LLESIANT DELTA WELLBEING

Delta Wellbeing

Proactive, Preventative, Predictive

Supporting independent living for longer

Alarm call handling

= 35,000+

Information

Advice

Assitance

Out-of-hours

call handling

Blue Army

Telehealth

Bridging

Response

TEC

Pro-active

calls

LLESIANT DELTA WELLBEING

DELTA CONNECT

Delta Model

Proactive/Preventative support

- IAA – proportionate assessment
- Community Pathway referrals
- CONNECT and Technology Enabled Care (TEC) packages
- Blue Army – discharge flow and management

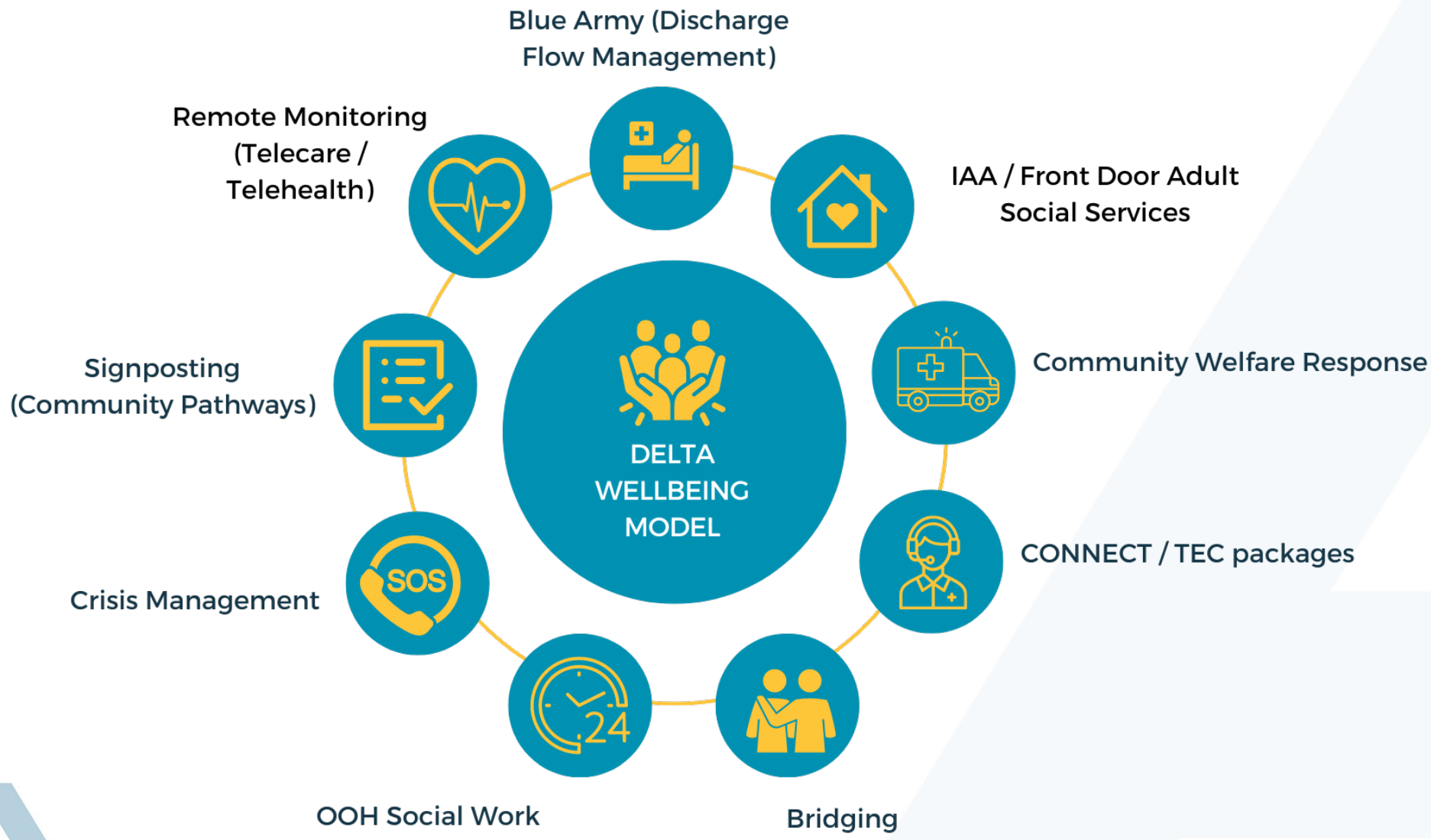
Statutory referrals

- Front door for adult social services
- Referrals and signposting to relevant support mechanisms
- Bridging care - planned and emergency/crisis management

