



Delta Wellbeing

Proactive, Preventative, Predictive

Supporting independent living for longer



Alarm call handling

= 35,000+



Information
Advice
Assistance



Out-of-hours
call handling

Blue
Army



Telehealth

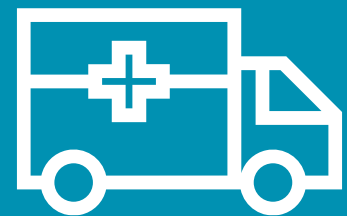
TEC



Pro-active
calls



Bridging



Response

Delta Model

Proactive/Preventative support

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

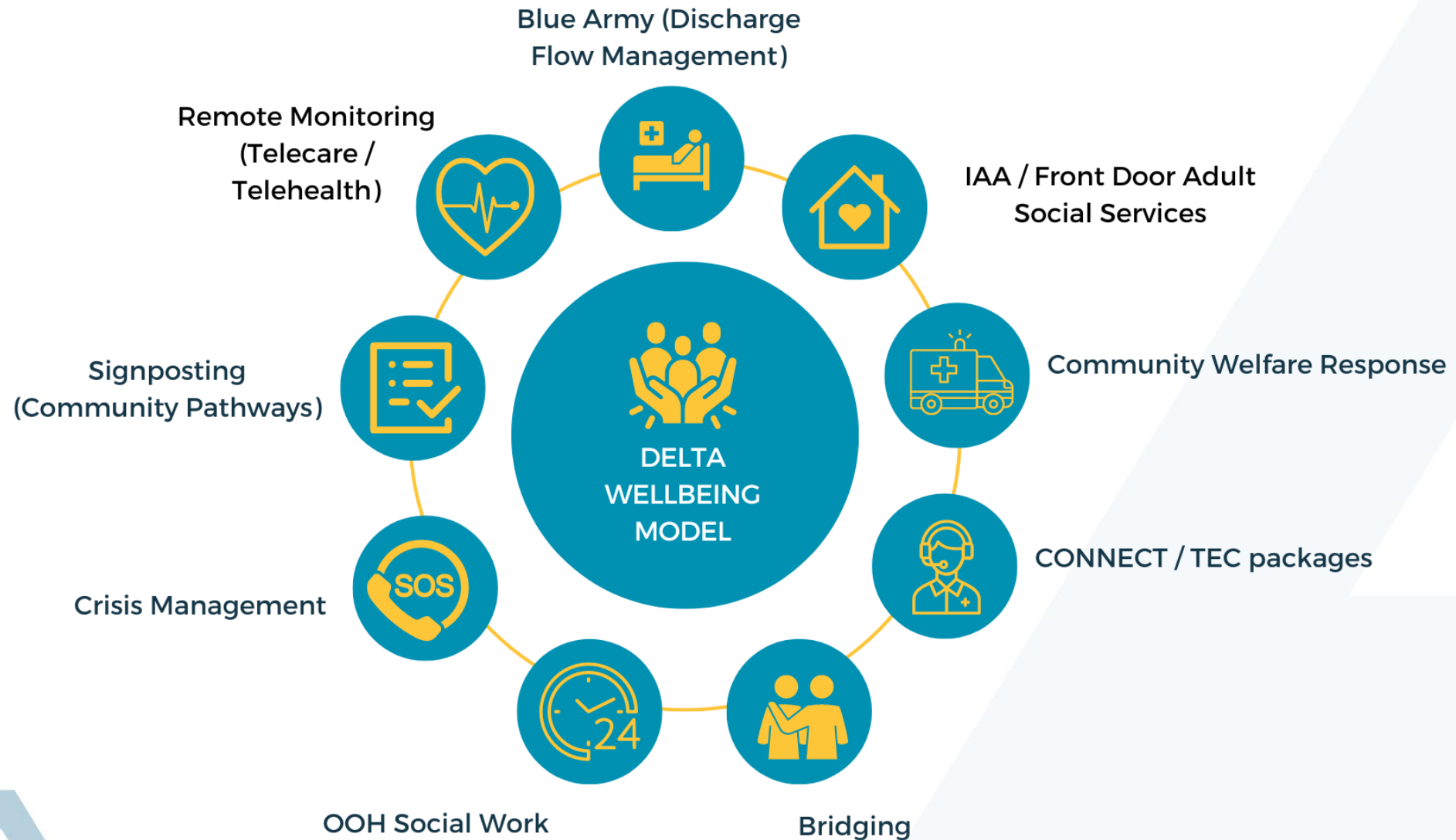
Statutory referrals

- 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

