

## Joint Working Grant Special Projects in Denbighshire 2006/08

### Background

We all want and deserve public services that protect us and improve our health and well-being. For this purpose, flexible partnership arrangements have been developed to allow and encourage health and local authorities to work closely together. This can be achieved by either joining up existing services, or developing new, co-ordinated services, whilst working with other organisations to ensure an effective response.



The Health Act 1999 introduced Section 31 partnership arrangements (Increased Flexibilities) to make closer partnership working possible. (This has been superseded by the National Health Services (Wales) Act 2006 Section 33). The Increased Flexibilities allow organisations to focus their attention and effectively respond to the needs of their clients by removing some of the worries over organisational boundaries.

Increased Flexibilities not only encourage joint working between health and local government they also allow partners to '**Pool Funds**' and delegate functions through '**Lead Commissioning**' and '**Integrated Provision**'.



### The Joint Working Grant

The Welsh Assembly Government designed the Joint Working Grant to provide support to local authorities when setting up partnerships with health. The Joint Working Grant 2006-08 may be used to develop joint services for client groups including:

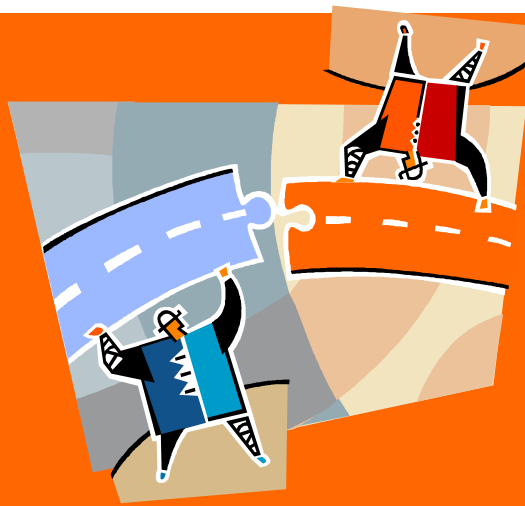
- elderly people
- children
- carers
- people with mental health problems including challenging behaviour
- people with learning disabilities
- people with physical/sensory disabilities

It is hoped that improvements in operational arrangements will promote new ways of thinking about the way services are provided which should improve services for clients and should ultimately improve local health and well-being.

**Who can be involved?** - Health bodies, together with any health related local authority services such as social services, housing, transport, leisure and library services, community and many acute services.

**How will this help improve Services?** - enabling partners to join together to design and deliver services around the needs of users rather than worrying about the boundaries of their organisations.

This booklet illustrates the innovative joint project developments funded by the Joint Working Grant 2006/08.



# Joint Working Grant Projects 2006/08

## **FUNDING**

The total funding for 2006/08 is £22.1 million over 2 financial years. £4.4 million is to support local authority membership of Local Health Boards, including the development of Health, Social Care & Well-being Strategies.

The funding has been distributed evenly across all 22 authorities in Wales (£100,000 each). £17.7 million is to support the increase of flexible working arrangements.

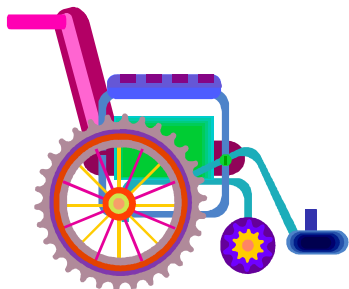
Denbighshire have successfully bid for £399,161 of grant funding in 2006/07 and £399,161 in 2007/08. Funding is being used across a range of services, and a range of client groups, which meet local priorities. Within Denbighshire this includes:

- **Community Equipment Service Integration (CESI)**
- **Intermediate Care**
- **Telecare in Partnership**
- **Generic Support Worker**
- **Disabilities Project Worker (Children & Adults)**
- **Children with Disabilities Register (Barnardos)**
- **Speech & Language Therapy Services (SALT)**
- **DEMIST**
- **Common Assessment Framework (CAF)**
- **Health, Social Care & Well-being Team**

It is expected that all supported projects will become part of the everyday services provided by the partner organisations.

