Assembly targets.

Access to new cancer drugs will be fast-tracked to ensure that local people receive the most up-to-date treatment appropriate to their condition.

The overall cancer rate in the Vale of Glamorgan will fall to below the Welsh average.



Issues

- Wales has among the highest rates of cancer in Western Europe. Vale of Glamorgan rates are no worse than the Welsh average
- Many of the risk factors for cancer are avoidable through better lifestyles. More than half of adults (52.9%) in the Vale of Glamorgan are overweight or obese and 25% still smoke, while more than 40% of adults in the country report their average alcohol consumption to be above the recommended levels. These are all factors which are known to contribute to the risk of developing cancer
- There is a need to improve access to all elements of cancer diagnosis and treatment to improve outcomes

Preventive Approach

1. Work will continue to promote healthy lifestyles, in conjunction with a range of partners including the National Public Health Service, particularly in communities where there are high levels of smoking, alcohol abuse and where there is evidence of poor diet, inactivity and poor sexual health.
2. Work will continue to ensure high levels of compliance with national screening targets through focused health promotion initiatives, to ensure early diagnosis and better outcomes for patients.
3. Work will continue with children and young people through a range of initiatives, including **Healthy Schools**, to raise awareness of the link between poor lifestyle and cancer.

By 2011, we will:

- Have in place a regional strategic framework for cancer services which ensures Vale of Glamorgan patients have prompt access to high quality, appropriate services
- Provide good quality lifestyle information, making people aware of the link between lifestyle choices, e.g. smoking, diet and exercise and cancer
- Have in place a programme that raises awareness of the symptoms of some of the most common cancers



- Develop integrated care pathways for the management of patients with cancer or suspected cancer
- Provide diagnosis, treatment and palliative care services which improve cancer survival rates in the Vale of Glamorgan, putting them in line with the top 25% in Europe
- Improve services for people with suspected cancer. If cancer is diagnosed, these patients will start definitive treatment within one month. Patients who are not referred by their GP but are subsequently diagnosed with cancer will start definitive treatment within one month of diagnosis

This will mean:

- Cancer survival rates in the Vale of Glamorgan are in line with the top 25% in Europe
- Reduction of 10% in obesity, smoking and excess drinking figures, known as risk factors in the development of cancer
- All national targets for cancer services are met or exceeded

People living with Chronic Conditions

The Vision

People with chronic conditions in the Vale of Glamorgan will have easy access to a range of community services which will enable them to manage their conditions at home, without the need for unnecessary visits or admissions to hospital.

They will be supported to live as independently as possible, with an integrated model of care developed to provide new and improved ways of managing chronic conditions as close to home as possible, including using technology to monitor conditions remotely.

Issues

- Patterns of disease have changed. Infectious disease has been replaced by chronic disease as a major issue



- Of people aged 65+, two thirds report having at least one chronic condition, while one third has multiple chronic conditions
- Chronic conditions are responsible for 80% of primary care visits and 60% of hospital admissions in the UK
- Local GP practices vary widely in the number of patients aged 65+ with chronic conditions who are admitted to hospital as emergencies. This variation suggests potentially avoidable admissions
- The Vale of Glamorgan has a higher proportion (22%) than Wales as a whole (20.8%) of medical inpatients with chronic conditions who stay in hospital more than six days

Preventive Approach

1. Work will continue to develop the Telecare and ExtraCare housing agendas in the Vale of Glamorgan to support people in maintaining their independence and avoiding admission to hospital.
2. Partners will strive to continue to reduce the number of Delayed Transfers of Care from hospital, to ensure people are able to return home or to a community-based setting as soon as they are medically able to do so.
3. Work will continue to develop the Expert Patient Programme and other self-care services in the Vale of Glamorgan to improve people's ability to manage their condition.

