



Celebrating and Learning

A year of 'accelerated change' from
the North Powys Wellbeing Programme

2021/22



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Powys Regional
Partnership Board
Health and
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Introduction

The North Powys Wellbeing Programme’s long-term vision is “to test and deliver a new integrated model in North Powys in line with the Health and Care Strategy, and to support effective learning and transfer across Powys.”

Led by Powys County Council and Powys Teaching Health Board – with support from the Powys Association of Voluntary Organisations – under the umbrella of the Powys Regional Partnership Board this project will address the biggest causes of ill health and poor wellbeing through professionals and communities working together, offering early help and health technology to ensure residents have a more seamless service when they need it.

This work is being shaped by the Integrated Model of Care which was published in mid-2021 and can be found at the Programme’s website at www.powyswellbeing.wales.

A major strand of this programme sees the team working on plans for a multi-agency health and wellbeing campus in Newtown. The team engaged with stakeholders and the community on early plans for this campus at the end of 2021. The Welsh Government approved the Programme Business Case in March 2022 and the Strategic Outline Case is currently being considered by the Welsh Government after being approved by the council’s Cabinet and Powys Teaching Health Board.

Proposals for the campus site include:

- A new school for Ysgol Calon y Dderwen (*This work is being managed as part of the council’s Transforming Education programme but both teams are working closely together)
- Health and care facilities;
- A Health and Care Academy;
- Library and information services;
- Short term supported housing and accommodation for academy students and locum staff;
- Shared community indoor and outdoor space.

As well as the longer-term aspirations of the programme, short term projects have also been funded to help improve the way services are delivered.

This document is to celebrate and learn from the work of the Accelerated for Change projects, namely:

- Powys Together;
- Bach a lach;
- Repatriation of Children Looked After;
- Digital Facilitators;
- Respiratory;
- Ophthalmology.

Powys Together

The Powys Together Project is a locality-based project working with communities in Newtown, Llanidloes, Machynlleth and Welshpool. The Powys Together project has been funded by the Integrated Care Fund and is based on the national Children First model. It aims to support system change in some of our most deprived areas of Powys. Through co-production with communities it aims to increase opportunities and reduce disadvantage for children, young people and families and to ensure that children’s, young people’s and families’ voices are at the centre of what we do.

This programme of work has supported 1463 children as part of 958 families. People who participated in the community events were asked for feedback and 97% of responses were positive. 100% of people who attended an event reported positive wellbeing change and 88% of participants attended more than one event.

What has it meant to our citizens?

The Powys Together project has meant that we can work with children, young people and families in communities to co-produce a range of opportunities and experiences. We can support the community to build upon the strengths they already have and identify gaps which we can work on together to develop solutions. The project wants to ensure that all children and young people and families can have access to events, projects and activities that enhance wellbeing and build resilience. The project enhances community cohesion and supports positive changes to take place.

What has it achieved in 2021/22?

The Powys Together team has worked with the communities of the four towns and as of the end of March 2022 (quarter 4), had held:

- **214** community meetings;
- **57** consultation events;
- **130** community events (such as the skateboarding session held in Llanidloes – pictured below)



“It is a delight to be able to support such a project, everyone looked to be having a great time.”

“Fantastic day from start to finish. Thank you so much to everyone who made this event possible x.”

“The wonderful community spirit is on show (at the Pumpkin festival), thank you to all those amazing volunteers who helped make this real inclusive outdoor event take place, I hope it is the first of many.”

“I just wanted to say a massive thank you to you and all involved in making the skateboard session possible. My daughter had a wonderful time, her confidence and balanced improved dramatically under the guidance and she hasn't stopped saying how “proud she is of herself” until bedtime tonight. A huge thank you for making half term a fantastic one.”

“So good to see all the local shops and business get involved in the Pumpkin Festival, and the new families that have moved here recently came out in force to be welcomed. The school children were all wonderful too in the lantern parade. It was just magical!”

“(The buggy walks) are a lifesaver for me as I live out of town, so it's the only socialising I do at the moment.”



What was the team's highlight?

There have been so many. All projects and events are co-produced with the community, which means every area's projects are unique to their locality. We work with schools, we have created street art in estates, we have provided food and activities in school holidays as well as street parties and summer festivals. The opportunities across the four areas have been immense and totally individual.

