“Bringing the Future to Life”

Regional Single Point of Access (SPoA) Programme

_Funded by the Welsh Government Regional Collaboration Fund_

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Making a reality of integration - less science, more craft and graft

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Who are we?

• Regional SPoA Programme - Transforming Access to Community Based Health & Social Care Services across North Wales
• A new, streamlined way for adults and professionals to gain direct access to information, advice, and assistance (IAA)
• ‘Regionally developed but locally shaped and delivered responsive to local need’
• Fully signed up to by (MOU in place):
  • The Six North Wales Local Authorities
  • Betsi Cadwaladr University Health Board
  • The Third and Independent Sector
Why SPoA?

• Aligned to strategic drivers and more recently the Social Services and Well-being Act (Wales)
• Confusion about how to access a complete range of community services – “this is the 4th” (citizen quote)
• Unresponsive, uncoordinated and ineffective use of resources
• Considerable financial challenges – ill afford to do more of the same!
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<td>Health &amp; Social Care Professionals talked about needing a SPoA for many Years</td>
<td>SSIA ‘Demonstrator’ site in Denbighshire Pilot in Anglesey</td>
<td>One year timescale too ambitious for Demonstrator sites</td>
<td>Regional Collaboration Fund secured</td>
<td>SS&amp;WB Act Regional Workstreams deliver/cross fertilisation Denbighshire &amp; Conwy SPoA’s go live – progress elsewhere Champion IAF Independent Evaluation 3rd Sector integral</td>
<td>Dewis across North Wales Reduction in RCF offset by creativity and ICF Celebrating small wins Sharing the learning</td>
<td>Programme end SPoA realised across North Wales Dewis across Wales Independent Evaluation Report</td>
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Challenges - The art of compromise

- IT Systems, Processes and Clinical Governance
- Recruitment and retention of staff
- Organisational changes stunting progress
- Different SPoA models = confusing
- Evaluation – difficult to evidence the impact

Despite these challenges.........meet Phyllis
What Matters to Me.....

• I live alone now and my family don’t live near me
• I’m feeling very low and emotional after the loss of my husband
• I’m anxious about my health
  • Full hip replacement
  • Lung disease
• I want to be independent again but I’ve lost my confidence to do the things I used to do
Benefits for Health & Social Care Services

For Phyllis

✓ Citizens are central
✓ First Contact Right Response
✓ Focus was on promoting and supporting independence, well-being, choice and control

For Health & Social Care Services

✓ Consistent, Coordinated care and support
✓ Facilitated discharge without delay and reduced the potential of re-admission
✓ kept care package to a minimum
✓ Effective use of partner resources
“We Will Get There……….”

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