By 2011, we will:

- Simplify access to a broad range of appropriate home and/or community-based services for people with chronic conditions, which will help to lower the admission rate to hospital of patients with a chronic condition by 20% from a 2005/06 baseline of 13.8% (1 in 7)
- Have a case management model of care, developed as part of the Programme for Health Service Improvement and the Delivering Integrated Services project, which ensures that patients with chronic conditions receive the right care, are treated by the right person, at the right time and in the right place
- Have single line management (for NHS/local authority employees) for teams working to deliver the case management model of care



- Have clearly understood and effective care pathways in place for people with chronic conditions, which optimise the use of home and community-based care and allow people to manage their conditions safely at home
- Improve the availability of education and self-help, by ensuring access to the Expert Patient Programme and other self care programmes; and that these form part of the care pathway for chronic conditions

This will mean:

- Fewer admissions and re-admissions to hospital for patients with chronic conditions, releasing bed space for other patients
- Single line managed teams, reducing bureaucracy and streamlining services for patients
- Improved access to support networks and services
- More people living independently at home for longer

Older People

The Vision

The Vale of Glamorgan will be a place where older people can live healthy, independent lives, with easy access to high quality health and social care when they need it.

Services for older people will be integrated, with health and social care providers working together to ensure people have the right level of care to help them when they most need it.

Issues

- Life expectancy is increasing. The largest overall increase has been in those aged 85 years and over, being 25% higher in 2005 than in 1996
- Living longer means people are more likely to have long-term, chronic conditions and disabilities



- About 1:7 people aged 65+ has a medium/high risk of malnutrition
- Keeping independent is often down to the availability of care. 1:6 older people in Wales are carers for others
- The number of people receiving community care services in the Vale of Glamorgan has risen in recent years, with around 1800 elderly people receiving services in 2006
- Older people are more likely to spend longer in hospital than they need to

Preventive Approach

1. Work will continue to make a better range of services available to promote independence and improve lifestyle choices, e.g. through Telecare and ExtraCare housing.
2. Work will continue to bolster reablement and rehabilitation services to improve independence and reduce length of stay in hospital.
3. Work will continue to encourage better uptake of leisure services and free bus travel for the over 60s.
4. Best use will continue to be made of the **Older People's Strategy Grant** to encourage the participation and involvement of older people in service planning and redesign.
5. Commitment will be shown to services that provide information and support to older people, e.g. *Ageing Well* programme, good neighbour schemes and welfare rights.

By 2011 we will:

- Develop an integrated approach to reablement where partners work together to provide joined-up services that enable people to regain their independence as soon as possible after a hospital stay or when they need more support to stay in their own home
- Develop an Extracare housing scheme that provides services for older people with a range of social and healthcare needs from low level care to more intensive care provided over a long period of time, offering residents appropriate support services on site



- Develop an integrated Health and Social Care Centre at Barry Hospital, where, for example, services provided by the NHS, local authority and voluntary sector are available in one place
- Ensure older people have the opportunity to live healthy lives and know how and where to get support by building on existing schemes and, where necessary, developing new schemes, to support self-care, carers, healthy living (e.g. Expert Patient and Expert Carer Programmes, Health through Warmth, Extend etc)
- Ensure that Telecare solutions (where technology is used to support people in their own homes) are fully exploited so that people are able to maintain their independence for as long as possible

This will mean:

- Fewer unplanned and/or emergency admissions to hospital
- Patients discharged from hospital in a more timely way and with the right package of care available
- Integrated services (NHS/local authority) which are easily accessed by the people who need them
- Better identification of those patients who need additional support or who may be at risk without appropriate help
- Improved access to hospital for people whose care has been pre-arranged, for example pre-planned operations
- Older people are able to remain independent and in their own homes for longer

8. Supporting Carers

This Strategy recognises that all the above priority client groups receive support from carers. Partners are committed to including the needs of carers as they set out to deliver service improvements.

As the focus changes to provide more care in, or closer to, people's homes and to maintain individual independence, carers are increasingly recognised as a cornerstone of health and social care in the community.

With this in mind, carers in the Vale of Glamorgan will receive support and advice to help them in continuing their carer commitment.



