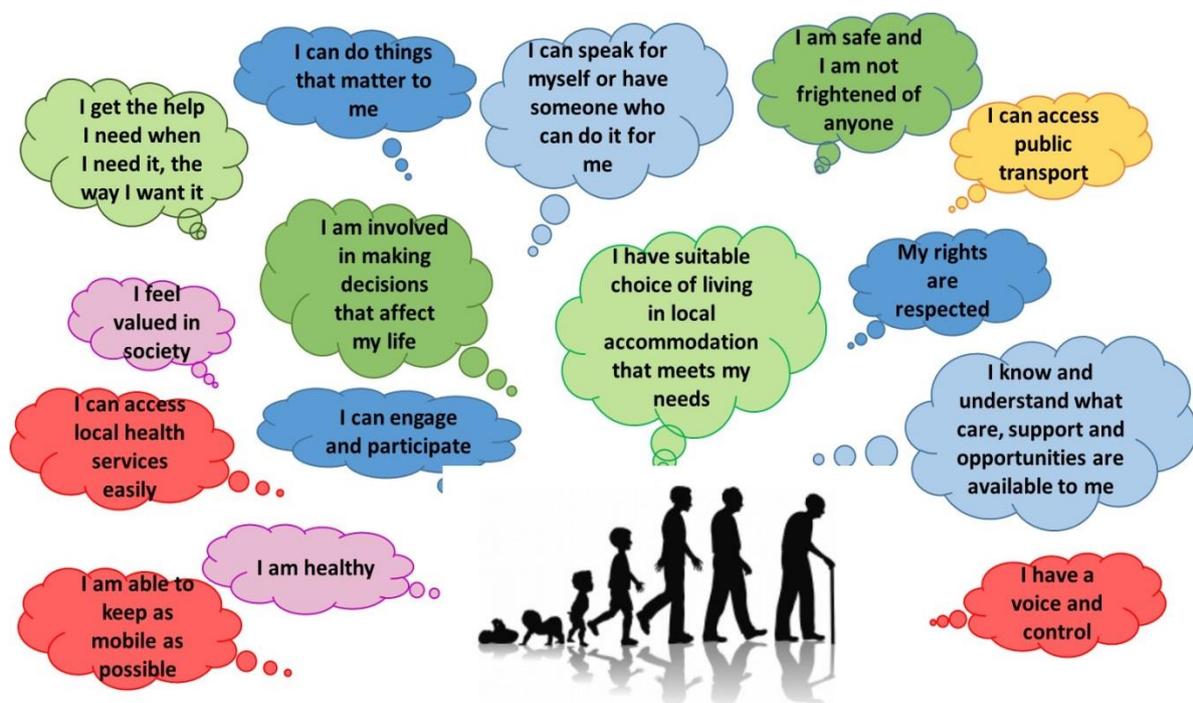


Powys

Ageing Well Plan

2016 to 2019

‘What I expect ...’



Contents

1.	Introduction	3
2.	Welsh Government's Ageing Well programme	3
3.	Our vision for Older People in Powys	Error! Bookmark not defined.
4.	Ageing Well Action Plan	5
6.	How our Action Plan will be governed and monitored.....	18

1. Introduction

We are committed to improving the lives of older people across Powys. This plan outlines a number of key activities that will be undertaken over the next three years to meet the diverse needs of our older residents.

This action plan builds upon Powys County Council's commitment to the Dublin Declaration for age friendly communities that the Council signed as a signatory in 2014. By working together with our partners as a signatory to the Dublin declaration to produce a clear direction for the future of services in the county, we have written this Action Plan strategy based on need, and after consulting older people (as part of developing the Integrated Older Peoples Commissioning Plan 2016-2021) on matters they felt were important to them.

We have listened to the people who use our services and based on our involvement with older people, we have created our own local version of 'What I expect', so that we can respond to the future needs of people in Powys in this plan. This is shown on the front cover of this document and is also linked to our commissioning intentions and the activities we plan to undertake over the next three years to meet local needs and people's expectations.

2. Welsh Government's Ageing Well programme

The Ageing Wells in Wales programme was launched by the Older People's Commissioner for Wales in October 2014 seeking to develop age-friendly communities by optimizing opportunities for health, participation and security to enhance peoples' quality of life as people age.

The programme's overall aim is therefore to ensure that there is an improvement in the wellbeing of people aged 50+ across each of the following five priorities.

