INTEGRATED HEALTH AND SOCIAL CARE PROGRAMME BOARD
STATUS REPORT

Delivery Programme:
Frail Older People – ‘The Wyn Campaign: Regaining & Retaining Independence’

SRO: Fiona Jenkins

Programme Status Dashboard:

<table>
<thead>
<tr>
<th>Previous</th>
<th>CURRENT</th>
<th>Future</th>
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<td>□ Red</td>
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<td>□ Amber/Green</td>
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Reporting Period:
15th November 2012 to 17th January 2013

Overview of Task Groups / Activities

<table>
<thead>
<tr>
<th>No.</th>
<th>Tasks</th>
<th>Lead</th>
<th>Current Status</th>
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<tbody>
<tr>
<td>1</td>
<td>Complete Business Case for Wyn Phase 1</td>
<td>SRO &amp; Sian Harrop-Griffiths</td>
<td>Green</td>
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</table>
| 2   | Universal Services: Present reports and recommendations on:  
   - Healthy Ageing;  
   - Building a Supportive Community Around Wyn;  
   - Population Risk Stratification  
   - Future development of the Comms Hub | Fiona Kinghorn (Public Health) | Amber/Green |
| 3   | Targeted Interventions: progress work on  
   - Team Around Wyn  
   - FOPAL  
   - Integrated Community Discharge service  
   - Care Co-ordination | Vicky Warner (overarching)  
   Lynne Topham  
   Delyth Jones  
   Chris Darling  
   Denise Shanahan | Green |
| 4   | Joint Commissioning of longer–term care:  
   - Market Position Statement  
   - Proposals for Joint Commissioning Unit & Framework  
   - Review of Transitional Care Unit model  
   - Radyr Sidings Project  
   - Advance Care Planning/End of Life Care | Carys Lord (overarching)  
   Rachel Lewis  
   Stuart Young  
   Dr Julie Yapp | Amber/Green |
IHSC Programme Board: Status Report (Trial Version)

<table>
<thead>
<tr>
<th>5</th>
<th>Equality Impact Assessment (EqIA), Communications and Engagement.</th>
<th>Lynda Chandler</th>
<th>Green</th>
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| 6 | Workforce:  
- Recruitment support for Phase 1c of Team Around Wyn  
- Induction and team building programmes  
- Plan for organisational development/workforce redesign. | Project Lead: Helen Watkins | Green |
| 7 | Information Sharing and IT:  
- Develop service specification  
- Governance & DPA arrangements  
- System testing and staff training  
- Roll out September 2013 | Project Lead: Gareth Bulpin | Green |
| 8 | Performance Management & Reporting:  
- Confirm measures for Wyn 1c  
- Align processes at interfaces & performance indicators  
- Complete baseline assessment  
- Develop report card | Project Lead: Sue Morgan | Green |
| 9 | Medicines Management:  
- Improve discharge arrangements  
- MDS/telecare options  
- Business case for Wyn 2  
- Dementia targets for antipsychotic use  
- Community medicines management policy  
- Stroke ICP | Project Lead: Rachel Beckett | Amber/Green |

Key Issues / Red Flags

**Universal Services:**  
Project area 1: no further progress since third sector proposals submitted.  
Project area 2: Principal Health Promotion Specialist leading this project will be leaving Cardiff & Vale Public Health Team on 11th January 2013, leaving a temporary gap in the co-delivery of this

**Communications & Engagement:**  
In order to comply with equality legislation etc, we need to be producing information in a variety of formats. Therefore we need to be able to access the appropriate expertise and resource. Need to identify work stream lead.

**Medicines Management:**  
Formation of CRT with no direct pharmacist input – working patterns developed around this.

**IT:**  
Access to PC’s for Vale CRS team negatively impacting on data quality (3pc’s for 30+ staff).  
Known to Wyn Risk log. Impacting on the reliability of Key Performance reports. Awaiting arrival of CRT Net books to relieve the pressure.

**Performance:**  
For those workstreams/services where the pathways are awaiting finalisation and agreement with other stakeholders (e.g. WAST, Social Services and bed-holding specialities), metrics are not yet finalised.
- CRT development was previously part of the PCIC divisional operational plan and the capacity plan therefore development of metrics needed to meet all requirements.
- PARIS has been the preferred system for this development however the interface issues with PMS and Local Authority systems have been taken into account.
- Local Authority reporting for Cardiff is picked up via the CRT operational group (PCIC and Local Authority representatives) rather than through the performance group.
- Performance metrics along whole pathway are essential.

### Critical Tasks Achieved

<table>
<thead>
<tr>
<th>No</th>
<th>Tasks achieved in this reporting period</th>
<th>No.</th>
<th>Tasks not achieved (including those with red / red amber status)</th>
<th>Comment</th>
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<tbody>
<tr>
<td>1.</td>
<td><strong>Business Justification Case for Phase 1 Invest to Save</strong></td>
<td>1.</td>
<td>Wyn Phase 2 to be scaled to only include initiatives not requiring additional I2S funding at this stage.</td>
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<td>Draft completed; to be taken forward via UHB internal governance arrangements.</td>
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<tr>
<td>2.</td>
<td><strong>Universal Services</strong></td>
<td>2.</td>
<td>Healthy Ageing Unable to progress without additional resource.</td>
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<td></td>
<td>Communications Hub Task and finish pre meet held concentrating on technical issues with regard to Comms Hub being the single point of access for the strands of work to be focused on. Agreement reached that PARIS will be used as the IT tool for the comms hub after the hub becoming the single point of access. Supportive Community Around Wyn Commitment secured from the Third Sector to work in partnership on this project. 2 meetings held with 3rd Sector representative and an initial scoping exercise planned.</td>
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undertaken in January; Operational Policy being worked on; performance measures under development. Team development days arranged for January 2013.

