



Delta CONNECT - Proactive, Preventative, Predictive

Delta Wellbeing



Este proyecto (Ref. VS/2020/0290)
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Welsh context

- Common challenges of demographic change, frailty & workforce
- Re-balancing care & the role of the public sector
- Social Services and Wellbeing Act 2014
- A partnership approach
 - National Government
 - Regional Partnerships
 - Local Government
 - Health

Preventative Strategy in Wales

- Social Services and Wellbeing Act 2014
 - Duty for all Local Authorities to provide an IAA service
- Information, Advice and Assistance (IAA)
 - Proportionate assessment
 - Preventative outcomes
 - Community pathways
 - Avoiding inappropriate referrals to statutory care
- Multi Disciplinary Team (MDT) working

5 Steps to CONNECT

CONNECT provides a wrap-around service which includes:

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

Workforce development

- Highly skilled staff with development opportunities
- Multi-layered job roles
- Care Inspectorate Wales Registration
- New role creation

Outputs

- Over **5400** clients supported across West Wales region
- **53%** of clients are not known to Social Care (Prevent Tier)
- Over **70,456** pro-active calls made
- Total number of Response call outs – **10,324**
 - **Falls** 37%
 - **No Response*** 27%
 - **Welfare call** 28%
 - **Other** 8%

* No response from property after a sensor activation

Outcomes

- Preventative outcomes at front door
 - **35-40%** outcomes following the introduction of CONNECT
- Social Work teams dealing with complex cases
- Only **6%** of response call outs escalated to Emergency Services
 - **91%** of all calls attended within **45 minutes**
 - **96%** of all calls being attended within **1 hour**
- **82%** of clients improved or maintained their Wellbeing scores across the 6 domains of the outcome tool used to measure distance travelled.

Focussing on:

- ✓ **Wellbeing**
- ✓ **Health**
- ✓ **Connectedness**

Workforce evolution

- Telehealth – Remote Patient Monitoring
 - Chronic condition management
 - Effective resource management
 - Improved client outcomes
- HomeFirst service
 - Hospital based staff facilitating discharge and managing flow through hospital
 - Response Team able to support hospital discharge/Home from Hospital
- Commissioned care & support
 - Bridging for reablement and domiciliary care service


Summary

- Multi-Layered/disciplined role
- Diversification in service provision
- Valued workforce
- Outcome focus – not cost focus



Thank you for listening

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