- Age Friendly Communities
- Dementia Supportive Communities
- Falls Prevention
- Opportunities for Learning and Employment
- Loneliness and Isolation

3. Our vision for older people across Powys

By bringing together health and social care through shared processes, information systems and co-location, we aim to help achieve improvements in the quality of life for our residents across each of the Ageing Well programme's five priorities.

In delivering these five priorities, our vision is that we work together with our public, patients, people who use our services and their families to make sure older people in Powys:

- Have the opportunity to take part in social activities and be included in the community, to maintain their well-being;
- Feel safe in their own homes and keep their independence for as long as possible by using home-based services;
- Are given relevant information, so that they have an increased choice and control over what matters to them;
- Have greater access to health and social care which is close to home and can meet their needs;
- Can quickly access appropriate hospital and specialist health care when needed and are discharged home safely once they are fit enough;
- Experience a good quality of life; and are safe from abuse and neglect.

This framework will increase people’s ability to maintain and improve their own health and well-being, and will create active and supportive networks within communities to reduce social isolation. It will also help people, families and communities to deal with a range of challenges which they may experience in their lives and provide a level of support to help people to stay in their homes safely in their community.



Figure 1 Health and Adult Social Care Promotion of Independence / Continuum of Need

4. Ageing Well Action plan

Our Action Plan sets out what we plan to do over the next three years and are linked to both the outcomes for people who use our services and our key measures in Section 5 so that we can monitor ourselves against these.

4.1. Quality

We will make sure quality is at the heart of our commissioning intentions and will regularly monitor this with our provider organisations through our existing commissioning and contracting arrangements.

We will make sure that our commissioning (securing of services) is based on:

- Safety;
- Dignity and respect;
- Best practice and clinical guidance; and
- Being efficient and making the best use of our resources (under the Welsh Government prudent healthcare guidance).

4.2. People's needs

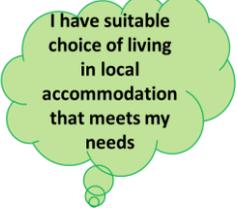
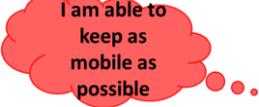
Our Health and Adults Social Care Integrated Leadership Board will continue to develop and support planning that is centred on the individual, increase people's ability to influence issues that affect them and their communities, and make the most of independence and people's capability.

We aim to help people to make their own choices and decisions, gain control over their own life and to feel valued and take responsibility for their own health and well-being.

Health professionals will work together with people who use our services, and their families, to get the best outcomes for the individual.

4.3. Action Plan

Priority	Commissioning activity	What should older people expect?	Responsibility	Lead commissioner	Timeframe
<p>Age friendly Communities</p>    	<p>Provide advice and information, under the Social Services and Wellbeing Act, to support self-care and prevention.</p>	<ul style="list-style-type: none"> • They will have the information and advice they need to do things themselves, such as eating healthily, exercising, or taking medicines at the right time. • They will be able to make choices about their lives and focus on what they can do and want to do rather than what they can't do. • They will be guided to services appropriately, with the aim of reducing social isolation. 	<p>Health and Adult Social Care Integrated Leadership Board</p>	<p>Senior Manager Social Care Delivery (People)</p>	<p>2016-2017</p>

 <p>I have a voice and control</p>  <p>My rights are respected</p>	<p>Powys People Direct; integrate PtHB district nursing into the Social Services single point of access, which deals with handling calls, screening and duty response for allocation.</p>	<ul style="list-style-type: none"> • They will have one point of contact to access the right information, advice and guidance. • Assessments and guidance for referrals will be provided across health and social care, rather than people having to contact separate organisations. 	<p>Health and Adult Social Care Integrated Leadership Board</p>	<p>Locality General Managers</p>	<p>2016-2017</p>
 <p>I know and understand what care, support and opportunities are available to me</p>	<p>The Integrated Commissioning of Care Homes will review existing residential care for older people to make sure there is enough residential and nursing care for the Powys current population and future generations.</p>	<ul style="list-style-type: none"> • They will have improved access to a range of appropriate accommodation as a result of us working with partners to agree a planned approach to development. 	<p>Health and Adult Social Care Integrated Leadership Board</p>	<p>Health & Social Care Change Manager</p>	<p>2016-2021</p>
 <p>I have suitable choice of living in local accommodation that meets my needs</p>	<p>Reorganise and modernise long-term care through developing Extra Care and by making best use of older people's accommodation. (Extra Care Housing is housing designed with the needs of frailer older people in mind and with varying levels of care and support available on site. People who live in Extra Care Housing have their own self-contained homes, their own front doors)</p> <p>Provide well-designed housing that allows people to care for themselves for longer and gives them access to care and other services, which help them keep their independence.</p>	<ul style="list-style-type: none"> • Residents will be able to enjoy a healthier, active and more independent lifestyle in a community environment, improving their overall well-being, including their health, happiness, confidence, social life and relationships. • People will have the right support at the right time, allowing them, where possible, to remain in their own homes. 	<p>Health and Adult Social Care Integrated Leadership Board</p>	<p>Strategic Commissioning Manager (Older People)</p>	<p>2016-2019</p>
 <p>I am able to keep as mobile as possible</p>					