*An exciting brand new Health, Social Care & Well-being Partnership website is being developed and is due to be launched in July 2007. This will provide you with the opportunity to keep up to date with all Partnership developments including each of the JWG projects mentioned in this leaflet*

## Joint Conwy & Denbighshire Equipment Store



The aim of the Project is to provide an integrated community equipment service across Denbighshire for adults and children. This will be achieved through Health and Social Services with a single management of the service, pooled operating budget, and the introduction of a new IT system for use throughout the partnership with a project target introduction date of March 08.

Joint Working Grant funds have been used to recruit a Project Development Manager (26th February 2007) to take forward this project.

WAG have also made available funding for the development of integrated equipment services for people with disabilities, currently provided from separate NHS and local authority funding streams. Provision of community equipment is a key component of supporting disabled people to live in the community and preventing admission to and enabling early discharge from hospital. Integrating provision will improve the service and thus deliver improved outcomes.

The funding available to Denbighshire is made up of a Capital Grant of £527k and a one-off revenue grant of £40k to be used no later than March 2008.

The CESI Implementation Team have identified the following work streams:

- WS1 BUILDINGS**—development of existing Pinfold site
- WS2 STORES EQUIPMENT**—storage, cleaning/recycling
- WS3 CLIENT EQUIPMENT**—core list to be identified (sub work stream to be established for Children)
- WS4 TECHNOLOGY** - Procure own system (potential for joint procurement with Conwy)
- WS5 STAFF**-Communication Strategy, assessment of staffing requirements, progression of social inclusion agenda
- WS6 PARTNERSHIP** (S31 Agreement—Pooled Budget—to include third sector, other local authorities, across agencies)

It is anticipated that the project will impact on the following areas of practice:

- ◆ Effective systems for prescribing professionals to order equipment
- ◆ Effective delivery, installation and demonstration of equipment
- ◆ Good procurement practice boosted by improved purchasing power through agencies working together
- ◆ Efficient stock and effective tracking of equipment
- ◆ Effective arrangements for servicing, collection and decontamination of equipment, and
- ◆ Effective arrangements for recycling and for exchanging or selling on specialist items of equipment through the mechanism of a virtual store.

If you require any further information on this project please contact:  
**MARLON ROBERTS, CESI Project Development Manager at Denbighshire County Council,**  
Warren Drive, Prestatyn, Denbighshire, LL19 7HX.



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[marlon.roberts@denbighshire.gov.uk](mailto:marlon.roberts@denbighshire.gov.uk)

# Denbighshire Integrated Intermediate Care Project

The development of intermediate care in Denbighshire will require new approaches to partnership working and decision making and will challenge formal ways of working across agencies and in the joint commissioning of intermediate care services. **Intermediate Care** is:

A range of health and social care services that provide opportunity for recovery and deliver active therapy or treatment by more than one Professional group, who are working to the same agreed goals and care plan in a coordinated way based on a thorough assessment of need over a short period of time (normally no longer than 6 weeks).



At one end of the scale, intermediate care services may be the kind that respond to urgent or acute situations which require immediate assessment by skilled professionals and access to specialised services provided by Health and Social Care Professionals for a short period of time. At the other end of the scale Voluntary sector groups may be providing advice and support to prevent social isolation or poor housing conditions, both of which can have a detrimental effect on a person's health. In summary intermediate care aims to:

- Prevent hospital admission or admission to a care home where it is avoidable
- Facilitate discharge from hospital or a care home where it is safe to do so
- Promote and improve an individual's independence where there is potential and willingness

An Intermediate Care model has been developed in Denbighshire that proposes the creation of new services to address unmet need and the use of existing services by bringing them together under the umbrella of Intermediate Care. The Plan has three phases:

Phase 1 - **Keeping people at home**

Phase 2 - **Shortening hospital stay**

Phase 3 – **Widening opportunity for independence (09-10)**

The first phase concentrates on the development of a Critical Response Service. The service will operate like a 'virtual' team with staff either in a core team linked very closely to mainstream teams e.g. Social Workers, Occupational Therapists, Physiotherapists and Assistants or staff in other services e.g. District Nursing Service and a domiciliary care service where a critical response function will be carried out by all staff as part of their mainstream duties, supported by intermediate care leads from within those services.

