



## Monmouthshire's Ageing Well Programme of Intent 2015 -2017

*“Living longer, ageing well; making  
Wales a great place to grow old”*

(Welsh Government: Older Peoples Strategy - 2013-2023)

*“There is much that individuals can do to maintain their own health and overall wellbeing, but much more is required if we want Wales to be a good place to grow older. Public services, the third sector, the commercial sector, national and local government and many others must work together, for example, to create age-friendly environments, opportunities for learning and employment and ensure that practical support is available to prevent loneliness and isolation. A joined-up approach is required that focuses on very clear outcomes, outcomes that reflect the biggest challenges faced by people to age well.”*

**Sarah Rochira, Older People's Commissioner**

## Introduction

Monmouthshire is a rural county with a population of 91,300 people, and a total land area of 850 km<sup>2</sup>, with a population density of 107 people per km<sup>2</sup> and ranked 15th most populated county in Wales. Over 50% of the population live in the main towns of Abergavenny, Monmouth, Usk, Caldicot and Chepstow.

Analysis from the Welsh Index of Multiple Deprivation 2011 suggests that access to services in our most isolated rural communities is poor. Of the 58 lower super output areas in Monmouthshire (areas with a minimum population of 1000 and a mean of 1500), 22.4% are in the most deprived 10% in Wales for access to services. Llantilio Crossenny is ranked the second worst in Wales.

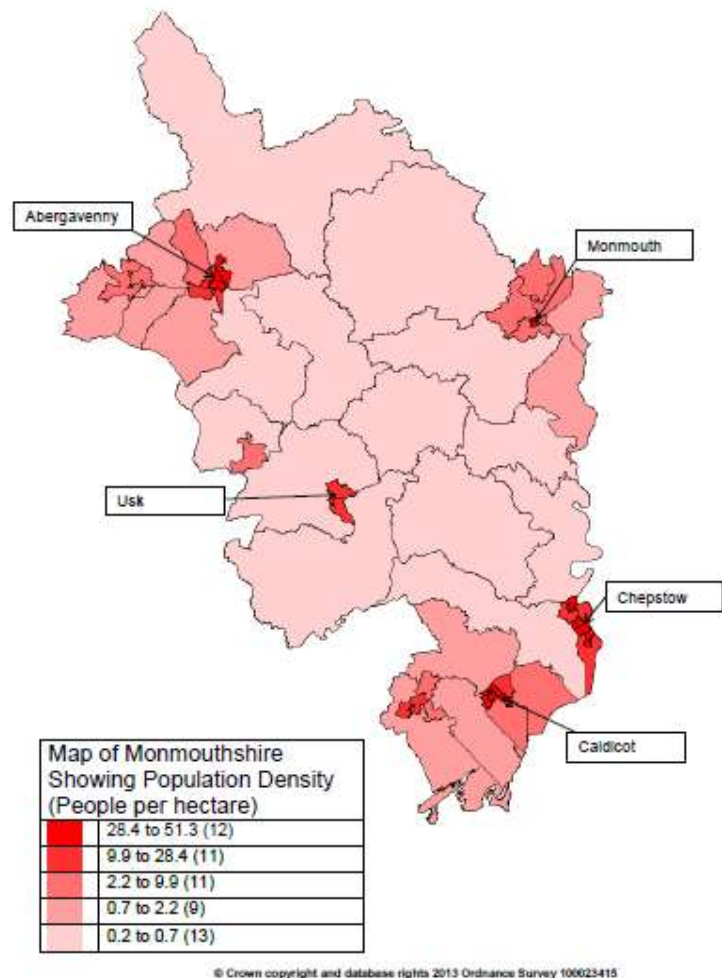


Figure 1 – Population density for Monmouthshire

Although Monmouthshire's natural environment is a big asset, the rural landscape brings with it some challenging issues associated with isolation, mobility, deprivation and access.

Rural deprivation is hard to measure and there are no studies using local data to support the notion that rural communities in Monmouthshire experience real hardship. As people get older there is a real fear they become geographically isolated unable to access services, and activities which maintain social contact and independence. Currently in Monmouthshire, 14.4% of people aged 65 and over live on their own, compared to 13.7% in Wales.