	<p>Review and develop supported housing options, including ways of finding new investment.</p>	<ul style="list-style-type: none"> • They will have appropriate accommodation to help them live independently in the community resulting in less need for care and support. We will make sure existing sheltered housing is used effectively, and we fully understand of future demand for suitable housing. • There will be an increased use of technology to support people in their own home. 	<p>Health and Adult Social Care Integrated Leadership Board</p>	<p>Senior Strategic Commissioning Manager (People)</p> <p>Head of Housing (People)</p>	<p>2016-2019</p>
	<p>Increase the use of video conferencing for clinical consultations to reduce the extent of travel by patients</p>	<ul style="list-style-type: none"> • More people will be supported by GPs at home without the need to travel to surgeries. 	<p>Health and Adult Social Care Integrated Leadership Board</p>	<p>Assistant Director of Primary Care</p>	<p>2016-2019</p>
	<p>Continue to provide comprehensive intermediate care and reablement (to help people regain or maintain their daily living activities).</p>	<ul style="list-style-type: none"> • People will be helped, in the setting that is the most appropriate, to regain their independence following illness or injury. • People will be able to help themselves to regain their independence. • Older people will be helped to be as independent as possible, with the lowest appropriate level of ongoing support. 	<p>Health and Adult Social Care Integrated Leadership Board</p>	<p>Senior Manager Older People</p>	<p>2016-2019</p>
	<p>Develop and put in place a new audiology service model for Powys, including introducing revised care pathways.</p>	<ul style="list-style-type: none"> • Inequality of services across Powys will be reduced and standards will be consistent across the county. • We will increase the number and capability of our staff to provide 	<p>Service Reform Programme</p>	<p>Locality General Manager</p>	<p>2016-2017</p>

		<p>services more locally and reduce the number of people using hospital services.</p> <ul style="list-style-type: none"> • We will reduce unnecessary travel out of the county. 			
	<p>Increase access to local services in Powys:</p> <ul style="list-style-type: none"> • Review more complex primary-care services in general practice and agree areas for development. • Establish same-day fast access to secondary-care assessment and advice, to support people so that they can stay in the community. • Use fully the potential of optometrists working in Powys. • Provide more day-case surgery (including endoscopy, ear, nose and throat, and orthopaedics) by developing a 24-hour- stay surgical ward. <p>Develop outpatient services in Powys and provide specialist advice for dermatology via telemedicine.</p>	<ul style="list-style-type: none"> • More people will be able to access an increased range of services from their GP practice. • Reduced waiting time for people using ophthalmology services, as we will use fully the services of optometrists in Powys. This will release space in secondary care for other people to be seen by the consultant. • More specialist day-surgery procedures and outpatient appointments will be available locally in Powys, which will reduce travelling out of county. 	Service Reform Programme and Primary Prevention	Locality General Manager and Assistant Director of Primary Care	2016-2017
	<p>Develop the concept of health and well-being centres. Use everyday technology to connect to healthy-living plans and to access self-serve and</p>	<ul style="list-style-type: none"> • There will be more opportunities for people to maintain their well-being through greater focus on activities which support social 	Service Reform Programme	Locality General Manager	2016-2018