It is hoped to utilise some beds within Community Hospitals for an Intermediate Care function. Reablement Advisors within Social Services will be closely linked to the Denbighshire Rehabilitation Support Services (DReSS) and together they will provide a proactive management service delivering rehabilitation and reablement intervention to retain independence for people living at home; potentially reducing longer term needs for care that may have been required following hospital admission; and in-reach to support people in Community hospitals and alternative care settings.

If you require any further information on this project please contact:  
**CATHY CURTIS-NELSON—Intermediate Care Manager**



Denbighshire Local Health Board, H M Stanley Hospital, St Asaph, LL17 0RS



01745 589788



[Cathy.curtis-nelson@denbighshirelhb.wales.nhs.uk](mailto:Cathy.curtis-nelson@denbighshirelhb.wales.nhs.uk)

## Telecare in Partnership

The Denbighshire Telecare in Partnership project consists of the appointment of a Telecare co-ordinator to establish systems, procedures and protocols to ensure efficient provision of telecare/telehealth equipment and contribute to the development of a local Telecare Strategy, based on the guidelines issued by WAG in October 2005. Establishing confidence in telecare/telehealth is likely to provide a lever for change and encourage service re-design in health, social care and housing services.

Telecare offers efficient and unobtrusive support and it has the ability to:

- Enable people to be maintained at home wherever possible
- Maximise their independence and potential, and
- Enable them to be supported, with dignity, in a safe environment



**PILOT SCHEMES**—A number of pilot schemes are being developed throughout Denbighshire:

**Elderly Mental Health Carers Pilot:** To reduce carers stress and improve safety for the client. 20 carers and the people they care for have been identified across Denbighshire.

**Learning Disability Community Living:** Increase independence both day and night for service users, reduce risk to the client (e.g. falls, anxiety), to enable rehabilitation back into community/independent living and to evaluate the need for sleep in's for future LD projects. Identified clients currently situated within homes that have 24 hour care in place.

**Mental Health:** Increase independence both day and night for service users. Reduce risk to the client (e.g. falls, anxiety) to enable rehabilitation back into community/independent living by having a fully equipped step down and to evaluate the need for sleep in's for future MH projects. 9—11 clients agreed.

**Expansion of Careline Services:** To reduce the risk of falls and falls management providing low level support to enable users to remain in the community, and to increase confidence to the client and reduce carer stress. Homes to be identified across all Denbighshire.

**Telehealth:** Overall aim of the pilot is to obviate the need for admission to hospital/care, reduce re-admissions, facilitate supported early discharge from hospital, reduce the number of appointments/visits to second and primary care and to improve self management.

**These pilots will assist to develop the Telecare/Telehealth Strategy.**

If you have any thoughts, ideas, issues or concerns in relation to the development of a Telecare/health service within Denbighshire **OR** if you would like to like to become involved in the development of a Telecare/health Service within Denbighshire and partake in the consultation process, then sign up to the Telecare/health Stakeholder Forum.