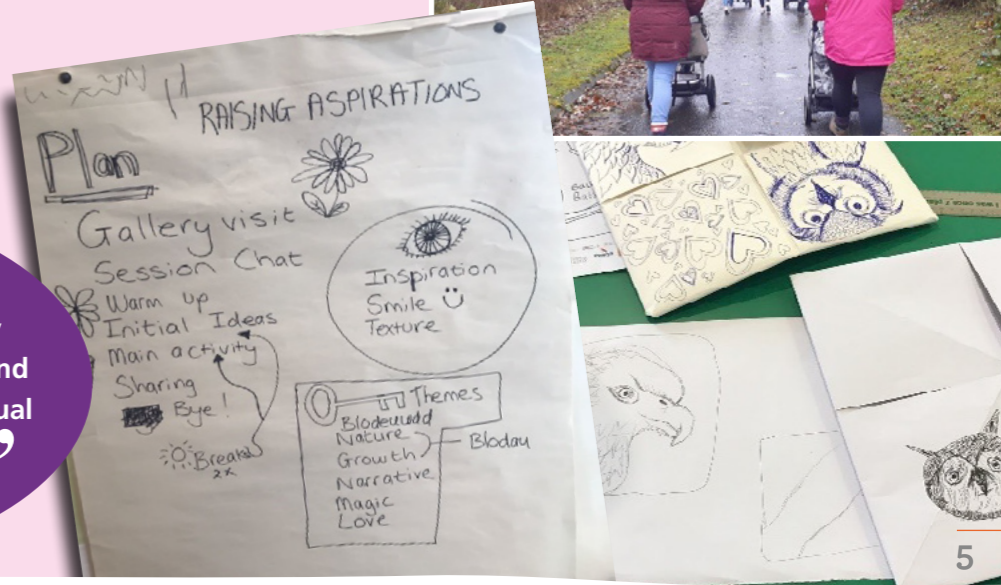
The 'Raising Aspirations' is a project that was created some time ago to support children with their future world of work. The project provides Year 6's with a range of interactive work experiences and introductions to different industries of work, with talks from local inspirational business people in the Newtown community. The last project took place in the local art gallery and children were able to explore their creative sides and their work is now being exhibited.

What has been the single most important thing your team has learned?

Engaging with and listening to what children, young people and families say is fundamental to the project. We have learnt that when we listen to what communities want and produce events and activities in partnership they succeed. Building upon communities strengths and working together provides a shared responsibility which is empowering, builds confidence and supports wellbeing and ultimately positive cultural changes and outcomes.

Jo Hughes
Children's Commissioning
Manager Powys County Council

“It was a privilege to assist the young people as they expressed their vivid, insightful and exciting imaginations through visual art. Thank you for having me.”
(Artist 'Raising Aspirations')





Bach a Jach

What is it?

The Bach a lach (Small and Healthy) Award is a Powys-only project to help upskill pre-school and school staff in a range of skills linked to the National Healthy Schools Award.

Bach a lach believes that every child has the right to have access to activities that will help them to develop to their full potential as a healthy and happy individuals. In order to help to ensure that this happens we are providing practitioners with a range of training opportunities, skills, knowledge and supportive resources.

These training sessions include:

Circus Skills, Cooking & Nutrition, Music & Movement, PESS Dance & Gym, Dragon Multi-Skills, Natural Resources Wales, Busy Feet

What has it achieved in 2021/22?

- The team has delivered 46 training sessions to over 100 staff from pre-schools & schools across the whole of Powys;

- Newsletters were shared keeping stakeholders up to date.
- Certificates were given to all staff for every session attended contributing to their Continual Professional Development
- Bronze Sports Ambassadors from Primary schools were able to access some training so that they could peer teach
- Gold Ambassadors from the high school have also recently been allowed to access the training
- All training has been aligned with the New Curriculum for Wales helping teachers to map it into their Development Plans