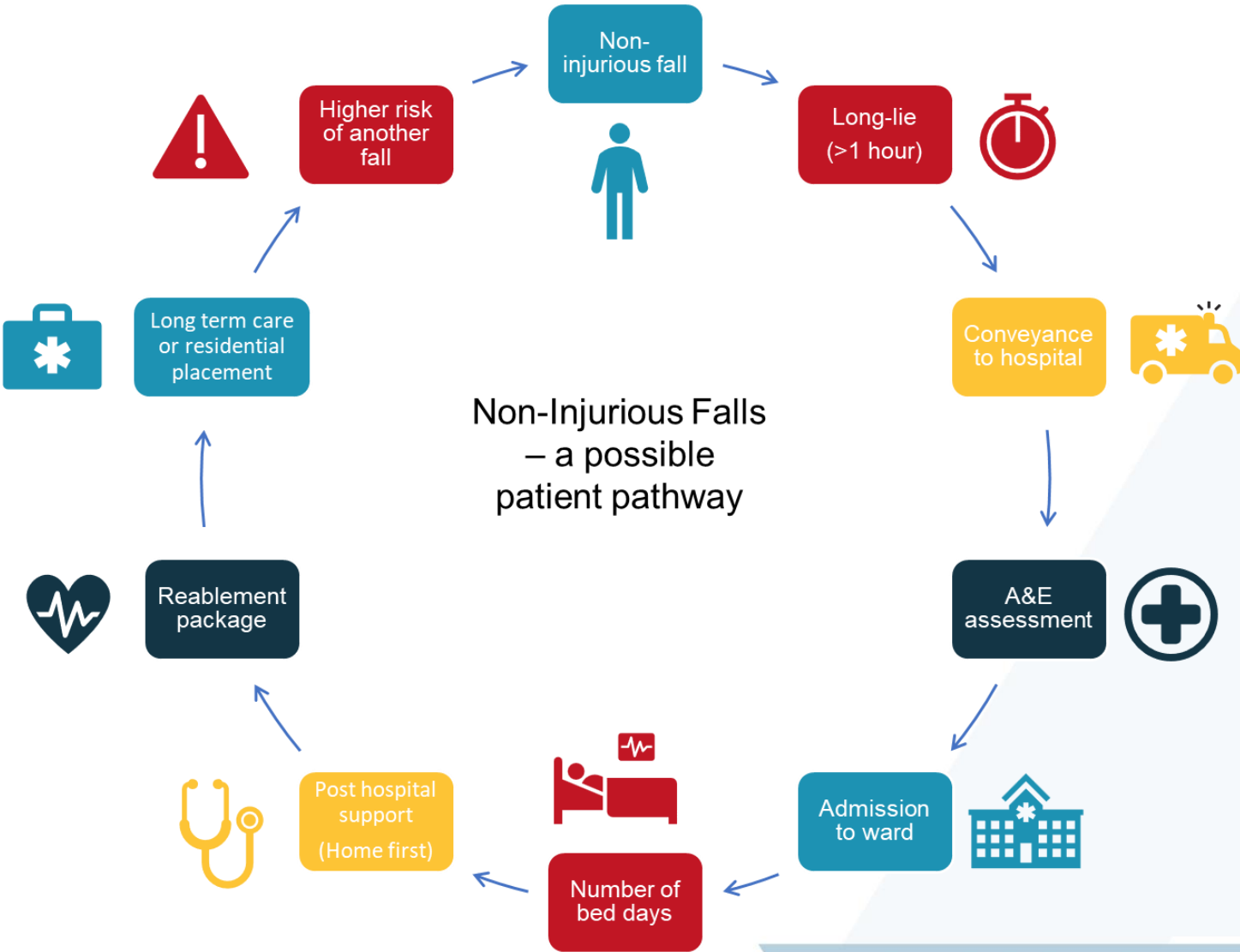


Outputs & Outcomes

- 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,
1st Care
Contractors*



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 (not to ED)	Community							FoH (A&E, CDU, FAU, SAU, MIU & AMAU)						GGH	PPH	AVH	LCH	Virtual ward	
			Crisis Response	ART	HBSW	Therapies	TPP	Social work assessment	CAS	Virtual ward	TOCALs	HBSW	TPP	Reablement	CAS						
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
	May-24	48	11	23	10	4	1			21	108	1	6	3	3	239	36	40		2	7