**If you require any further information on this project please contact:**

**SARAH TURNEY—Telecare Coordinator at Denbighshire Social Services, Warren Drive, Prestatyn, Denbighshire, LL19 7HX.**



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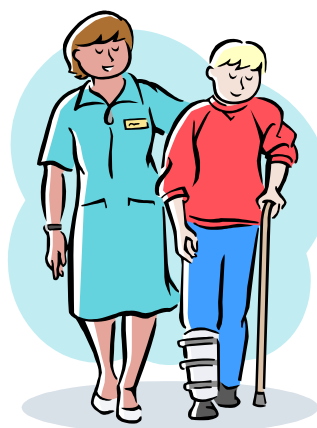


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## Health and Social Care (Generic) Support Worker

This project is about developing the role of support workers who deliver care to older people in the community. The vision is that a new support worker, a Health and Social Care (Generic) Support Worker, will be developed who will be skilled in the delivery of person-centred care and able to meet both health and social care and housing needs. This should also assist with the difficulties in recruitment and retention within the health and social care sector and ensure efficiency and effectiveness in human resource management, workforce planning and training development for this group of staff, across all sectors.

**The overall aim of this project is that in the future older people in the community who have health and social care needs will be supported by Health and Social Care (Generic) Support Worker.**



The project has established a partnership to recruit, develop, train and deploy a pool of generic support workers, across Health, Social Care and Housing. There will be a formal agreement to enable functions to be carried out across health and social care boundaries. The project will provide experience of working in hospital, residential care sheltered housing and community care settings for older people in all partner organisations under supervision.

Health and Social Care (Generic) Support Workers will be employed as part of the team of professionals who work with the Intermediate Care Critical Response Service to support these people with both health and social care support needs.

### **The 4 main areas of a Health and Social Care (Generic) Support Worker's work will be:**

1. To observe and report any changes in the condition of the people they care for to the relevant health or social care professional (for example, a Health and Social Care (Generic) Support Worker might alert the district nurse to early signs of a pressure area, and with the correct treatment from the District Nurse a pressure sore could be avoided). The Health and Social Care (Generic) Support Worker will have a good understanding of 'who does what' in the local area and will be able to point people in the right direction for getting more advice and information as needed. The Health and Social Care (Generic) Support Worker will also be able to give basic advice on the prevention of problems, for example, how to avoid falls in the home.
2. Health and Social Care (Generic) Support Workers will spend time working with Occupational Therapists and Physiotherapists as part of their training so that they are able to make sure that all the support they give to service-users makes them more confident in what they can do, and doesn't make them more dependent on care.
3. Health and Social Care (Generic) Support Workers will be skilled in supporting service-users with social care needs including support with personal care.
4. Health and Social Care (Generic) Support Worker's will receive training in some skills that at the moment would be carried out by Health Care Support Workers or Occupational Therapy Assistants (sometimes known as Technical Instructors (TIs) ). Health and Social Care (Generic) Support Worker's will work very closely with District Nurses, Occupational Therapists and Physiotherapists and will support these professionals in their work by reporting to them on the well-being of service-users on a very regular basis.

**If you require any further information on this project please contact:**

**TRACEY ENGLISH—Project Development Manager**

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**01824 706655**



**[tracey.english@denbighshire.gov.uk](mailto:tracey.english@denbighshire.gov.uk)**



# Disability Integration Project for Children and Adult Services

A Project Development Manager has been appointed to develop a joint approach to delivering Disability Services in Conwy & Denbighshire.

The Health, Social Care & Well-being Partnership is committed to planning and delivering services in the most effective way possible to those experiencing a learning disability and their carers. It has been jointly agreed to consider whether there would be advantages to the agencies working more closely in order to develop service improvements.

The overall aim is to establish the use of flexibilities arrangements for the integration of services for both Children with Disabilities and Adults with Learning Disabilities.

It has been agreed that this project will focus on the following areas:

- **Eligibility Criteria**
- **Transition**
- **Joint Planning And Commissioning**
- **Joint Training**
- **Person Centred Planning**



**Eligibility Criteria**— research will be carried out try and establish what access there is to services currently across the different agencies.

**Transition**—this project aims to develop a transition service from Children to Adults services that is well planned and coordinated; researching current access to services across the different agencies.