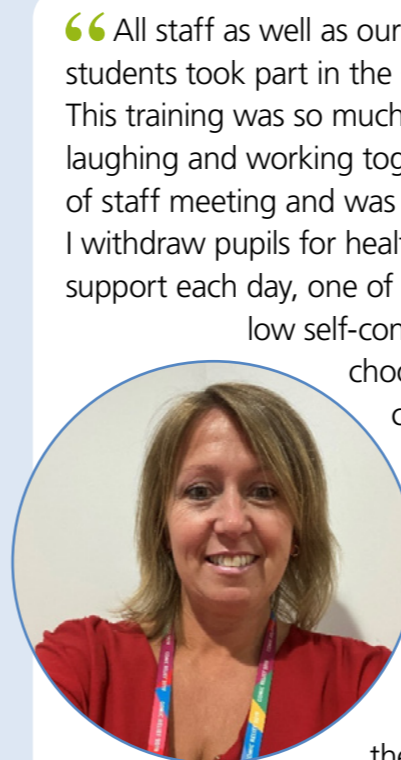
What it meant to our citizens service users?

“ We now have weekly Creative Cookery sessions in school for all classes following the Cooking Together courses and the resources we received in terms of utensils and books enabled the school to get started straight away. It is very rewarding watching the children develop cooking skills and also enjoy eating the healthy food they are making.



Most importantly we have noticed a difference in perseverance not only during the new activities we have been introducing but we are seeing impact across the curriculum with our children persevering with maths challenges, physical challenges and creative work as they are developing a sense that if you keep trying and trying you will improve.”

Linda Green - Head Teacher – Llanbedr Church in Wales School



“ All staff as well as our three current students took part in the Circus Skills training. This training was so much fun, staff were all laughing and working together, this was in place of staff meeting and was a welcome change. I withdraw pupils for health and well-being support each day, one of the year 6 pupils has low self-confidence, I let this pupil choose things from the circus box during our sessions, he ended up setting his own challenge, to plate spin at the same time as balancing the peacock feather on the balance board! He then asked if we could go back to his class to show his peers, he was so proud!”

Dee Foster, Foundation Phase Teacher and the Lead for Health and Well-being – Ysgol Mynydd y Ddu

What was the team's highlight?

“ It has amazed and thrilled us to see just how well received Bach a lach has been. As a direct result of our training one school accessed funding from the Arts Council to have an artist in residence which has been a large and farreaching project. They are aiming to do some follow up curriculum work with this also. Six other schools have also booked one of our trainers to go into school to work with the children.”

Sarah Power, Healthy Pre-Schools Officer, Bach a lach

What has been the single most important thing your team has learned?

“ Really difficult for me to just give one important thing. Below are some that I think are important.

- Be adaptable and flexible;
- Offer alternatives;
- Follow up resources are vital;
- Communication is key;
- Virtual training has allowed us to access so many more staff and this should be built on;
- Targeted answers for schools improves engagement.”

Sarah Power, Powys Healthy Pre-Schools & Schools Officer, Bach a lach





Repatriation of Children Looked After

What is it?

The Powys Looked After Children strategic framework includes strategies to return children to more local provision and identifies opportunities to prevent children being placed out-of-area. The Repatriation of Children Looked After project was launched in the autumn of 2019 having secured funding from Welsh Government Transformation Funding via the Regional Partnership Board/North Powys Wellbeing Programme. The project sought to improve the outcomes, and reduce the inequalities, of Children Looked After by accelerating several existing work programmes to expand the in-county placement capacity in North Powys and to support children on their return to the area. Many of the children who are located out of County are placed in

either Independent Fostering Agency (IFA) Placements or external residential placements.

The 2021/22 scope of the project focussed on 4 themes:

- **Creation and development of additional in-house fostering capacity**
- **Establishment of in-house semi-independent living and residential provision, allowing children and young people who are placed geographically outside of Powys to return to their home authority**
- **Increased resource for the Placement Team**
- **Creation and development of additional supported lodgings capacity**

What has it achieved in 2021/22?

- An increase in the number of approved foster carers in the north of Powys to 34;
- 21 enquiries received for supported lodgings hosts;
- 22 step down placements achieved in the north of the county;
- Permanent Residential manager appointed for residential children's home;
- Planning to purchase a property identified for use as residential ongoing;
- Recruitment of care home staff ongoing
- Numerous attempts to recruit to CAMHS role proving unsuccessful with limited response;
- Future funding for Supported Living co-ordinator secured

What has it meant to our citizens?

