

**Date:** Thursday 11 December 2003

**Venue:** Cothi Suite, Halliwell Centre, Trinity College, Carmarthen

**Title:** Wales Council for Voluntary Action  
**Response to the Review of the Interface between Health & Social Care**

## **Introduction**

The response has been prepared by Wales Council for Voluntary Council for Voluntary Action (WCVA) on behalf of the Health and Social Care Network. The response draws on information provided by:

- Members of the health and social care network, which brings together seventy national voluntary organisations active in the health and social care field;
- CVCs and their health and social care facilitators;
- Research undertaken by WCVA in 2002 and 2003 to identify examples of voluntary sector health activity for a health impact study, to be published shortly.

More than 4,000 voluntary organisations are currently engaged in providing health, social care and well-being services in Wales. The voluntary sector plays an increasingly important role both in service provision and in the representation of the views and interests of users of health and social care services. Voluntary organisations support and work in partnership with other agencies across the care spectrum. Joint working has allowed voluntary organisations to attract funding from a variety of sources including Local Health Boards, Local Authorities, NHS Trusts, New Opportunities Fund and private companies.

Partnership working between the sectors will continue to develop, especially with initiatives like Building Strong Bridges providing increased capacity which allows the voluntary to increase its contribution within the new NHS structures.

Voluntary organisations are able to work across traditional boundaries and take a holistic approach to meeting needs. The diversity and innovative approaches found within the voluntary sector make it an attractive partner for the statutory sector to engage and work with. Many voluntary organisations engage in preventative work and can provide flexible and responsive services that reduce demand for statutory services. Frequently they deal with cross cutting issues that cannot easily be categorised. The report of the Chief Medical Officer for 2001/2002 included a chapter highlighting the role and contribution of the voluntary sector to health and well being services.

## **Review Mechanisms for Joint Planning and Provision Of Services**

Building Strong Bridges funds a network of Health & Social Care facilitators based in each County Voluntary Council (CVC). The facilitators are in the process of developing links with their respective local authority well-being officers. It is proposed that this joint working will help support strategy developments for health, social care and well-being and also provide an overview of all three facets of the strategy. A major role that they play is to support the voluntary sector and carer members on the Local Health Boards and identifying voluntary sector interests in the developing health, social care and well-being

strategy. Part of the national facilitators role is to highlight the role of the national voluntary sector interests in the developing strategy. At local and national level there has been an input in to the local needs assessment and will continue with the consultation process.

The voluntary sector is engaged in health and well being related activities and undertakes a wide range of activities, including:

- Providing direct care and support
- Promoting innovation in practice and treatment
- Campaigning and awareness raising around needs of particular groups
- Providing independent advocacy services
- Facilitating mutual support and self-help groups
- Supporting community action to address health and well being issues
- Making links with 'hard to reach' groups
- Promoting healthy lifestyles and raising awareness to healthy living
- Enabling people to maintain their independence in the community
- Supporting informal carers
- Promoting volunteering with benefits for the wider community

These activities are directly linked to areas that need addressing as identified in the Wanless review of health and social care services in Wales and correspond to the Ministers four themes from that review, in particular: People & professionals and Prevention. The sector is involved in the implementation of Wanless and will be working closely with colleagues in the social and health care sectors.

### **Evidence of Partnership Working:**

At County Voluntary Council Level Flintshire carried out a piece of research titled: Facilitating Health & well-being in Flintshire-Collaboration between the Voluntary and Community Sector and the NHS.

The research was carried out over a three-month period from March to August 2002. The aim was to examine local and national contributions made by the sector to give a local perspective to a national picture. Among the findings 61% of local organisations felt they had little or no influence on review and planning of health services. They suggested an increased in commitment to networking, involving service users and ensuring that access to services and information is user friendly and effective. In the same study the NHS perception of the voluntary sector was seen as helping service development, providing specialist therapies, providing transport and "plugging the gaps." Overall recommendations included improved co-ordination, actions to increase mutual understanding of each other's role, increased networking & communication and joint training.

Information in the table below was collected from questionnaires distributed to the voluntary organisations during 2001. Below are examples of projects or organisations that have a direct or indirect on health and well-being. The final report: Wales Council for Voluntary Action Reaching the Other Parts: Voluntary Sector Health and Social Care Services in Wales will be published shortly.