## Monmouthshire Strategic Needs Assessment Data for Older People

In Monmouthshire we have approximately 20,300 people aged 50-64yrs and 19,863 people over the age of 65 this accounts for 22.3% of the total population. Projections using 2008-based figures show that, while the overall population of Monmouthshire is projected to increase by 5.4%, the number of people aged 65 years and over is projected to increase by 56.9% from 19,863 in 2012 to 31,157 in 2033. However, the increase is most notable and more significant in the over 85 age group where we can expect a projected increase of 153% from 2,714 people in 2012 to 6,863 in 2033 (Source: NOMIS).

### Population Projections for Monmouthshire (85+ Age Group)

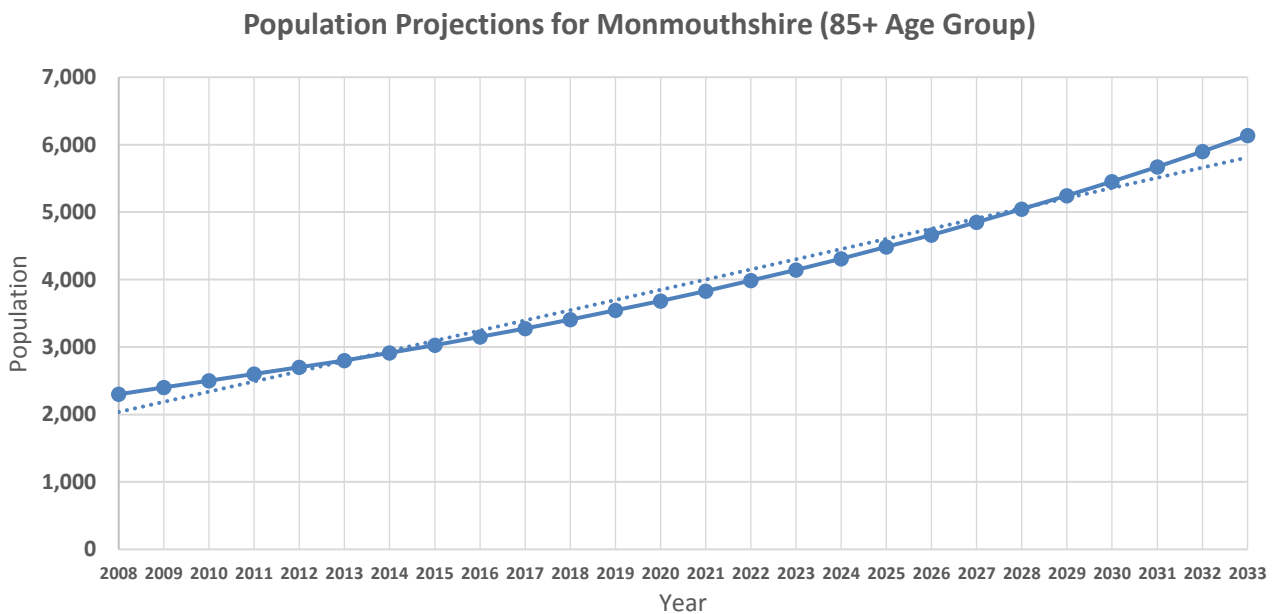


Figure 2: Population Projections - Source: Nomis

This increase is likely to have a significant impact on the demand for services and support for elderly people and result in an increase in conditions prevalent in older age. Although, people are living longer with more healthy life expectancy, we can expect a greater demand on services delivered to older people, if we do nothing, for example, the estimated number of people suffering from dementia in Monmouthshire is expected to exceed 2,500 by 2030, an increase of 82% with 1 in 3 people over the age of 85 expected to be affected by some form of dementia.

Monmouthshire can expect a significant increase in the current patterns of morbidity for chronic diseases as people live longer. The Welsh Health Survey for 2008-2010 predicts approximately 28% of people aged 65 and over are being treated for a heart condition, 23% for arthritis and 8% with a mental health problem. The number of Monmouthshire people aged 18 and over predicted to have a limiting long-term illness is expected to increase by 22% from 22,344 in 2012, to 27,298 in 2030.