Crisis Management

- Escalation to appropriate services
- OOH social work – linked to Delta Wellbeing Response service (CIW registered)

Connected care



CONNECT and TEC offer

Commissioned by the West Wales RPB to deliver the Welsh Government Transformational CONNECT project exemplifying an ambition of working across sectoral boundaries to deliver a radical, person-centred approach to wellbeing, care and support

CONNECT provides a wrap-around service which includes:

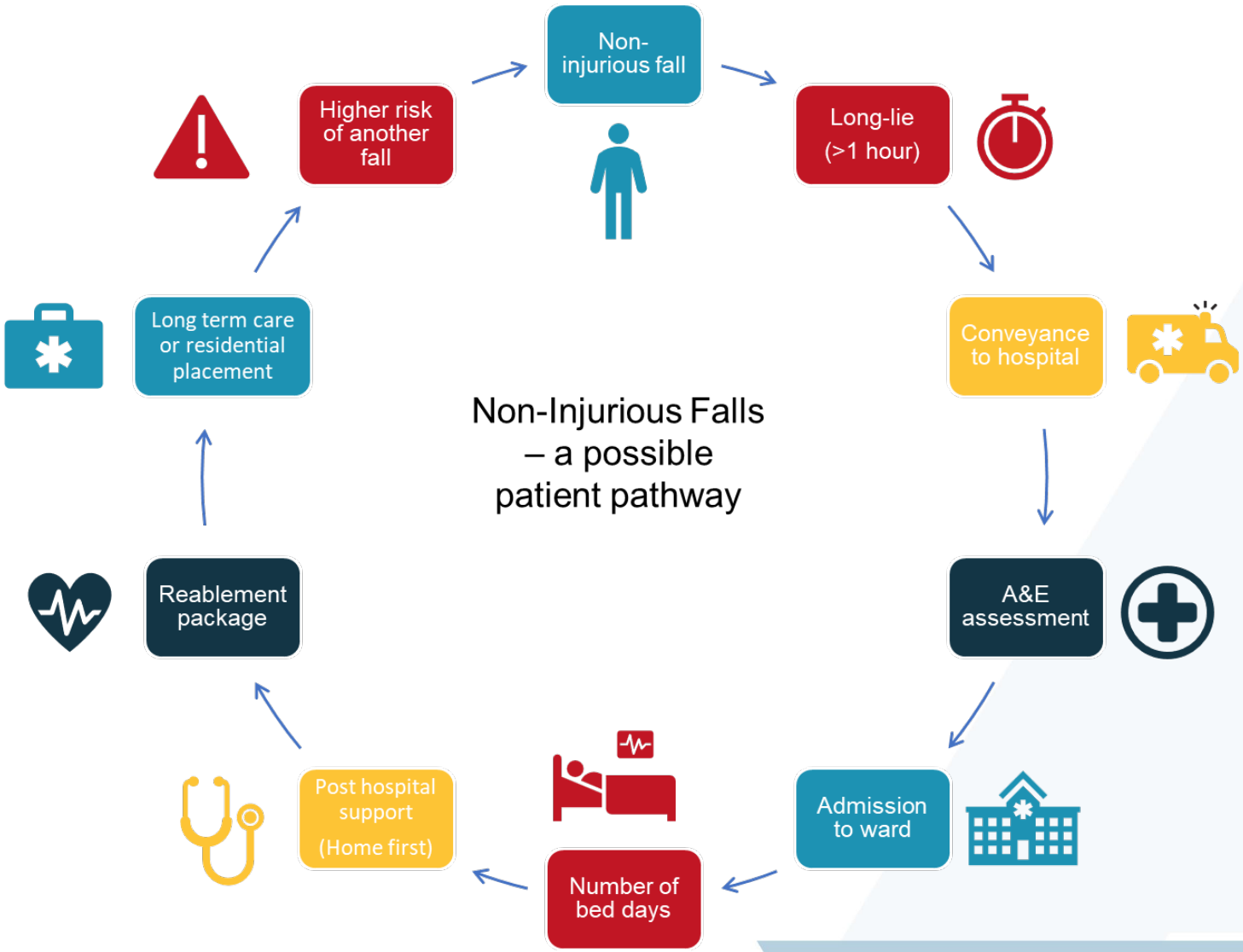
- Bespoke TEC packages
- Keyworker support, guidance & wellbeing plans
- Proactive call monitoring
- Access to 24/7 Community Welfare Response
- Community Support Pathways

