



## Well-being Objective 10

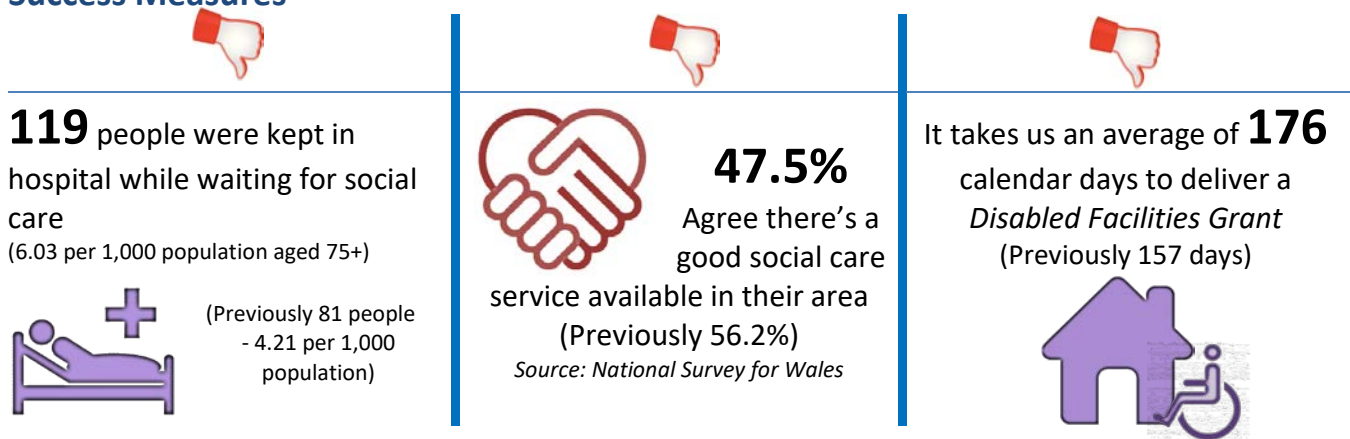
Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

**Our Offer to the Population - 'Help to Help Yourself' (Prevent ill health or injury)  
Promote independence, well-being, community engagement and social inclusion.**

### Why it is important

- Because consultations have demonstrated that *'what matters'* to individuals is to be able to be as independent and well as possible for as long as possible.
- Because our frail population demographic is increasing and will require support to remain as independent as possible.
- Because it is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

### Success Measures



### Explaining the Results

- 119 clients (75+) were **kept in hospital** during 2019/20 while waiting for social care, this is excluding figures for February and March 2020 which have not been published by Welsh government due to the Coronavirus pandemic. This is quite an increase on the previous year of 81. There is continuous flow through the acute hospitals with some complex cases causing delays in the more rural areas where capacity for Domiciliary Care can be difficult or those cases where their homes are no longer suitable.
- According to the 2018/19 [National Survey for Wales](#) **47.5%** of participants believed that there is **good Social Care Service available in the area**. While disappointing and unclear about the respondents, we believe we provide a high quality service to our service users and carers and have the evidence to demonstrate this.
  - We received a very good Inspection Report undertaken by the [Care Inspectorate Wales](#) in May 2019 (published 7 August 2019) that verified *that people can be confident in the quality of care and support provided*.
  - Furthermore, as part of our statutory obligation to consult with service users and carers, we obtained an excellent response rate of 604 service users and carers to the survey that demonstrated people's high levels of satisfaction with social care services in the county: For example, 85% of people said they were happy with the care and support they received; 81% know who to contact about their care and support; 83% feel safe from harm or injury; 93% treated with respect and dignity.

- The average number of days taken to deliver a **Disabled Facilities Grant** adaptation has increased to 176 days, the figure at the end of quarter three was 169 days. The additional downturn in performance caused, in part, by the delays and implications of COVID-19 on the ability to complete ongoing site work. *All Wales comparative data is not available for 2019/20.*

## Progress Made

- ⦿ *Fulfilled Lives* is a long-term service that supports people living with dementia, it provides individuals with a key worker that helps people to live their life as fully as possible as their dementia progresses. The focus is on the individual directing the support that they need to maximise their independence. The service has been extended from Llanelli to include Ammanford, Amman Valley and Llandeilo, with an increase from 39 to 77 service users during 2019/20. Plans are being developed for the service to be available across the entire county, as part of the re-tendering of Community-based services which has been delayed due to COVID-19 until 2021.
- ⦿ *CUSP Carmarthenshire's United Support Project* for those who need key workers our collaborative based commissioning project in the third sector will support individuals directly. It aims to provide support to people who are 'on the cusp' of needing statutory care and provide a key worker to give co-ordinated community response to keep people well and independent. This also includes a grant scheme in the third sector that can flexibly support individual outcomes.
- ⦿ We have developed and enhanced our already very successful *Acute Response Team* in Carmarthenshire, to create crisis response service providing an alternative to hospital admission. The integrated service is delivered by single multidisciplinary team who will work together in a collaborative approach to ensure each person's pathway is seamless, reduces duplication of assessment and ensures the correct outcomes are achieved. It treats them at home as if they were in a virtual ward and includes Doctors, Nurses, Physiotherapist, Occupational Therapist, Dietician and Health Care Support Workers.

It is an extremely valuable service that gives people the care that they want, where they want it and will:

- Improve patient and carer experience
  - Reduce emergency admissions
  - Reduce length of hospital stay
  - Reduce permanent admissions to a residential setting
- ⦿ The *Reablement Service* has supported service users to regain their mobility and independence. This has enabled some service users to return to activities they previously enjoyed e.g. swimming and attending church on Sundays.



The **CONNECT** service a new and exciting model of self-help and proactive care, supported by the use of digital and Technology Enabled Care. Based on a model operating in Spain which has proven impact on the well-being and has reduced significantly the number of people needing longer term or acute care.

The service includes:

- **Proactive calls:** an individualised self-management plan will be implemented through a schedule of calls.
- **TEC:** Bespoke and individualised equipment to support the service
- **24/7 response:** through a dedicated call centre that can deploy appropriate emergency response when crisis occurs, a mobile service will respond within an hour
- **Pathways of well-being support:** there will be a team to work with individuals provide direct pathways of support.
- **A digital prescription** including a project to create virtual friendship groups and connection. reduce loneliness and isolation for older people:
- A **proactive falls** prevention service
- Dedicated **Carer support** including rapid support for Carers through the Carers Emergency Card
- **Self Help** for long term health conditions by a bespoke Education Programmes for Patients



Executive Board Member For Social Care and Health:  
**Cllr Jane Tremlett**