Isolation is another issue to consider in older age, the 2011 census reported that 14.4% of households were occupied by a single person aged 65 and over and 11.3% of households with 2 or more people aged 65 and over.

Faced with these pressures the traditional model of delivering health and social care is no longer sustainable. It will be essential to consider new ways of delivering support and services to meet the demand. Central to this approach is our aim to achieve a more independent population.

## **Monmouthshire Local Service Board & Single Integrated Plan**

### **Background**

Welsh Government believes the Local Service Board (LSB) is the heart of local multi-agency working. Given the collaborative leadership role of LSBs, Welsh Government considers them to be the appropriate forum for formulating, delivering and reviewing Single Integrated Plans. The LSB will officially transition to a Public Service Board (PSB) from April 2016, following the introduction of the Wellbeing of Future Generation Act 2016.

The Single Integrated Plan was launched in April 2012 to replace four of the existing statutory plans and strategies; the Community Strategy, Children and Young People's Plan, Health, Social Care and Well-being Strategy and Community Safety Partnership Plan (which incorporates the 3 crime and disorder strategies), thereby aiming to reduce complexity and duplication, and free up resources.

### **The Monmouthshire Local Service Board**

The Monmouthshire LSB brings together the top Executives of key organisations in Monmouthshire to discuss the partnership agenda. Chaired by the Chief Executive of Monmouthshire County Council and attended by the leader of the Council, the key partners comprise of the Chief Constable of Gwent Police, Chief executive and Chairman of Aneurin Bevan University Health Board, Lead Officer and Chairman of GAVO, along with the Chief Executive of Melin Homes and Monmouthshire Housing Association and representatives from the community, South Wales Fire & Rescue, Public Health Wales, Welsh Government and Natural Resources Wales.

### **Programme Board**

The Programme Board comprises of Deputy Chief Executive and Chief Officer Level representatives of the LSB partners. The Programme Board is currently chaired by the Head of Policy & Partnerships for Monmouthshire County Council. The Programme Board ensures performance and service improvement of programme facilitation across the Monmouthshire partnership structure and delivery of the Single Integrated Plan outcomes and Local Service Board priorities.

## Monmouthshire Single Integrated Plan and Older People

The Monmouthshire Single integrated plan has one overarching vision, three main themes and nine outcomes.

Older people and the ageing population have a strong focus within the Monmouthshire Single Integrated Plan under the theme: Nobody Is Left Behind and the outcome: “Older people are able to live their good life”. The Monmouthshire SIP states that “We want older people to live independently in their own homes doing what they want, when they want, in their own way”.