The project has meant that we have been able to place children as close to home as possible in North Powys. It has meant that children in care have been able to live within their communities, retain relationships and continue to attend school. Children have not had to move hundreds of miles away from Powys to access a placement that meets their needs and have been able to be matched to a placement in North Powys. The closer to home a child in care is placed the better outcomes they achieve.

What was the team's highlight?

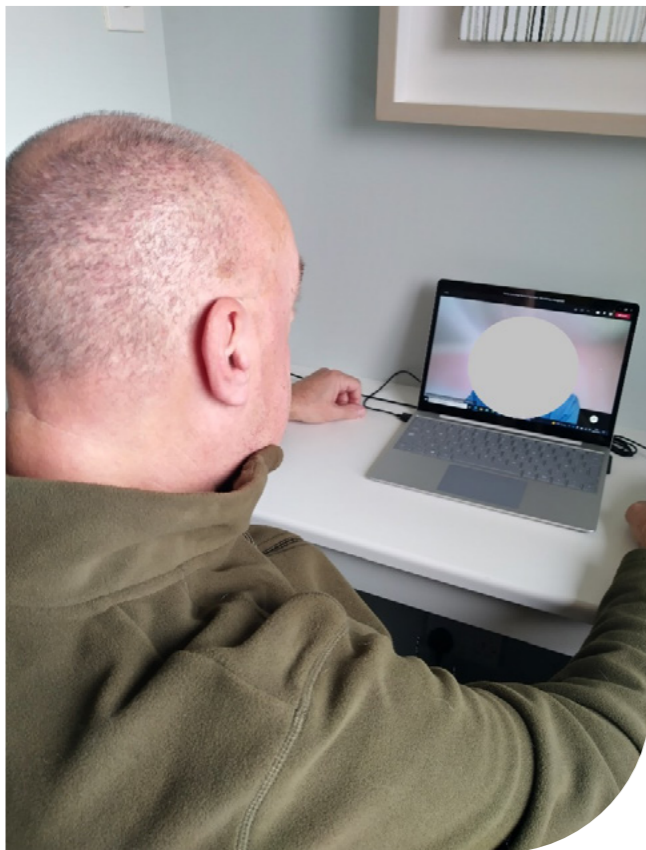
Being able to bolster the Placement team with additional resource. The Placement team work tirelessly to find the right placements for children. The project has enabled us to increase placement capacity within Powys and enhance the teams resource in working with providers to find placements in County. We have been able to move children previously placed out of county back to North Powys enabling them to access local support, services and family networks where appropriate. We have been able to attract excellent, hard working Placement team members who have integrated with the team and have picked up new skills and knowledge really quickly. Their commitment is commendable and the work they do makes a real difference to the children of Powys.

What has been the single most important thing your team has learned?

Relationships are key. The project has enabled us to increase capacity within the team allowing time and space for us to work on building and maintaining relationships. This has been with colleagues internally in Communications and Fostering but also with external providers. The time and effort devoted to building these working relationships has paid off and we have successfully worked with an external provider to develop 3 placements for children in Powys Care and enabled these children to remain and return back to North Powys. The success of our Fostering and Supported Lodging campaigns has been as a result of a co-ordinated and team approach, working together to develop placements as close to home as possible for Powys children.

Jo Harris, Senior Strategic Commissioning Manager - Start Well, Powys County Council

Digital Facilitators



What is it?

Using funding from the North Powys Wellbeing (NPWB) Programme, two Digital Facilitators have been taken on to provide advice and support to those people who need support to attend online video appointments, using the bespoke Attend Anywhere system or Microsoft Teams.

Services currently offered using online video system include psychology, physiotherapy, pain management and smoking cessation although other services are regularly being added.

Within the services which the team is supporting, we've seen the percentage of missed appointments reduce from some 20% down to around 3%.

It was expected that the team would be supporting an older demographic who weren't so comfortable with online technology but often they are working with younger people who simply don't have access to the equipment that they need. In addition to the work with the North Powys Wellbeing Programme team, the facilitators are also working with partners across Powys to give more help in this respect.

