

Easy Read



Western Bay Health and Social Care Programme

What we did from April 2018 to March 2019



This is an easy read version of: **Western Bay Health and Social Care Programme Annual Report 2018/19.**

July 2019

How to use this document



This is an easy read version. The words and their meaning are easy to read and understand.

You may need support to read and understand this document. Ask someone you know to help you.

Some words may be hard to understand. These are in **bold blue writing** and have been explained in a box beneath the word.

If the hard word is used again it is in **normal blue writing**. You can check what it means on page 26.

Where the document says **we**, this means the **Western Bay Health and Social Care Programme**. For more information contact:

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This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

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About this report

We are the **Western Bay Regional Partnership Board**. We are working together on health and social care services. We are focusing on:



- Older People.



- Children and Young People.



- People with **mental health issues**.

Mental health issues are when people need help and support with their thoughts and feelings.

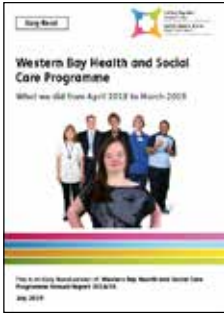


- People with a Learning Disability and **Autism**.

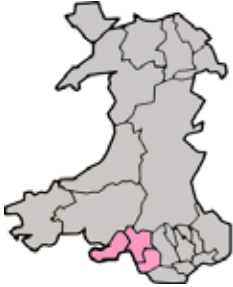
People with **Autism** may find some things difficult. Like communication, being with other people, or how they think and feel about things.



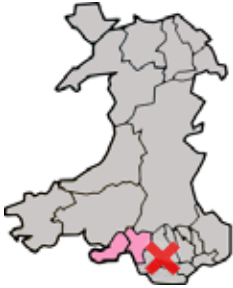
- Carers.



This report is about what we did for these services between April 2018 and March 2019. This report is about work done in:



- Bridgend
- Neath Port Talbot
- Swansea.



This is the last time we will write about Bridgend. This is because Bridgend changed Health Board areas in April 2019.



We want to make sure we involve people more. We have people who use our services on our Board. We also have carers.

And we have set up 2 groups to get people involved more:



1. Western Bay Regional Citizens' Panel. The aim of this group is to give everyone living in our area a say in our services.



2. Western Bay Coproduction Group. This group looks at how people can get more involved in how projects are run.

1. Older People

Your Home, Your Health



We held an event called **Your Home, Your Health** in October 2018.



The event helped staff to understand issues around social care, health and housing better. It was for people whose job it is to plan and build housing.



Feedback from the event will help us write an action plan for housing.

What Matters to Me



This is our plan and way of working to meet the needs of older people. Our work on this has meant:



- People have been supported to stay independent.



- More care has been given to people at home. This means shorter stays in hospital.



- Fewer people are going into care homes.



- Health and social care services have worked together more.

Dementia



Dementia is a serious illness that affects the memory and brain. It can make people confused.



We are looking at what new services are needed for people with **dementia**. There is going to be a group of people who work on this.



In March 2019 there was an event about **dementia** in Swansea. The aim was to listen to the views of people with **dementia** and carers. And people who work in **dementia** services.

Money



We had over £2 million to spend on improving our services for older people between 2018 and 2019. We have used this money on things like:



- **Equipment** to help people live at home safely. For example special beds, higher toilet seats and rails to hold onto.



- Changes to homes to help people stay independent.



- Making **sheltered housing** better. This is housing made for a group of people.

2. Children and Young People

Children and Young People's Programme

This is a plan to help us:



- Plan services in our area in the same way.



- Agree on a way of working for children and young people.



- Check services work and find the best ways of working.

MAPSS

MAPSS stands for **Multi Agency Placement Support Service**. This team try to make sure that children in care are happy and well. They make sure:



- Children get good placements when they go into care.



- Fewer children go into **foster care** or children's homes.

Foster care is when a child cannot be looked after by their own parents. So they are looked after by someone else for a short time.



- Fewer looked after children are **excluded** from school.

Excluded means they are not allowed to go to school for some reason. Usually because of behaviour problems.



- Fewer children who need care are sent to live in a different area.



- **Foster carers** have the best skills.

Between 2018 and 2019:



- 96 children were referred to **MAPSS**. 58 of these got support from services like social work. 10 children no longer needed the service. And 8 children were waiting for the service.



- There has been a small rise in the number of children who needed to go into care.



- 2 young people moved back in with their families.



- A lot of children found long-term **foster care**.



- Nearly all children getting services were able to keep going to their school.



- Most social workers said children's placements were better.

Children who need Mental Health Services



Children and Adolescents Mental Health Service is also called **CAMHS**.



In the past children and young people have had to wait a long time to get **CAMHS**. We have worked to improve this.



The waiting time is now 1 to 2 weeks for most children who do not need urgent help.