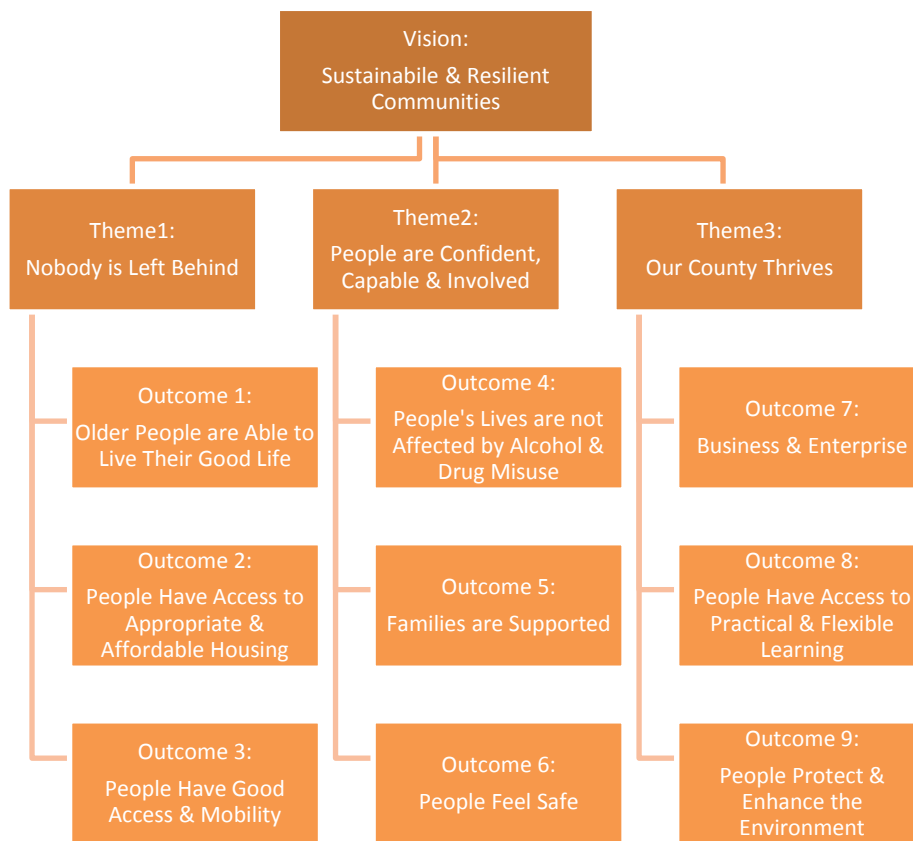


Figure 3 - Monmouthshire Single Integrated Plan Vision, Themes & Outcomes

### Key facts for Monmouthshire

- There are 19,863 people over 65 years old in Monmouthshire, approximately 22% of the population, this part of our community is projected to grow by 56.9% to 31,157 between 2012 and 2033
- The over 85 age group is expected to increase by 153% from 2,714 in 2012 to 6,863 in 2033
- Between the least and most deprived areas of Monmouthshire the difference in healthy life expectancy is 13 years for males and 10 years for females

## *Monmouthshire Vision: Sustainable and Resilient Communities*

*Nobody is left behind      People are Confident, Capable and Involved      Our County Thrives*

- People are living longer with increased life expectancy
- Increase in older people moving to Monmouthshire
- Increase in demand and expectation for health and social care services
- Increase in people with conditions such as circulatory diseases, respiratory diseases and dementia
- Approximately 11% of people provide unpaid care a week
- 14.4% of older people in Monmouthshire live alone
- The number of Monmouthshire people aged 65 and over predicted to have dementia is expected to increase by 82% from 1377 in 2012, to 2,506 in 2030

### **What's the story?**

Monmouthshire will experience a significant increase in its older population during the next 10 years. The gap in life expectancy between the least and most deprived areas in Monmouthshire is significant and must be closed. We already experience far greater inward migration of elderly people than most counties as Monmouthshire is seen as an attractive place to live, especially in later life. We cannot sustain our current services in the existing format and ensure people remain capable, healthy and living independently in their own community. We are already seeing a significant demand for our health and social care services and this will continue.

The challenge now is to think about a major reconfiguration of service delivery to meet the expected increase in demand. Clinical Futures and the Gwent Frailty Programme are developing approaches to our challenges through community resource teams. Older people need to be supported to access services, activities and opportunities to participate in community life. Preventative programmes which improve health and increase confidence and well-being are important.

Older people in Monmouthshire contribute significantly to our communities in a positive way. The knowledge, skills and practical support, such as childcare and voluntary services provided by our older generation are invaluable.

### **For older people to live their good life we need to:**

- Enable older people to be fully independent, maintaining good mobility, health and well-being, confidence and dignity and plan for their futures
- Explore opportunities to work with our highly skilled older population
- Nurture good support networks in the community
- Enable older people to do what matters to them when they choose to
- Enable older people to stay out of hospital where appropriate
- Provide suitable support for carers
- Focus on preventative health and well-being programmes for older people

(Reference: Monmouthshire Single Integrated Plan 2013-17)

## The Monmouthshire Structure

Under the direction of the Monmouthshire LSB, an Ageing Well Executive Group has been established to bring together officers from key organisations that will be responsible for shaping and delivering services for an ageing population, which are in line with the vision of the Monmouthshire Single Integrated Plan, Phase 3 Strategy and Ageing Well in Wales.