Most tablet computers, smartphones, PCs and laptops have some form of camera can be used with these video systems. Patients are offered the help of the Digital Facilitators when health staff arrange appointments for them although the health board recognises that, for some people, a face-to-face appointment is more appropriate.

What has it achieved in 2021/22?

- 159 patients offered digital support with 134 patients accepting digital support sessions by the end of quarter four.
- 100% of people receiving digital support sessions gave them 4-star rating or more - exceeding the 95% target.

What has it meant to our citizens?

“I had not operated on it at all before and was extremely anxious and confused. They were extremely helpful and so kind without being patronising. Boosted my confidence and together we got round all the issues I was having.”



“So helpful and I feel I did learn something eventually. They were so kind and patient with me.”

“I'd never used Teams before and wasn't sure of the layout. Kerri guided me through with ease.”

“Brilliant session, great to have a chance to test it and check it all out in advance. Charles was very friendly and helpful and didn't rush me at all.”

“Although I could not access Teams, Jon was most helpful and arranged for me to borrow a device from the library.”

What was the team's highlight?

“The ability to help people from diverse backgrounds access the essential health care and wellbeing services they need, whilst allowing Services to continue and run smoothly. Over 260 Digital Support Sessions have been held and this has enabled more than 150 people, giving them access to the services they need at a time and place that is convenient to them.”

What has been the single most important thing your team has learned?

“Never assume! We have had significant success helping people who have had little or no experience of video meetings. Keep an open mind and let the individual learn at their pace. Patience and good humour build rapport and create the right environment to help people try something new.

We can achieve so much more when we work together – it has been great to work with so many services across PTHB, but also with partners in the Powys County Council Library Service and PAVO to be able to provide support within the community. All of the services and organisations involved have brought their own strengths to the table, and together we've established partnerships and processes that will continue to support people long after this project has finished.”

Tim Smith
Lead Digital Facilitator, Powys Teaching Health Board

Respiratory

What is it?

This respiratory work is actually made up of three elements:

- Drive through spirometry;
- Adult Sleep Apnoea Diagnostic Equipment;
- North West & Mid Powys Respiratory MDT

Drive-through spirometry

Spirometry measures how much air you can breathe out in one forced breath and helps to diagnose some respiratory conditions.

The Spirometry Support strand of the project aimed to address the existing backlog of Powys patients waiting for spirometry. The project has:

- provided drive-through spirometry clinics provided by appropriately trained clinicians;
- performed spirometry for pre-booked patients and provided a copy of the results and interpretation back to the requesting clinician.



Adult Sleep Apnoea Diagnostic Equipment

This strand of the project provided equipment to enable appropriate Powys patients awaiting diagnosis of adult sleep apnoea beyond referral to treatment timescales out of county to be diagnosed within Powys

North West & Mid Powys Respiratory MDT

This project built on the existing successful Multi-Disciplinary Team (MDT) approach in the North East Powys Respiratory Team to develop an MDT for North West & Mid Powys for admission and referral avoidance. This project aimed to:

- Establish a multidisciplinary respiratory team in North West and Mid Powys based on the existing MDT based in North East Powys;
- Provide more treatment and support within Powys, reducing the number of patients referred for treatment out of county;
- Enable the completion of the remaining home oxygen reviews for North West & Mid Powys;
- Reduce the number of admissions to district general hospitals outside of Powys by providing enhanced, evidence-based support for patients;

What has it achieved in 2021/22?

Spirometry – through the work of the team in delivering drive through services, the number of patients waiting for spirometry has significantly reduced. The drive-through pilot also helped us to develop a longer term plan for spirometry in Powys.

Sleep apnoea – equipment was purchased and clinics started to happen in late 2021.

North West and Mid Powys Respiratory MDT – despite some challenges in appointing to some posts, the team was successfully recruited in late 2021 and is now up and running.

What has it meant to our citizens?

We asked patients who'd accessed the sleep apnoea service – managed by Kim Lewis what they thought of the new service.

Patient A:

“ I found the information given via virtual link very good – felt just like face to face.

I felt the equipment was easy to collect and easy to use.

Paperwork was good and easy to complete – very informative, also information given via telephone was clear.