	Jun-24	31	11	26	8	9	1		2	22	98	3		2		213	40	37		3	5
Qtr 2	Jul-24	52	9	25	7	10		5		27	77	1	5			218	28	37		2	10
	Aug-24	70	13	21	6	6		1		28	84	4		2		235	24	12			6
	Sep-24																				
Qtr 3	Oct-24																				
	Nov-24																				
	Dec-24																				
Qtr 4	Jan-25																				
	Feb-25																				
	Mar-25																				

Outcomes

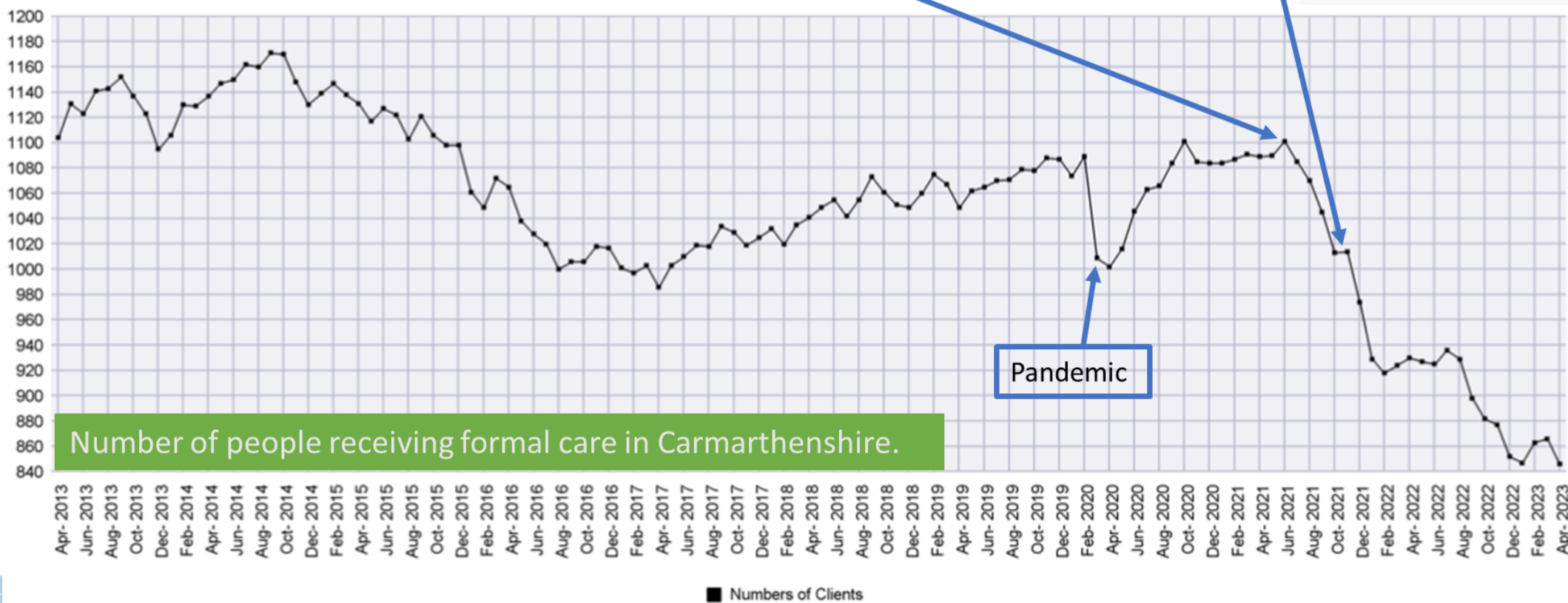
Population Outcome
(increased independence / reduction social care demand)