In addition to this, an Older People’s forum has been established and enables our ageing population to be consulted and engaged in matters that directly affect them, whilst affording them the opportunity to be a ‘voice’ for older people in Monmouthshire through consultations, questionnaires, surveys, dissemination of information, interaction between service users and service supplier, relating to the development and delivery of the services received.

The Older People’s Forum is the main consultation group for the Ageing Well Executive group, and will provide feedback and inform the Ageing Well Executive Group action plan and priorities.

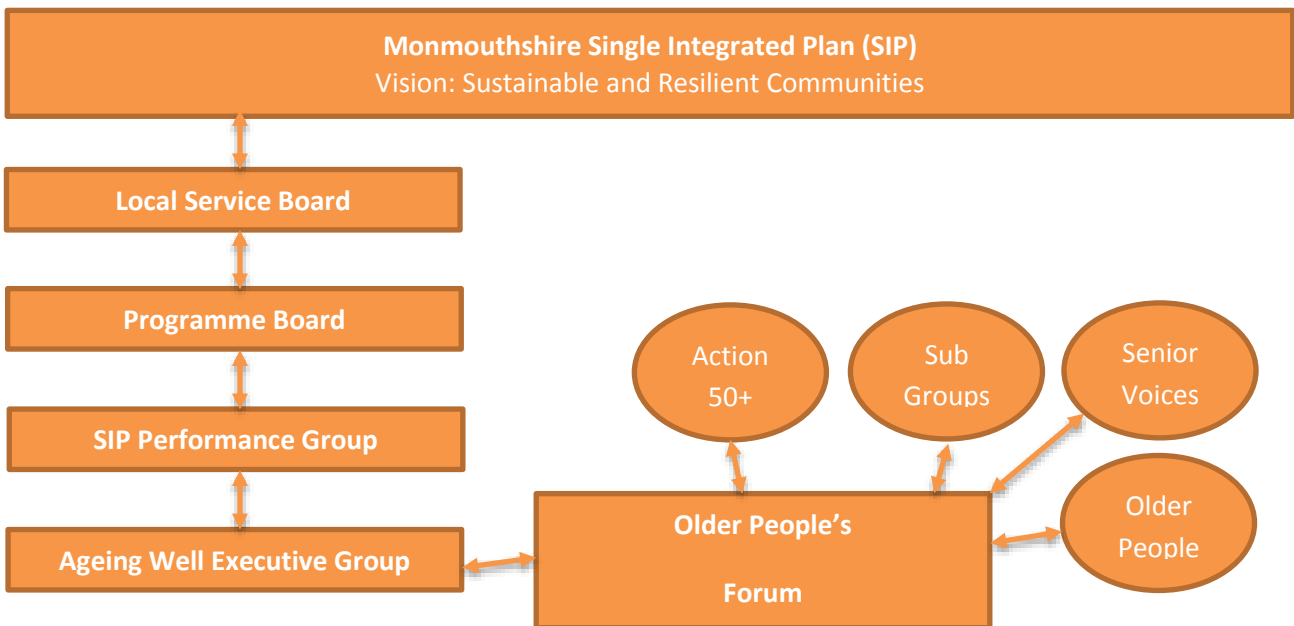


Figure 4 - Local Service Board Structure

### Ageing Well Executive Group and the Single Integrated Plan:

The vision of the Single Integrated Plan is for Monmouthshire to have “sustainable and resilient communities” and the Ageing Well Executive Group will deliver on outcome 1: “Older people are able to live their good life”. The ageing Well Executive Group will oversee the delivery of key actions

across Monmouthshire which contribute to the SIP outcomes, Ageing Well in Wales agenda and Older Peoples Phase 3 strategy.

## **Ageing Well Executive Group Action Plan**

Please refer to Annex A.