The need to improve carer identification, including young carers, is recognised. Work to support carers in monitoring their own health and well-being and to provide opportunities for work, life-long learning and leisure will take place. In particular a Vale Carers' Forum will be established to provide a raft of improvements to services for carers, recognising the crucial service they provide. Much of this will be detailed in a revised *Carers' Strategy* for the Vale of Glamorgan, which will be published in 2008

9. Links with strategic planning programmes and other strategies

Links have been made with the long-term, strategic, health and social care development programmes underway in the Vale of Glamorgan. These are the Programme for Health Service Improvement (PHSI) involving the Cardiff and Vale of Glamorgan health and social care community, including the LHBs, Councils, voluntary sector, Cardiff University and Cardiff and Vale NHS Trust, and the Delivering Integrated Services project, which involves the Vale of Glamorgan LHB and Council, and Bro Morgannwg NHS Trust, as well as other LHBs in Bridgend and Neath Port Talbot and the voluntary sector.

Both programmes are designed to improve services in the Vale of Glamorgan through greater integration of health and social services, more real partnership and providing more and better services closer to people's homes.

This work has been underway since 2006 and will continue into the future. This Strategy will advance many of the objectives of these programmes and will support the development of much better local services for the people of the Vale of Glamorgan.

More information on the Programme for Health Service Improvement can be found on its website at www.wales.nhs.uk/phsi

In addition, the Health, Social Care and Well-being Strategy 2008-11 links with a range of other local strategies, including:

- The Community Strategy 2003-13
- The Children and Young People Plan (due to be published 2008)
- The Safer Vale work programme
- The Vale of Glamorgan Local Health Board's Annual Service and Commissioning Plan.



10. How will we achieve all this?

In order to meet the ambitious targets outlined in this Strategy, much supporting work is necessary.

This includes:

- Developing governance arrangements to ensure that, where public money and/or are resources are being used jointly, known as pooling, the right measures are in place to ensure these resources are being used legitimately and in the right way. This reflects issues currently being explored as part of the development of a Local Service Board in the Vale of Glamorgan.
- Developing a robust performance management arrangement to ensure that all those involved in delivering services are working well together, that improvements to services are being made and that there is real benefit to local people.
- Developing a resource framework to which all partners sign up, which makes clear which resources, including financial, human and physical resources, are available to support improvements to services.
- Ensuring that the plans made are in line with local and national drivers for change, for example:
 - Delivering better, more citizen-centred services for local people, as outlined in the Welsh Assembly Government's *Beyond Boundaries* and *Delivering Beyond Boundaries* documents.
 - Meeting targets outlined in the Welsh Assembly Government's strategy for developing world-class healthcare services in Wales, *Designed for Life*.
 - Meeting targets outlined in the Welsh Assembly Government's strategy for improving social services in Wales, *Fulfilled Lives, Supportive Communities*.
 - Making sure that improvement to community-based services is in line with the ethos of the Welsh Assembly Government's *Community Services Framework*.
 - *Health Challenge Wales*, which represents a series of key national messages to promote healthy living.
 - Ensuring that targets in appropriate National Service Frameworks (NSFs) are met.
 - Ensuring that improvements to local services deliver real benefits to local people by reducing bureaucracy, complication and duplication.
 - Ensuring there is no duplication of effort by the partners involved in delivering these improvements. Also, by making sure that the aims are in line with the two local strategic development programmes in the Vale of Glamorgan, the Programme for Health Service Improvement and the Delivering Integrated Services project.



11. Taking forward the Strategy

All partners, including the Vale of Glamorgan Council, the Vale of Glamorgan Local Health Board, NHS Trusts, the voluntary sector and community groups are committed to delivering this Strategy by working together, and with local communities, in new and different ways.

The Implementation Plan will be subject to regular reporting via the Health, Social Care and Well-being Partnership and there will be an annual report to the Welsh Assembly Government.

By working together, this Strategy can make a real difference to the quality of life for many people in the Vale of Glamorgan. Be part of it.