Measure – Number of people receiving care at home

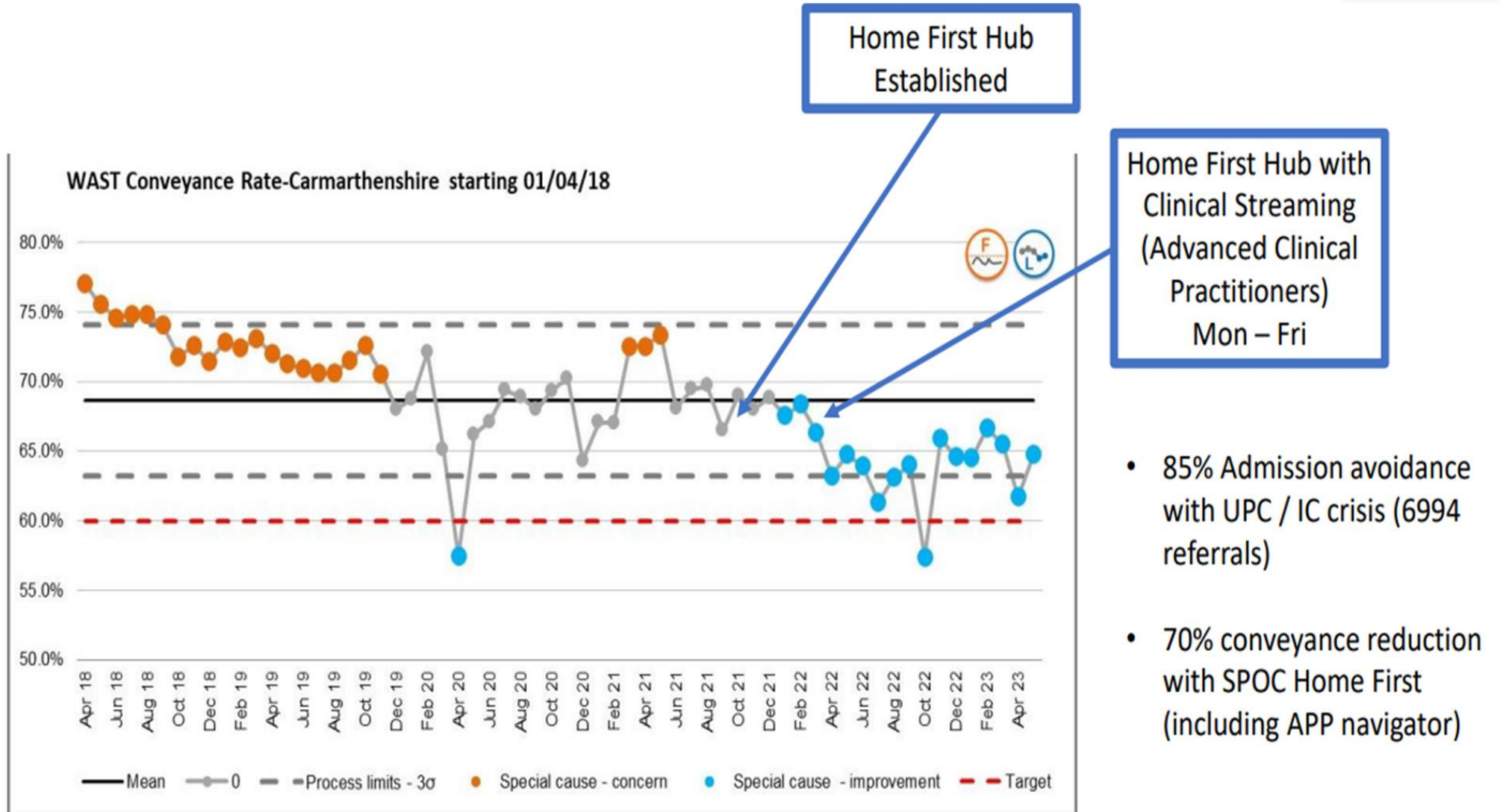
Home First Pilot 4 targeted wards (August 2021)

Residential Reablement Unit (Oct 2021)

Home First to all Wards & Community (April 2022)



Outcomes continued



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

DIOLCH | THANK YOU

Carla Dix
Head of Business Development & Partnerships

carla.dix@deltawellbeing.org.uk

 **0300 333 2222**

 Deltawellbeing.org.uk

Cwmni sy'n eiddo i
Company owned by