## **How do we help others to help themselves?**

The Monmouthshire Single Integrated Plan also encourages the general population, older people and other agencies to become empowered with a useful list of tips and suggestions. This list includes the following suggestions:

- Get to know your neighbours.
- Volunteer in your local community.
- Share information from campaigns such as ‘Keep well this winter’; take up your flu jab; visit the pharmacist for a medicine usage review. Keep physically fit so that you can enjoy everyday life to the full.
- Get involved in social activities for older people in your area to stay in contact with others and to make new friends.
- Make use of the Grass Routes flexible bus service:  
Tel: 01633 644745 <http://www.monmouthshire.gov.uk/grassroutes/>
- Get helpful advice and information on a variety of services available to older people:  
Care and Repair Monmouthshire – Tel: 01495 745936
- Stay up to date on what is happening at a national level:  
Older People’s Commissioner – <http://www.olderpeoplewales.com>

## **References:**

Monmouthshire Single Integrated Plan & Strategic Needs Assessment (2013-17)  
<http://www.monmouthshire.gov.uk/psb/sip>

Ageing Well in Wales - <http://www.ageingwellinwales.com/en/home>

Older Peoples Phase 3 Strategy (2013-23) -  
<http://gov.wales/topics/health/publications/socialcare/strategies/older/?lang=en>

Older Peoples Commissioner - <http://www.olderpeoplewales.com/en/Home.aspx>



## Monmouthshire Vision: Sustainable and Resilient Communities

*Nobody is left behind    People are Confident, Capable and Involved    Our County Thrives*

### Annex A – AWEG Activity

There is currently a great deal of positive work and activity taking place across Monmouthshire that supports our ageing population and older people, which is in-line with the Monmouthshire Single Integrated Plan and Aging Well in Wales agenda. The information in the table below demonstrates partner activities and contributions to the ageing well agenda, however due regard should be given to the fact that this is not an exhaustive list and there remains some additional work to be undertaken to engage with and capture additional areas of work which supports our aging population. This work will be undertaken by the Monmouthshire Ageing Well Executive Group.

Description of Project / Programme	Action	Responsible Agency	AW 1	AW 2	AW 3	AW 4	AW 5
1. GP Exercise Referral Scheme  16 week programme based on personal health and professional referrals  Has a strong social dimension / Supports stroke and Parkinson patients	Exercise / Social Classes / Walking Groups / Coffee Mornings  Develop links with clinical consultants  Scope for self-referral or non-health professional referrals (e.g. befriending)  Link with Falls Prevention Service	MCC					
2. Raglan Project  Support for dementia clients which provides a flexible model of care that is responsive to needs of individual	5 home carers taken from contracted hours to salaried to support 12-14 dementia clients  Currently has 25 staff across 4 cluster areas  Rolling out of program across Monmouthshire	MCC					
3. A County That Serves  A Volunteering Programme for Monmouthshire CC	Mapping / working on social isolation  Volunteering / Community involvement and participation (utilising Volunteering Wales website to advertise volunteering opportunities)	MCC					
4. Community Coordination  Community Enterprise	Development of Mardy Park  Establish support groups (e.g. stroke support) / Volunteer coordinator (MCC & Bridges)	MCC					

## Monmouthshire Vision: Sustainable and Resilient Communities

*Nobody is left behind    People are Confident, Capable and Involved    Our County Thrives*

Description of Project / Programme	Action	Responsible Agency	AW 1	AW 2	AW 3	AW 4	AW 5
Reduce demand for traditional services to avoid dependency by connecting to wider activities or creating new community offers	Ongoing mapping Support re-enablement to avoid / reduce discharge with a package of care						
5. Older People's Forum  Platform for 50+ and Forum available as an opportunity to engage	Capture voices of non-engagers  Carry out consultations with the network on a needs basis  Hold quarterly themed sessions for Forum based on feedback from our Older Population	SEWREC					
6. Monnow Vale Integrated Health & Social Care Facility  Prevent those admitted declining through support of staff and families  Person friendly wards and link with day centres / Increase opportunities on wards	Improve hospital environment (cafés / social areas)  Linking with day services and mental health team  Joint volunteer with Bridges to engage with individuals in hospital and continue support when they go home (volunteer services)  Support carers to have breaks with family (not without)	MCC / ABUHB					
7. Place Based Approach for Usk  Multi-disciplinary team of professionals dedicated to Usk  Open to anyone in community who comes into service or might come in	Learn and apply success of Raglan Project  Eliminate transactional style provision and person centred  Appoint private provider to pilot scheme  Start September 2015	MCC / ABUHB					
8. Befriending Community Connections  Befriending service – linking up people over 50 with volunteers so they remain independent	Get people out and be independent (social circles / tea dance)  Link to: Alzheimer's Society  Secure funding for end of current funding in 2016  Investigate community car scheme	Bridges					