We are looking at improving how children are referred to this service.

We have used money to:



- Give children extra support early on.



- Improve the buildings where these services are based.

Help for children who have problems with brain development



This service is called the **Neuro-developmental service**. It is now bigger and there are more staff working on this service.



348 children were checked for problems with brain development.



But people have not been seen as quickly as planned. This is because the service has been very busy.



A plan to help with this is being put in place.

Money



We had £700 thousand to spend on **Children and Young people services**.

3 and 4. Mental Health, Learning Disability and Autism



We have a new service for **Autism** called the **Integrated Autism Service**. It started in our area in April 2019.



This service supports adults with **Autism** who may also have learning disabilities, and/or **Mental Health problems**.



The service also supports carers of people with **Autism**.



The service also gives training and advice to other organisations.



A group has been set up to check the work of this service.



A lot of work has been done to get the views of people about this service. More events are planned.

Commissioning for Complex Needs Programme



The aim of this work is to make sure all services are good across the area. And everyone works together to help make this happen.



The person must always be put first. And must be supported to have the best life.



People have an assessment. It is called an **Outcome Focused Assessment**. This means it looks at achieving goals.



There is a service to help find placements for people and services to meet their needs.



Sometimes people with a Learning Disability have to live away.



It might be because the right home was not available locally to meet their needs.



It is better for someone to have their own **tenancy** and to get support from their community. And use local services.

A **tenancy** is an agreement in writing between the person who owns the house and the person who lives in it.

5. Carers

Carers in hospital



A lot of carers have had support and information when caring for someone in hospital.



Support has also been given to hospital staff to learn about carers.

Carers in other health places



All doctor's surgeries are in contact with their local carers' service.



They are given information and advice about carers.



If the doctor's surgeries follow some rules they can get an award. It is called the **Carer Friendly Award**.

Young carers in schools



There are projects to support young carers.



They are given information and advice. And are told about services they might find helpful.



Schools and colleges are also supported to understand young carers better.



Information and support for carers

Information for carers has been updated. There is also a booklet for young carers in English and Welsh.



There are lots of carers services across our area. The carers centre in Bridgend has a member of staff who gives advice about benefits.



In Neath Port Talbot they have changed the way they work so carers do not wait as long for support. Carers have said their wellbeing has improved there.



Swansea opened a place where carers can talk to people. It is a café called **Carers' Cwtch**.



Swansea has also given someone the job called **Communication and Information Officer** to help carers.



Work has been done to help more carers. For example, carers with **Mental Health issues**. And carers who have come from another country.



Work will be done this year to plan how to support carers more.

6. Other things that have happened

Integrated Family Support Service



This service has been working with families who have a problem with **substance misuse** since 2013.

Substance misuse means taking drugs or drinking too much alcohol.



More people got support than the service planned for.



Most families needed support with alcohol abuse.



A lot of staff working in health and social care have had training to support people who have problems with **substance misuse**.

Welsh Community Care Information System (WCCIS)



This is a computer system for staff. It helps them use information and support people in the best ways.



More staff are using this system. It helps staff in different organisations to share important information.

Western Bay Social Value Forum



This is a group made up of people from the community, charities and other organisations.



The group helps to support organisations that do good work.



They look at how they can make communities stronger.



They look at how to make health and wellbeing better.



And they look at how they can work together.

Staff



We have a new person whose job it is to support and give information to staff in health and social care.



Some care workers have to have training to make sure they can do their jobs well.



Organisations that provide care services have to follow rules to be allowed to run.



Some of these rules have changed. Staff have been supported to understand the changes. And to make sure they all work in the same way.



More work has been done to help find good staff. And to help them stay in their jobs.

Care Choices Directory



A guide has been put together to give information to people about care services.



Western Bay printed a lot of copies of the guide and put them in places like council buildings and hospitals. It is also available online.

Communications and Engagement Officer



This officer has done a lot of work like:

- Made a newsletter in Welsh and English.
- Managed the website for the **Western Bay Health and Social Care Programme**.



- Talked to organisations about the work being done.



Bridgend

A lot of work has been done to plan for Bridgend changing Health Board areas. This work will continue and will take time.

Goals for West Glamorgan



- We will try to improve the health and wellbeing of people through better services.



- We will try and involve people in planning services.



- We will try and support people earlier on. And give people the support they need.



- Organisations will work together more and share things like equipment.



- We will manage what we do in a simpler way.

People who live in West Glamorgan



There will be more chances for people to have a say about services.



People will be given the chance to sit on groups so they can have their say on different issues.

Hard words

Autism

People with Autism may find some things difficult. Like communication, being with other people, or how they think and feel about things.

Dementia

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Excluded

Excluded means they are not allowed to go to school for some reason. Usually because of behaviour problems.

Foster care

Foster care is when a child cannot be looked after by their own parents. So they are looked after by someone else for a short time.

Mental Health

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