**Joint Planning And Commissioning**—this will involve identifying the similarities between the 3 business plans and commissioning strategies, developing a system and identifying the issues that may arise. It is hoped that this will result in the development of joint planning and commissioning arrangements for Disabilities services.

**Joint Training**—discussions are being held regarding existing joint training held by the 3 agencies to ensure similar needs are recognised and the law issues such as the Mental Capacity Act are included. The intention is that staff in health and social care train together to enable teams to be built.

**Person Centred Planning**—the aim is to research what is going on in Conwy and Denbighshire, report on this work and carry out research on how this is being evaluated i.e. how it is making a difference to people's lives.

**If you require any further information on this project please contact:  
ANGHARAD TUCKER—Project Development Manager, Henllan Centre, Henllan, LL16 5YA**



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# Children with Disabilities Register (Barnardos)

## Background

The Care Co-ordination for Disabled Children Project funded from the 2004/06 JWG was a joint initiative between Conwy and Denbighshire to provide a care co-ordination service on a multi-agency basis. The aim of the project was to:



- Provide a pilot single point of contact for children and their families on behalf of all agencies
- Introduce a central co-ordination service for all appointments (on behalf of all agencies) for disabled children to avoid multiple attendance's at clinics
- Introduce a partial booking appointment service, focussed on families needs
- Improve the deployment and prioritising of existing services through improved multi-agency co-ordination
- Improve the availability and dissemination of information to children/families and between professional groups
- Identify and implement an integrated assessment

The role of the Co-ordinator moved on throughout the project and one of the recommendations was to create a Disability Register Post (funded by both Conwy & Denbighshire) taking on some of the original roles and responsibilities of this project. A bid was submitted to the Joint Working Grant fund for 2006/08 and was successful in securing part funding for the post in 2006/07.

The aim of the Disability Register Post is to:

- Maintain and develop the Disability Database within the Child Health System working in partnership with all agencies and users
- Provide statistical information to help inform, improve and shape service developments for disabled children in Conwy & Denbighshire
- Enable parents, carers and children to have a voice in service delivery

The Joint Register for Children & Young people with chronic health needs or a disability has been in existence and under development in Conwy & Denbighshire since 1998. Development has reached a stage where eligibility criteria have been agreed, application forms have been produced, and a code of practice written and there are now some 400 children on the Register.

The Register has been used to share some information across the agencies and circulate some information of interest and use to families and children listed. One of the main objectives of sharing information freely between agencies and producing specific statistical information for agencies has been limited due to shortcomings in Information Technology currently available. Developments in IT to allow this are underway but they are not likely to be widely available for a number of years.

In order to respond to agencies specific information requirements and overcome IT issues, a dedicated member of staff is required, funded in a multi-agency manner with access to and training on the Disability Register and Child Health System.

**If you require any further information on this project please contact:  
JONATHAN KENDRICK—Project Co-ordinator— Barnardos, Henllan Centre, Henllan, Nr  
Denbigh LL16 5YA**



01745 817216



[jonathan.kendrick@barnardos.org.uk](mailto:jonathan.kendrick@barnardos.org.uk)

## Speech and Language Therapy Services (SALT)



The Speech & Language Therapy Support for Children Project has been ongoing providing access to children of Primary School age to the Speech & Language Therapy (SLT) Services. The Project enables children to receive SLT in schools instead of community clinics and allows continuity of provision.

This grant has enabled improved access to speech and language therapy for children attending primary schools in the project areas. Intervention is carried out in the schools, facilitating better liaison and collaboration with teachers and teaching assistants. It has also benefited children who were previously poor attendees at clinic to receive continuity of provision.