Outputs & Outcomes

- Over 7264 clients supported across West Wales region
- 114,723 pro-active calls made
- Total number of Response call outs – 17,112
- Only 6% of response call outs escalated to Emergency Services
- 94% of all calls attended within 45 minutes*
- 80% of clients improved or maintained their Wellbeing scores across 6 domains of the outcome tool used to measure distance travelled.
- Preventative outcomes at adult social services at 42%*

* Carmarthenshire data

Non-injurious falls



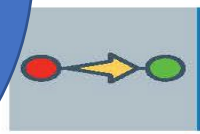
Our Integration Journey

Health and social care integration

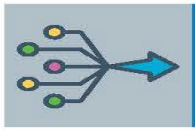
- Section 33 Agreement CCC and HDdUHB 2009
- Integrated Management Structure
- Successful Track Record ‘here and now’– Trusting Relationships
- LATC Created 2018
- Increased Focus on Prevention and Proactive Care

Service Infrastructure – community nursing, therapy, Delta, social care, 3rd Sector, Specialty Doctors, 1' Care Contractors

homefirst



Discharge to Recover & Assess (Red to Green)



Proactive Case Management & TEC (virtual ward)

SPOC & Clinical Streaming to 'Right Place'

Short Term Reablement Beds

Rapid Response to Crisis (1-2 hours)

Integrated Reablement & Intermediate Care (72 hours)