	universal services for information and advice.	inclusion, healthy eating and physical activity. <ul style="list-style-type: none"> • We will make sure people are well supported to care for themselves and manage their own long-term conditions. 			
	Invest in your health' programme available to all medical practices across Powys in support of the Lifestyle Local Enhanced Service. Continue to make sure people aged over 65 (or under 65 if they are at risk) have regular flu vaccinations. Make sure there are self-management plans in place for everyone who has a long-term condition.	<ul style="list-style-type: none"> • We will make sure people receive appropriate information and support to reduce smoking, obesity and alcohol intake, and that they have their flu vaccinations. 			Ongoing
	Work with partners within Health and social Care, and with RSLs to ensure effective use of existing sheltered housing.	<ul style="list-style-type: none"> • Use of existing housing stock will be reviewed to ensure provision of appropriate housing that enables people to self-care for longer and gives people access to care and other services, which help people to retain their independence 	ICPOP	Head of Strategic Housing	2016-17
	Further expand the virtual ward in the north and mid areas of Powys. This is a new approach where by people who require support and/or monitoring by a multi-disciplinary team are virtually placed in the ward and reviewed by the team on a regular	<ul style="list-style-type: none"> • We will provide fast access to urgent care by the right professional to allow people greater independence at home and reduce unnecessary admissions to hospital. 	Service Reform Programme	Locality General Manager	2016

	basis to ensure their needs are met and to reduce hospital admissions.				
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Priority	Commissioning activity	What should older people expect?	Governance	Lead commissioner	Timeframe
Dementia Supportive Communities 	To further develop our Joint Dementia Action Plan	<ul style="list-style-type: none"> • Improved timely diagnosis rates in line with WG targets. • Improved post diagnostic interventions. • Improved community support and access to appropriate local support networks for people who need support but who would otherwise perhaps be unaware that they are developing dementia. • Improved care for people with Dementia in General Hospital. • To ensure staff have access to appropriate Dementia Care training and meet expected Dementia training targets. • People with Dementia receive improved person centred support which is appropriate to their needs • Improved support for Care Homes to identify people who develop Dementia and delivery excellent person centred care. 	Powys One Plan Hearts and Minds Mental Health Partnership Board	PtHB Dementia Lead Senior Manager Older People	2016-2018

	<p>Re-assess existing service users to identify opportunities to use Assistive Technology to improve people's independence and reduce reliance on public services.</p>	<ul style="list-style-type: none"> • People will be able to benefit from technological support to improve their quality of life 	ICPOP	Care managers	2016-17
	<p>Review the range of accommodation options across each of Powys' localities, and develop appropriate locality accommodation development plans to ensure that we have sufficient and appropriate numbers of residential and nursing care for the Powys population (including specialist care placements for people with dementia).</p>	<ul style="list-style-type: none"> • People will have more choice of accommodation that meets their future housing needs 	ICPOP	Strategic Commissioning Manager; Older People	2016-17
	<p>Increase the use of digital equipment and assistive technology, such as tele-health, tele-consulting and mobile diagnostics.</p>	<ul style="list-style-type: none"> • They will be able to use technology for a range of purposes to remind them to take their tablets, help find a lost item, help them decide whether it is day or night, help them phone a relative or friend using pre-programmed numbers or pictures, switch on the lights automatically if the person gets up at night, switch off the gas automatically if it has been left unlit, and alert a carer or monitoring centre if they need help. 	Health and Adult Social Care Integrated Leadership Board	Service & Commissioning Manager, Community Equipment Service (People)	2016-2019
	<p>Under the 'hearts and minds: together for mental health strategy in Powys', with our</p>	<ul style="list-style-type: none"> • People aged over 65 will have access to services based on their need. 	Powys One Plan Mental Health	Directorate Manager	

	<p>partners we plan to do the following.</p> <ul style="list-style-type: none"> • Simplify and strengthen adult mental-health arrangements for the people of Powys. • Put in place the dementia plan. • Review our inpatient services to make sure we make best use of alternatives to hospital admission. <p>Improve primary-care services around mental health, extending the use of psychological therapies and local primary mental-health support services.</p>	<ul style="list-style-type: none"> • Specialist mental-health teams will work with other professionals to support people with dementia and other mental-health conditions. They will link with the virtual ward, inpatient facilities and care homes and will focus particularly on supporting carers. • We will make sure people make best use of alternatives to hospital, such as crisis resolution, home treatment and day recovery centres. 		Senior Manager Mental Health & Disabilities	2016-2017
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Priority	Commissioning Activity	What should older people expect?	Governance	Lead commissioner	Time Frame
<p>Falls Prevention</p> 	<p>Identify older people who are at risk of falls to reduce harm and the possibility of disability.</p> <p>Our organisations will work together to put in place falls-prevention strategies in line with national standards and evidence-based practice.</p>	<ul style="list-style-type: none"> • People will continue to be assessed for risks to their own safety and the safety of others. A plan for managing risk will be agreed between the person being cared for and those caring for them. • Staff will receive appropriate information, training and supervision to make sure that people and their carers are safe. 	Service Reform Programme	Locality General Managers	2016-2018

