



The key actions the Parliamentary Review on Health and Social Care in Wales must consider

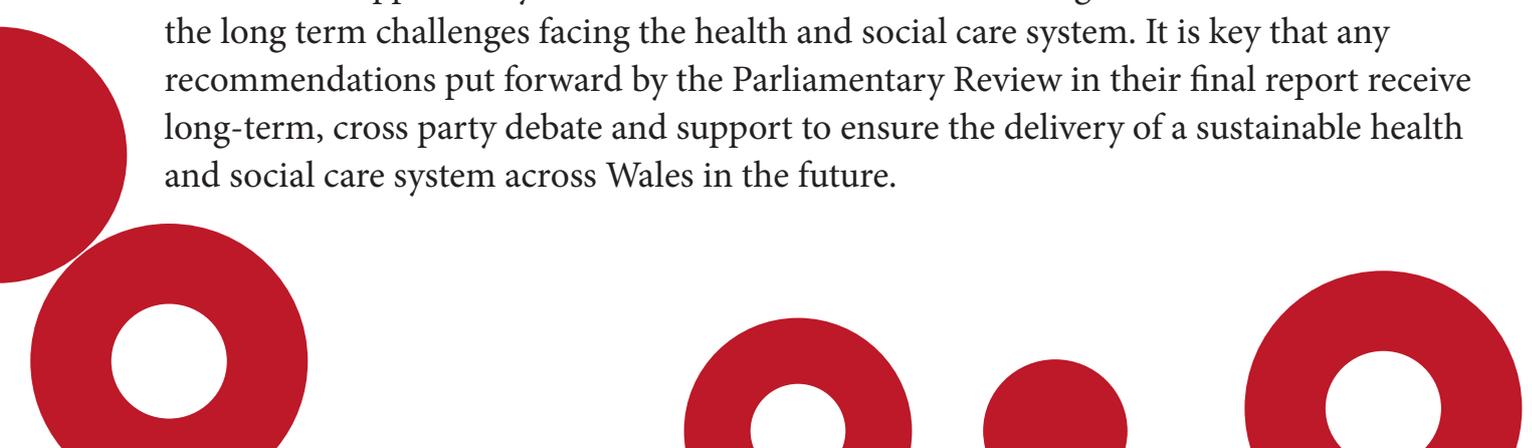
Welsh NHS Confederation Policy Forum briefing for Assembly Members

Whilst many members of the Welsh NHS Confederation Policy Forum have submitted evidence regarding what they individually believe are the important issues to be considered, this briefing provides an overview of those key actions that they collectively agree should be considered by the Parliamentary Review panel and built upon for the final report.

Health and social care systems across the world are under considerable pressures and face significant challenges, which have been well documented. The Welsh NHS Confederation Policy Forum believes that we cannot afford to delay efforts to reshape health and social care services to deliver integrated, person-centred care closer to home. It is vital, as the demand on the health and social care sector increases, that people have access to the right care, at the right time, in the right place, supported by the right people.

It is also vital that when we consider service users that children, young people and adults be appropriately reflected within policy and service development across Wales and their particular needs met accordingly.

Members of the Policy Forum, and wider health and social care community, welcomed the Parliamentary Review when it was announced because it was, and continues to be, a critical opportunity to build consensus around the changes needed to address the long term challenges facing the health and social care system. It is key that any recommendations put forward by the Parliamentary Review in their final report receive long-term, cross party debate and support to ensure the delivery of a sustainable health and social care system across Wales in the future.



The Key Actions

To deliver a sustainable health and social care system in Wales in the next ten years we call on the Parliamentary Review Panel, and Assembly Members, to support the following actions:

- 1. Vision:** Develop and agree a long-term vision for health and social care, together with a robust implementation plan that provides the necessary investment and support to deliver integrated, person-centred care close to home.
- 2. Co-production:** Develop an all-Wales plan to ensure that the service users (of any ages) are engaged, have shared ownership for the decisions made and that their personal experience helps shape future services. The individual should be placed at the centre of health and social care, promoting a better outcome for the service user, carer, and their families. The whole service user experience should be considered in order to meet their needs, whether clinical, social, financial, emotional, practical, psychological or spiritual.
- 3. Prevention and Public health:** Develop and embed a preventative approach to health and well-being, ensuring that “health in all policies” is adopted across Wales, to ensure the true impact of health and well-being are known and any harm minimised. All sectors should work collaboratively to create the right condition to support people to make healthier lifestyle choices and to live as independently as possible. A “whole-system” approach should be instigated to shift current culture and behaviour towards better health and well-being, along with promotion of a “strengths-based” strategy recognising personal, family and community resources as “assets”.
- 4. Social Care:** Ensure that the social care and health sectors receive equal priority in the Review’s recommendations. All recommendations put forward by the Review should consider the impact on both health and social care, including across public, private, third sector providers and carers.
- 5. Integration:** Ensure person-centred care is a seamless experience of health (between primary and secondary care), social care and well-being services for people who need them, wherever they are. We need to bring together services and budgets, where necessary, to support integrated care and promote a collaborative culture that emphasises team working across organisational boundaries, including with the third sector and third party providers. We need to improve the level of mental health support and enable parity of esteem between mental and physical health.
- 6. Resources:** Develop a long-term vision of how health and social care services will be resourced to deliver high quality care in the future, including investment in preventative and community initiatives and infrastructure. The Review must start a national debate regarding the future funding for health and social care, the role the public has in supporting health and social care services to reduce demand and how future funding can be linked to clinical and well-being outcomes. This includes a need to consider alternative funding models, both revenue and capital, for the health and social care sector in order to ensure the future sustainability of health and social care services.
- 7. Workforce:** Promote a collaborative culture that emphasises team working and the delivery of highly co-ordinated and person-centred care. We need to invest in skills to ensure a more flexible workforce which is better able to meet the needs of service users regardless of settings.

