

PRIORITY THEME 3

Improved effectiveness of service delivery to vulnerable adults and children

Much of the core business of statutory and third sector partners centres around providing services to children, young people and adults with the greatest levels of need. They may need specialist or longer-term services, or support to enable them to maintain their independence. In many cases, those individuals or families will receive services provided by or on behalf of both the local authority and the health service. A priority for the IPS and this Operational Plan is to improve the effectiveness and responsiveness of those overlapping services, with the emphasis on integration, quality and sustainability.

In working to improve the health and well being outcomes for the most vulnerable in the community, partner agencies are collaborating to develop networks of locally based services with improved access to primary care and community-based, multi-disciplinary teams. Aligned with the neighbourhood areas agreed across the partners in Cardiff, these services are refocusing to provide preventative support instead of crisis management and to become increasingly integrated across health and social care.

That integration agenda is being driven locally by a newly established Cardiff & Vale Health and Social Care Integration Programme which is progressing a number of priority work streams:

- Assessment and Care Planning – developing integrated health and social care assessment and discharge arrangements to better support the needs of citizens who are admitted to hospital. The aim is to facilitate discharge to the most appropriate setting in a timely manner to ensure that people are receiving the right care in the right place at the right time. Pivotal to this is the implementation of the ‘pull’ model with community services being involved early in admissions that are deemed as complex and working with the hospital team to ensure the right package of care is in place. Assessment and Transfer of Care (AToC) Teams will be established to implement this model.
- Adult Mental Health Service Integration – integrating Adult Community Mental Health Teams in a way that places the service user at the heart of planning and service delivery
- Securing Long Term Care – analysing the demographic pressures facing health and social care services and looking at ways to shape the care home sector to ensure we can meet the long term care needs of the elderly population in a sustainable way in the future
- Learning Disability Services – developing integrated, flexible, responsive and equitable services across the range of providers responsible for this service area, that meet a broad continuum of health and social care needs of adults with a learning disability now and in the future.

In addition to these specific projects, the following report cards provide more detail on how partners in Cardiff aim to improve the health outcomes of the most vulnerable groups through the work on:

- Mental health
- Older people
- Learning disability
- Physical and sensory impairment
- Carers
- Chronic conditions
- Domestic violence

The plans that relate specifically to meeting the needs of children and young people are set out in the delivery plan for the Children and Young People's Partnership.