		<ul style="list-style-type: none"> • People will be encouraged to develop or maintain the level of independence they want, striking a responsible balance between risk and safety. • They will be able to get help easily at all times, using a phone, bell or other convenient method. If they are unable to do this, they will be checked regularly. 			
	Offer Assistive Technology Prevention package to people assessed at risk of losing their independence over the next 12 months.	<ul style="list-style-type: none"> • People will be encouraged to develop or maintain the level of independence for as long as possible, striking an individually determined balance between risk and safety. 	ICPOP	Care managers	2016-2019
	Carry out a review of current minor injuries services across Powys and develop alternative pathways and consistent ambulance diversion protocols.	We will make sure we have appropriate minor injuries services across Powys to meet the future population needs of older people.	Service Reform Programme	Locality General Manager	2016

Priority	Commissioning activity	What should older people expect?	Governance	Lead commissioner	Timeframe
Opportunities for Learning and Employment	Build social networks across Powys's 13 areas: linking together local 'enablers' and support groups to increase	<ul style="list-style-type: none"> • We will work with local communities to identify available services (statutory and non-statutory) and areas where need is not being met 	Health and Adult Social Care Integrated	Powys Associated Voluntary Organisations	2016-2018

	<p>access to services and develop more self-sufficient communities through, for example, volunteering and leisure activities.</p>	<p>to help inform future commissioning and create stronger communities.</p> <ul style="list-style-type: none"> • We will secure as much external funding as possible, allowing people to remain at home and to reduce unnecessary stays in hospitals and care homes. 	Leadership Board		
	<p>Create long-term and sustainable domiciliary care, making sure there is good-quality recruitment, consistent staffing and punctual employees, which will improve the quality of the service and satisfy both the older person and the carer.</p>	<ul style="list-style-type: none"> • There will be improved access to, and quality of, domiciliary care. • There will be a reduction in the number of patients who stay in hospital because they are waiting for support to go home. • There will be a reduction in the number of elderly and frail people going into residential care. 	Health and Adult Social Care Integrated Leadership Board	Strategic Commissioning & Project Manager (People)	2016-2019

Priority	Commissioning activity	What should older people expect?	Governance	Lead commissioner	Timeframe
Reducing loneliness and isolation	Develop and put in place a framework for involvement.	<ul style="list-style-type: none"> • The framework will help people express their views and feel that their concerns are given attention. They will know how to get involved 	Health and Adult Social Care Integrated	Powys Associated	2016-2018

		in and influence decisions that affect their lives.	Leadership Board	Voluntary Organisations	
	Develop a community grant programme to support local well-being groups.	<ul style="list-style-type: none"> • Powys Befriender will support people to find overcome challenges to everyday living, allowing them choice and control. • Build community resource in local areas to reduce social isolation and support older people to improve their health and well-being and maintain their independence. 	Adult Social Care Commissioning	Senior Strategic Commissioning Manager (People)	2016-2017
	Modernise day care services, with the aim of offering greater choice and availability to local residents.	<ul style="list-style-type: none"> • We will aim to move resources away from bricks and mortar to focus on people's well-being. We want to increase people's independence, help prevent isolation and loneliness and involve people again in the community. • We will promote health and well-being services, access to alternative support agencies, and information and advice through different communication routes. This 'no closed door' policy means that people will have access to a range of services from their own home. 	Health and Adult Social Care Integrated Leadership Board	Senior Manager (Social Care Delivery)	2016 - 2018
	We recognise the importance of helping our residents to access services they need. We must also acknowledge that providing transport for some of our more isolated communities to these	<ul style="list-style-type: none"> • We will find out where gaps exist and see if and how we can fill those gaps with a more responsive community enabled transport service will involve older people in developing a transport strategy. 	Stronger Communities Board	Head of Highways & Transport PTHB Transport Manager	2016-2017 2016-2017

	<p>services is going to be an added challenge as both financial and staffing resources are under so much pressure. However, through our support for community transport we will aim to provide such support where we are able to.</p>	<ul style="list-style-type: none">• We will deliver on the outcomes of the transport strategy.			
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5. How our action plan will be governed and monitored

The Joint Integrated Care Pathways for Older People Board and Powys teaching Health Board's (PtHB) Service Reform Programme Board will be the main governance boards responsible for monitoring how we deliver this strategy.

This is a live document – we will review and refresh the plan regularly and manage it through our programme plans set out by the Integrated Care Pathway for Older People Board.