Falls Pathway: progressing work with WAST on alternative pathways. Falls Pathway to be focus of January Steering Group debate.

Care Co-ordination proposals being piloted in SE CRT; Nursing model for community – principles and vision being developed and consulted on, Community Directors in support of the direction proposed.

4. **Long-term Care**  
   Market Position Statement: delivered by IPC but did not fulfill requirements. Capacity and demand modeling now merged into case for Joint Commissioning Unit;  
   Business Case for JCU: first draft presented to Engine Room 20/12/12; detailed PID requested.  
   Review of TCU model: completed and decision made not to continue. Notice on termination of contracts served.  
   Improving Performance in End of Life care: further consideration required re mechanism for further roll-out.

5. **Communications:**  
   Staff Communications Group going well. Still no rep from Medicine.  
   EqIA: audit of staff culture/language skill mix completed and circulated to localities. For review March 2013.

6. **Workforce**  
   Integrated Workforce Development Plan: High level plan completed.  
   Recruitment to Wyn 1c: almost complete.  
   Induction Training: delivered and well-received.  
   CRT Development Days: Outputs fed back to managers and action plan being developed for January.

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<tr>
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<th>4. <strong>Long-term Care</strong></th>
<th>5. <strong>Communications:</strong></th>
<th>6. <strong>Workforce</strong></th>
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<tr>
<td>Implementation of Advance Care Planning linked to national timescales and protocols.</td>
<td>5. Shared Folder for key Programme documents, accessible to health and social care colleagues. On track for delivery in January 2013</td>
<td>Following discussion at Engine Room, plan to be developed into WD strategy + detailed action plan. Jan/Feb 2013</td>
<td>Skills Mapping to deliver Wyn Pathway: follow up workshop to be organized.</td>
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### Information Sharing & IT

**Options appraisal for interim & longer-term IT proposals:** Final meeting with Vale LA arranged for 13th December. Focus is now on Vale only in the hope that this will provide a model for NW and SE CRT to follow/learn from.

**Access to Paris for key Wyn teams:** Second Wyn PARIS User Group held on 3rd December. Intranet page also now Live for Wyn PARIS users and already being utilised by Wyn PARIS users. FOPAL Task Group (Design session) held 11th October. Screens have now been developed in readiness for Task Group 2 in mid December.

**CRT Performance Reporting:** CRT Step Up referral form changes made to PARIS to facilitate 1st November changes to CRT/ECAS referral form.

**Mobile devices for CRTs:** 110 CRT Mobile Devices have now been ordered. End of Jan planned roll out on track.

### Medicines Management

**Improve discharge/transfer arrangements re medicines:** MTED pilot commenced on B7.

**Support to CRTs:** pilot work ongoing with N+W CRT. Support to continue 1 day a week, ahead of pharmacy review.

Patient Stories highlighted at a recent Royal Pharmaceutical Society Safety Symposium

**MDS & Telecare:** Cardiff Local Authority policy has been ratified. Vale awaiting ratification.

Internal HB review of systems and processes for dispensing of medication into blister packs. Packs will be made available for those discharges previously using MDS where community pharmacies cannot meet expected date of discharge (within 48 hours) and would result in a delayed discharge. This development is currently available Mon –Fri with option for further development awaiting evaluation of current system and discussion with the Unscheduled Care Board.

Some practical issues post ratification have been identified.
**Dementia Intelligent Targets:**
Memantine policy – Co-prescription with AchE’s being considered as addition to the policy. Antipsychotic audit – begun in Forge Care home with support from MHSOP

**STOPP/START:** Discussions with John Thompson re development of a project looking at evaluation of inappropriate prescribing using STOPP/START criteria

9. **Performance**

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The slowing of the pace of change and move to Phase 2 could demoralise stakeholders.

Critical Tasks for Coming Period:

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<th>Due Date</th>
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<tbody>
<tr>
<td>1</td>
<td>Present Wyn 1 Business Justification case to UHB Executive Team and Welsh Government</td>
<td>Sian Harrop-Griffiths</td>
<td>January 2013</td>
<td>Amber/Green (in progress &amp; currently on track)</td>
</tr>
<tr>
<td>2</td>
<td>Present joint workforce strategy &amp; detailed action plan to Steering Group and Engine Room</td>
<td>Helen Watkins</td>
<td>21/1/2013</td>
<td>Amber/Green (in progress &amp; currently on track)</td>
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<td>3</td>
<td>Present options appraisal for IT solutions</td>
<td>Phillip Edwards</td>
<td>21/1/2013</td>
<td>Amber/Green (in progress &amp; currently on track)</td>
</tr>
<tr>
<td>4</td>
<td>Present PID for Phase 1 of Joint Commissioning Unit</td>
<td>Carys Lord</td>
<td>21/1/2013</td>
<td>Amber/Green (in progress &amp; currently on track)</td>
</tr>
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<td>5</td>
<td>Present recommendations for Programme Management arrangements</td>
<td>Lynda Chandler</td>
<td>21/1/2013</td>
<td>Amber/Green (in progress &amp; currently on track)</td>
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<tr>
<td>6</td>
<td>Deliver outline Wyn Campaign plan for 2013/14.</td>
<td>Lynda Chandler</td>
<td>31/1/2013</td>
<td>Amber/Green (in progress &amp; currently on track)</td>
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Decisions / Guidance Required from Board

1. Report presented for update and comment