The service was easy to contact and staff were easy to deal with. ”

Patient B:

“ Your process was much better than a face-to-face appointment, as I did not have to take time off of work.

There were some issues with the link at first, but this was resolved easily.

All the information provided was very helpful and clear.

I felt it was super easy to return everything to you.

I really liked the fact that I could do the test from home.

I would just like to add that I felt your service & the staff were really informative and helpful and nothing was too much trouble. ”

What was the team's highlight?

The highlight has been the feedback from the patients. As the quotes from the sleep apnoea patients illustrate there was also positive feedback from the patients who accessed the drive-through spirometry pilot. We knew that we were running the spirometry pilot during the end of the winter, which is a difficult time for anyone who may have a respiratory illness, plus it meant that our staff also had to contend with all weathers (sometimes three seasons in one day!). The patients' reported experience helps to demonstrate that patients appreciate access to accurate diagnostics closer to home instead of waiting longer and then travelling a much longer distance.

What has been the single most important thing your team has learned?

We identified early on that our biggest risk would be recruitment to the Multi Disciplinary Team posts because the COVID-19 pandemic has made respiratory jobs very competitive. We have found it challenging to recruit to some posts, but often it's about timing and promoting as far and wide as possible. In the end, we have been able to recruit to all posts other than the medical input, although respiratory physician vacancies remain high and this impacts on existing respiratory consultants providing the input we would like – we're continuing to work with partners on this.

John Morgan, Transformation Programme Manager (Breathe Well), Powys Teaching Health Board



Ophthalmology

What is it?

The demand for eye care services over the next 20 years is projected to increase significantly: by 16% for conditions such as glaucoma; 47% for age-related macular degeneration (AMD); 50% for conditions such as cataracts, and as high as 80% for diabetic retinopathy. At the time of project commencement, all treatments, procedures and enhanced examination for Powys patients were undertaken in District General Hospitals outside Powys. Visiting consultants provided a small hospital consultation service in North Powys OP departments at Welshpool, Machynlleth, and Llanidloes. There was no service in Newtown.

This project set out to develop a multi-disciplinary Eye Care Service for North Powys, building the foundations for a North Powys Eye Care Service fit for the future by repatriating eye care services including cataracts, glaucoma and wet AMD. By training a skilled MDT Eye Care workforce, it would make better use of visiting in-reach consultant ophthalmology resource and redistribute demand for ophthalmology services.

The project also aimed to purchase four slit lamps and an Optical Coherence Tomography (OCT) Scanner, to allow nurse-led / scientific practitioner / optometry lists, parallel to consultant and enhanced eye examination, to be undertaken in the county.

What has it achieved in 2021/22?

- A target to deliver 50 appointments which would otherwise be delivered out of county was exceeded with 73 delivered at end of quarter four.
- Screening commenced in quarter three in Llanidloes and quarter four in Welshpool - ordinarily appointments would have been undertaken out of county.

What has it meant to our citizens?

“Patients are very pleased and reassured to have this service provided within North Powys without the need to travel for multiple appointments to District General Hospitals outside the county.

A patient who had recently had cataract surgery out of county was able to access the local service for advice about the sudden drop in their vision. A diagnosis through the digital scan was confirmed in clinic in Powys and the patient was commenced on treatment straight away without the need to travel out of county.”

What was the team’s highlight?

“Providing an eye care service to North Powys enhancing the current outpatient service provision in the county with new specialist staff, additional training and skills for current staff and new state of the art 3D digital eye scanning equipment.”

What has been the single most important thing your team has learned?

“The opportunity presented to reach wider than traditional multi-disciplinary team membership in outpatients and the benefits brought to the team and patient experience by the recruitment of the health board’s first healthcare scientist for eye care. Healthcare science staff play a vital role in the prevention, diagnosis and treatment of huge number of eye care conditions. The post has brought a wealth of experience and a fresh perspective to eye care which the team has utilised and will continue to utilise to develop the eye care service ensuring that patients are seen in the right place at the right time. The healthcare scientist role is something that the team are keen to develop along with the Health and Care Academy in Powys, in designing local career pathways for these posts.”

Nicola Kelly – Senior Manager, Planned Care, Powys Teaching Health Board

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NORTH POWYS *Wellbeing*

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