<b>Local Authority</b>		<b>Voluntary Organisation or Project</b>		<b>NHS</b>
<b>Identify well-being issues e.g. poor housing</b>	←	<b>Flintshire Citizens Advice Bureau</b> <b>'Better Advice Better Health Project'</b>	→	<b>Providing advice in primary care settings</b>
<b>Producing educational material</b>	←	<b>Diabetes UK</b>	→	<b>Provides diabetes health promotion in black and minority ethnic communities</b>
<b>Links with social workers, housing departments</b>	←	<b>Awetu</b>	→	<b>Supports all black and minority ethnic people confronted by mental illness</b>
<b>Ty Conway is provided rent free by Swansea Social Services</b>	←	<b>'A Caring Break' Swansea</b>  <b>A partnership project with Age Concern, Alzheimer's Society, Swansea Council &amp; Princess Royal Trust</b>	→	<b>Provide Day Care and Home Sitting Services for elderly frail people</b>
<b>Part funded by the local authority</b>	←	<b>Anglesey Crossroads</b>  <b>Care attendant service to people</b>	→	<b>Part funded from health budgets</b>  <b>Reduces need for hospital or residential</b>

		<p>who live at home, providing respite for carers. All client groups are eligible</p> <p>The largest client group are carers of older people with mental illness</p>		care
<p><b>Family centre projects</b></p> <p>Young people looked after or leaving care</p>	←	<p><b>NCH Cymru</b></p> <p>60 projects across Wales, mainly in disadvantaged areas.</p>	→	<p><b>Health promotion work for looked after children</b></p> <p><b>Respite care for children with complex needs</b></p> <p><b>Child and Adolescent Mental Health Services</b></p>
<p><b>Provide tools and training to local communities and the agencies to develop action plans to tackle problems such as youth crime, drug abuse, school exclusions and school age pregnancy.</b></p>	←	<p><b>Communities That Care</b></p> <p>Working in six communities, two in Swansea and four in Bridgend</p> <p>Supports communities to develop and implement Community Action plans</p>	→	<p><b>The health issues from this project: teenage pregnancy, drug abuse and many other have been identified</b></p>
<p><b>Consult service users to develop and improve access to services</b></p>	←	<p><b>British Deaf Association</b></p> <p><b>Visible Voices Wales Project</b></p> <p>The project has developed a platform where local deaf</p>	→	<p><b>Consult service users to develop and improve access to services</b></p>

		<b>communities can meet representatives from health and Social Services</b>		
<p><b>Provides information, support and training to people with disabilities to employ personal assistants using direct payments</b></p> <p><b>Funded by the two local authorities</b></p>	←	<p><b>Cardiff and Vale Independent Living Scheme</b></p>	→	<p><b>Encourages independence and is used primarily by people with physical impairments, but will expand to other groups.</b></p>
<p><b>Partly funded</b></p>	←	<p><b>Arthritis Care UK</b></p> <p><b>Challenging Arthritis</b></p> <p><b>“Expert Patient”</b></p>	→	<p><b>Participants learn how to manage their condition and acquire new skills in controlling pain, depression and anxiety and in goal planning</b></p> <p><b>Research has shown that participants experience substantial benefits in terms of their health and well-being</b></p> <p><b>Partly funded</b></p>
<p><b>Complements the role of social services and supports those who may not be eligible for statutory support</b></p>	←	<p><b>Age Concern</b></p> <p><b>Morgannwg</b></p> <p><b>Hospital Discharge Services &amp; Primary Care Service</b></p>	→	<p><b>Support for people in their own homes for up to eight weeks after discharge from hospital</b></p> <p><b>Helping to Prevent re-admission</b></p>

<p><b>Part funded</b></p>	←	<p><b>Care and Repair in the Vale</b></p>	→	<p><b>Hospital Admission Prevention Scheme, a handy person service, small adaptations, help to fill in forms and advice</b></p>
<p><b>Developed a person centred care that improves care, choice, control and well-being of older people. In conjunction with ‘Help the Aged’ produced &amp; published “Intermediate Care at home- A Social Model”.</b></p> <p><b>In conjunction with Cardiff Count Council developed &amp; piloted a service and published an overview “ Bookable Breaks for Carers.”</b></p>	←	<p><b>Day Break Wales. Engaged in innovation, research and development in social and community care</b></p>	→	<p><b>Identifies ways of caring which offers choice and self-determination</b></p>

The table contains just a few examples of the cross-sectoral work of the voluntary sector, and address many of the conditions within the terms of reference of this Interface review. The voluntary sector is often the lynch-pin for a client in the seamless co-ordination of care between the two sectors. While the sector positively promotes joint working it would not like to see service provision from any sector compromised.

We look forward to the opportunity to be involved in all stages of the Interface.

Kemi Nevins, WCVA Health and Social Care Facilitator

Lindsay Foyster, Chair Health and Social Care Network