Evidence of **Developments** and **Achievements** include:

- ◆ Improved access to the Speech & Language Therapy Service
- ◆ Improved and more flexible use of therapist time—previously 30% of clinic appointments were not attended and children don't have to leave school to attend clinic—therapy provided in more naturalistic settings; across lessons and social settings in playground
- ◆ Improved use of skill mix—resulting in more children receiving therapy
- ◆ Improved collaboration between SLT's and teaching staff
- ◆ More local SLT Services provided to increase accessibility in rural areas
- ◆ Joint SLT teacher contributions to Individual Education Plans
- ◆ Joint consultation and planning with Educational Staff is ongoing (being 'on-site' facilitates this)

### The Future

This has been a highly successful project, which has laid the foundations for an integrated model for service delivery. To which each LEA, LHB and the Trust are fully committed.

The project has been successful in securing Joint Working Grant funding for 2006/07. In addition, funding has also been agreed by Denbighshire LHB and Denbighshire LEA. The Speech & Language Therapy Group will lead on driving this project forward.

This flexibilities project model has now been integrated into a Conwy & Denbighshire working model ("The Pilot Project"), facilitated by Welsh Assembly Government to the Conwy & Denbighshire LEA's, LHB's and the Trust.

**If you require any further information on this project please contact:  
JANICE LAVELLE, Head of SALT Services, Glan Clwyd Hospital, Bodelwyddan, LL18 5UJ**



**01745 534934**



**Janice.lavelle@cd-tr.wales.nhs.uk**

# Denbighshire EMI Support Team (DEMIST)

## Background

A Commissioning Coordinator was appointed to develop a joint commissioning approach to purchasing domiciliary care services for older people with mental health needs on behalf of both Denbighshire Social Services and Denbighshire Local Health Board.

The purpose of the project was to support and manage the Domiciliary Care support workers from the existing REMIT (C&D NHS Trust) and Cornerstones (SS) Teams.

The aim was to create a single domiciliary care service across Denbighshire for people with Dementia who have complex and challenging needs forming an integral part of older people's services within Denbighshire.



Examples of good practice included:

- Joint working within DCC (Housing) in terms of the availability of community facilities for extra day care provision
- Introduction of multi-agency/disciplinary meetings with support from Health Consultant and nursing professionals

## The Future

Significant progress has been made to underpin the development of a joint domiciliary service for Service Users with Mental Health problems across the County of Denbighshire. The aims are to provide person centred care; meeting complex needs in a co-ordinated way; developing on good practice to maintain and improve the quality of care.

The JWG has since funded the facilitation of 2 workshops, held to drive forward a more integrated approach to the provision of services for older people with mental health problems.

In addition funding has been given for a part time Project Co-ordinator, the focus of the post has been on creating one multi-agency team from the current REMIT (Health) and Cornerstones (Social services) teams, these short-term objectives have been part of a longer-term project of total integration between Denbighshire Social Services and Conwy & Denbighshire NHS Trust for services for Older People with mental health problems.

Progress has been made focussing on existing services promoting partnership working and developing stronger inter-agency working between REMIT and Cornerstones, moving the service forward as a joint initiative, building on existing good practice across the teams and services.

**If you require any further information on this project please contact:**

**Yvonne Hughes, Service Manager (Older People)**

**Denbighshire County Council, Ty Nant, Nant Hall Road, Prestatyn, LL19 9LG**



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This project was originally known as the Child Concern Model. However, as a result of considerable research amongst all agencies in the field and of serious reflection amongst the multi agency steering group, a decision was made in the early Summer of 2006 to put a bid in to the WAG to be a pilot area for the development of the Common Assessment Framework (CAF).

The bid was supported by at least 20 letters of support from a wide variety of agencies, both statutory and non statutory, all expressing a sincere belief in the potential of the CAF to help more children and young people to reach their potential, to breach the gaps between services and to improve communication and trust between them.

The bid was successful and received warm acclaim as a result of the evidence of significant multi agency partnership already started in Denbighshire and Conwy counties with this objective. As a result, assured that the underlying philosophy was identical, the name was changed to the **Common Assessment Framework (CAF)** and arranged for the coordinator to become the CAF Coordinator rather than the Child Concern Model Coordinator.