'Home' is usual place of residence and any long term care that may be in place

NOT A SERVICE –

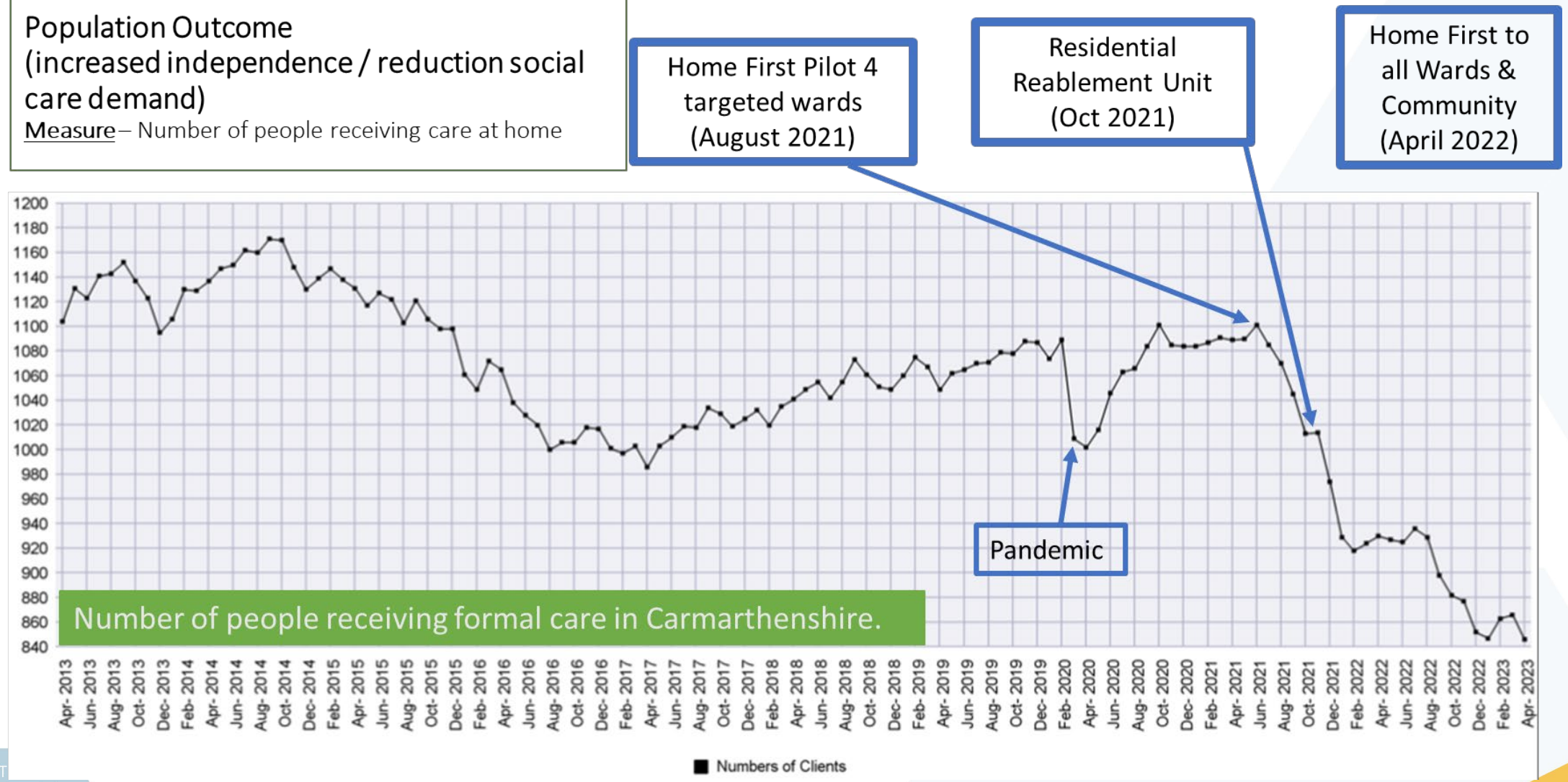
It's an approach that focuses on prevention / asset based / proportionate commissioning & best practice for frail