The workforce skills must be developed to support innovation of provision across care settings, embracing a move towards care into the community and utilising the best new technologies. Valuing the whole workforce is critical, including those in supporting functions (e.g. IT, estates, data etc), through developing career pathways and opportunities for personal development and progression. This needs to be underpinned by a workforce strategy for health and social care, leading to a multi-agency workforce, capable of working with individuals, carers, volunteers and families across different settings.

- 8. Empowering the public:** Provide the right support and creating an environment for people, including children and young people, to live, where possible, healthy and active lives and make healthy lifestyle choices. All public bodies should empower people to take control of their own health and well-being, and build their own resilience, by having “collaborative conversations” and providing the public with easy to access information, advice and assistance to support self-management within their communities.
- 9. Tackle health inequalities:** Ensure equal access to health, social care and well-being services, including for Welsh speakers, equality groups, or people living in rural areas. The significant health inequalities that exist must be tackled as well as stigma, especially around mental health. A re-modelled and integrated health and social care service should be flexible and responsive to local need, with equality of access for all citizens in Wales.
- 10. Infrastructure, technology and data:** Improve and maximise access to information and ensure more effective use of IT, new technologies, including medicines and treatments across health, social care and well-being services in Wales. This investment will ensure not only timely access to all existing evidence-based treatments and medicines, but also result in high quality, accurate data being available across all services. Data should be appropriately available to those researching the innovative solutions to future health and well-being challenges, whether in the public sector, academia or industry. We need systems in place to enable information and data to be shared and accessed easily across health and social care. This could include data relating to the workforce and key clinical and well-being outcomes to help shape services for the future. Robust and transparent data collection is at the heart of improving service users’ care and making the health and social care sector more efficient and productive. Developing a transparent, all-Wales electronic service user record, allowing service users to have a record of what services they have accessed and the support received could allow greater co-production and self-care.
- 11. Legislation:** Increased focus is required to make the present legislation work effectively for the benefit of the whole population. The Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015 must be supported and given the necessary time and resources to be implemented to achieve the desired well-being outcomes.
- 12. Governance:** Establish governance arrangements that support both regional and national decision making, which is equitable and transparent. The NHS and social care sectors should develop joint and shared outcomes, clear accountability and performance measures and management, where appropriate, to ensure person-centred care outcomes are achieved.

Organisations across Wales have come together through the Welsh NHS Confederation's Policy Forum to outline these key actions for health and social care sector. The following organisations endorse this briefing:



Bringing medicines to *life*
Dod a meddyginiaeth i *fywyd*
Cymru | Wales



The Association of UK Dietitians



Cymru Wales



GOFAL ARTHRITIS
ARTHRITIS CARE



Learning Disability Wales
Anabledd Dysgu Cymru

NI YW
MACMILLAN.
CYMORTH CANCER
WE ARE
MACMILLAN.
CANCER SUPPORT



Marie Curie
Gofal a chefnogaeth
drwy salwch terfynol
Care and support
through terminal illness



Royal College of
General Practitioners
Coleg Brenhinol
Meddygon Teulu



Coleg Nyrso Brenhinol
Cymru
Royal College of Nursing
Wales

Royal College of Occupational Therapists
Coleg Brenhinol Therapyddion Galwedigaethol



Royal College of
Paediatrics and Child Health
Wales
Coleg Brenhinol
Pediatrieg a Iechyd Plant
Cymru
Leading the way in Children's Health



RC
PSYCH
ROYAL COLLEGE OF
PSYCHIATRISTS



Royal College
of Physicians

Coleg Brenhinol
y Meddygon (Cymru)



ROYAL CYMDEITHAS
PHARMACEUTICAL FFERYLLOL
SOCIETY FRENHINOL
Wales Cymru



ROYAL COLLEGE OF
SPEECH & LANGUAGE
THERAPISTS



THE ROYAL COLLEGE
OF SURGEONS OF
EDINBURGH



WLGA • CLILC



Yn cefnogi pobl
â cholled golwg
Supporting people
with sight loss