The objectives of the Common Assessment Framework are:

- ◆ Provision of a conceptual framework for all professionals working with vulnerable children and the development of a common language in which needs of children and their families and the services provided for them, are understood across agency boundaries.
- ◆ Provision of a service that promotes equitable and efficient access to a range of resources for children, young people and their carers within the two authorities.
- ◆ Agreement to use the Framework for Assessment of Children in Need and their Families as a basis for the CAF.
- ◆ A set of agreed multi agency levels of vulnerability for children in need
- ◆ Promotion of the development and use of a set of common multi agency procedures within both counties, for working with vulnerable children and their families.
- ◆ Considerable progress has been made this year in terms of the development of this model of multi agency working aimed at benefiting those children and young people who do not always receive the best possible services due to poor communication and lack of information of the many resources available in our county.

Levels of consultation and development with all partners has increased and a number of extremely successful days have been held in which the CAF was developed to suit the needs of our area.

There is currently in-depth consultation with workers and community members and a training pack is being developed in conjunction with groups of young people and community members including a DVD which the Music & Sound Experience (MASE) are helping with.

**Please feel free to access the CAF website on [www.cafwales.co.uk](http://www.cafwales.co.uk) for more information**

If you require any further information on this project please contact:  
Holly Evans—Common Assessment Framework Coordinator



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## Health, Social Care & Well-being Team



The aim of the Health, Social Care & Well-being (**HSCWB**) Unit is to facilitate and coordinate partnership developments, in order to improve the health, social care and well-being of the people of Denbighshire and to address inequalities in health.

**H**olistic, **S**upportive, **C**ollaborative, **W**ell Informed, **B**oundary Breakers!!

### The Services Provided by the Team include:

- To drive forward the HSCWB Strategy.
- To act as a commissioning context for statutory bodies in using resources jointly to achieve the vision.
- An over-arching resource with diverse and specialist skills for the strategic management, planning, co-ordination, development and administration of the Health Social Care and well-being Partnership. This support service drives the Partnership's work programme and diverse agenda including performance management of the HSCWB strategy.
- A **Project and change management** service at both an operational and strategic level. The Unit provides access to funding for service development, joint working and health promotion resources and manages or supports pilot schemes to improve services.
- An information resource regarding Health Social Care and well-being providing a link between the Partnership, local and national organisations.
- A **Health Promotion Service** for staff and the public, with identified champions promoting improved health social care and well-being.
- A lead or support for the **organisation and facilitation of events** for both staff and the public pertaining to policy development and health promotion.
- A **communication link**, with the Unit acting as the central point of many communication networks and providing a **signposting service**.
- A **Public Relations** service by ensuring positive publicity in the press and on the HSCWB partnership web site and promoting models of good practice.
- **Staff development opportunities** - career development opportunities in a motivated, flexible, learning environment.

The following Team structure is funded largely by the LHB element of the Joint Working Grant:

<b>HSCWB Partnership Manager</b>	Diane Hesketh
<b>Partnership Planning Officer</b>	Melanie Evans
<b>Health Improvement Officer</b>	Sian Bennett
<b>Partnership Support Officer</b>	Debbie Nalecz
<b>Administration</b>	Debbie Kelly & vacant post

Other posts consolidated within the Unit include:

<b>Older People's Strategy Development Officer</b>	Sandra Carroll
<b>Denbighshire Nightrider Coordinator</b>	Nikki Jones

Also located within the office:

<b>Social Services Improvement Co-ordinator (North Wales)</b>	Vicky McCourt
<b>CESI Project Development Manager</b>	Marlon Roberts
<b>Telecare Coordinator</b>	Sarah Turney



Further information is available on all of the projects illustrated in this booklet. Please contact:

Melanie Evans, Partnership Planning Officer on 01824 708369  
or via email [melanie.evans@denbighshire.gov.uk](mailto:melanie.evans@denbighshire.gov.uk)