Homefirst data

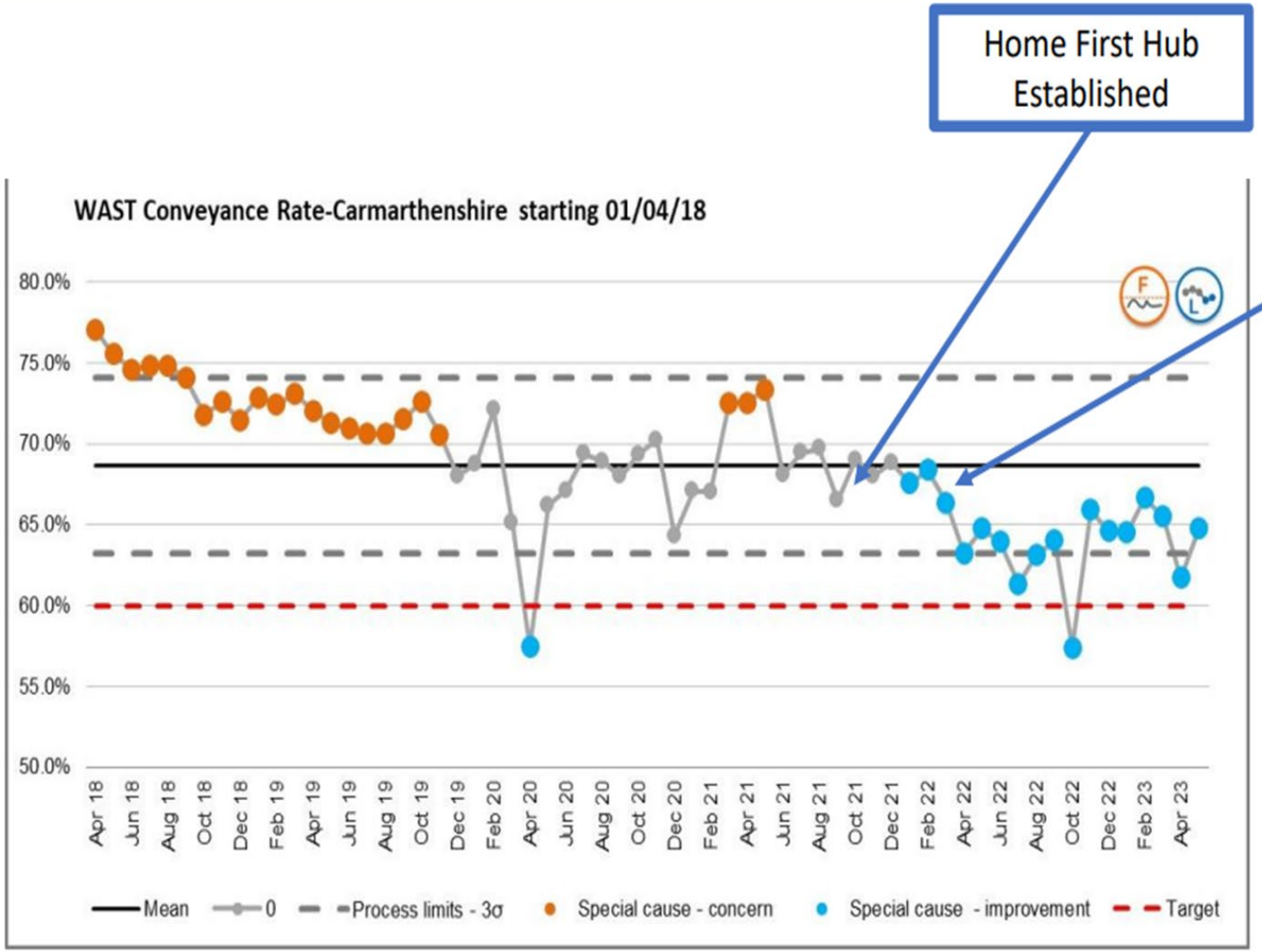
OVERVIEW		Source of referral: Admission Avoidance															Source of referral: Complex discharges					
		WAST	Community							FoH *(A&E, CDU, FAU, SAU, MIU & AMAU)*												
		WAST (not to ED)	Crisis Response	ART	HBSW	Therapies	TPP	Social work assessment	CAS	Virtual ward	TOCALS	HBSW	TPP	Reablement	CAS		GGH	PPH	AVH	LCH	Virtual ward	
Qtr 3	Oct-23	50		24	5		2				89	2	1				27	16	3			
	Nov-23	48		26	2	1	1		1		115	1	2	2	3		52	48	3	10		
	Dec-23	56		21	1				1		80	2	1	2	3		41	30	5	6		
Qtr 4	Jan-24	49		27	4	7					99	5	3	2	3		66	51		6		
	Feb-24	49		29	4	4					88	6	1	2			56	46		5		
	Mar-24	38		30	4	6	1				77		3	5	2		48	43		3		
Qtr 1	Apr-24	41	12	21	9	5	1			21	76	2	2	4	2	196	78	47		5	6	136
	May-24	48	11	23	10	4	1			21	108	1	6	3	3	239	36	40		2	7	85
	Jun-24	**31**	11	26	8	9	1		2	22	98	3		2		213	40	37		3	5	85
Qtr 2	Jul-24	**52**	9	25	7	10		5		27	77	1	5			218	28	37		2	10	77
	Aug-24	**70**	13	21	6	6		1		28	84	4		2		235	24	12			6	42
	Sep-24																					
Qtr 3	Oct-24																					
	Nov-24																					
	Dec-24																					
Qtr 4	Jan-25																					
	Feb-25																					
	Mar-25																					

Outcomes

Population Outcome
(increased independence / reduction social care demand)
Measure – Number of people receiving care at home



Outcomes continued



- 85% Admission avoidance with UPC / IC crisis (6994 referrals)
- 70% conveyance reduction with SPOC Home First (including APP navigator)

Video credit: BBC Wales

Future

- Digital switch
- AI & machine learning
- Predictive – demand management
- 360° view of the client to support the mobilisation of the social care and health workforce

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DIOLCH | THANK YOU

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