## Monmouthshire Vision: Sustainable and Resilient Communities

*Nobody is left behind    People are Confident, Capable and Involved    Our County Thrives*

Description of Project / Programme	Action	Responsible Agency	AW 1	AW 2	AW 3	AW 4	AW 5
<p>9. Safe Hands</p> <p>Support service for all older people in Monmouthshire (55+). Provides person centred support plan to deliver housing related support.</p> <p>Floating Support provided from 2 hubs in Monmouthshire (One in Calidcot and one in Usk)</p> <p>Funded via the Supporting People Programme</p>	<p>Provides a range of support including – benefits advice/ energy advice/help accessing local community services/signposting/liaison with Health and Social Services/advocacy/support with getting to GP/ accessing relevant aids and adaptions.</p> <p>Provides various community activities at MHA communal lounges around the county e.g. Fit4Life exercise classes/ Social clubs/ Passion for Life cafes/ older person’s youth Club.</p> <p>These are promoted in the local neighbourhood in which they occur and are aimed at anyone who is over 55</p>	MHA					
<p>10. Monmouthshire Community Based Specialist Falls Service for Older People (65+)</p> <p>All residents of Monmouthshire (65+) who meet the ABUHB Falls Criteria are offered a Falls Risk Assessment and intervention is tailored to the individuals needs and ability</p>	<p>Specialist multifactorial Falls Risk Assessment carried out and a bespoke falls risk reduction programme designed around need</p> <p>Support with Service Users own goals / needs to promote confidence and capability</p> <p>Signposting and referral to other services to support falls risk reduction (e.g. Optician / Orthoptist / Chiroprapist etc.)</p> <p>Accessing post Falls Service support when required and facilitating independence when not</p> <p>Rapid access to Falls Consultants or GP if required for timely medical investigation / medication review</p> <p>Free Falls Awareness training delivered throughout Monmouthshire</p>	ABUHB					
<p>11. Community Coordinator in Abergavenny</p> <p>Reviewing services / facilities at Mardy Park Resource Centre to develop activities / support for the community</p>	<p>To develop the use of the grounds at Mardy Park</p> <p>Develop a community café</p> <p>Employing a volunteer coordinator to enlist and manage volunteers</p>	MCC					
<p>12. Community Coordinator in Caldicot</p>	<p>To signpost people to what they need from the community</p>	MCC					

## Monmouthshire Vision: Sustainable and Resilient Communities

*Nobody is left behind    People are Confident, Capable and Involved    Our County Thrives*

Description of Project / Programme	Action	Responsible Agency	AW 1	AW 2	AW 3	AW 4	AW 5
	Connecting people within the community with a view to re-enablement						
13. Monmouthshire Voices (SEWREC)	To support disabled / older people to have a voice about the services they receive  Support groups / people in campaigns to have their say  To develop digital inclusion to support those in isolation and for future inclusion  To facilitate set up of community transport / online transport scheme	SEWREC					
14. Care & Repair Monmouthshire & Torfaen	Enabling older people to live safely and independently in their own homes by providing advice and practical support to adapt, maintain or improve their homes.  Home Fire Safety Checks (HFSC)  Information, referral and signposting to other sources of support	Melin Homes					
15. Dementia Friendly Communities	Raise awareness of dementia and encourage organisations to adopt dementia friendly practices and support people living with dementia and their carers	Torfaen CBC / MCC					
16. MHA Community Alarms  Installation and monitoring of community alarms in identified MHA properties  24 hour monitoring of alarms to provide security, safety and ability for older person to remain independent	Referrals are received from families, carers, OT, Social Worker or self-referral subject to an assessment of need being undertaken  Provide follow up calls / visits / signposting to relevant services following falls / critical incidents etc.	MHA					
17. Melin Homes  Support team work to enable older people to be fully independent, maintaining good mobility, health and wellbeing, confidence and dignity and plan for their	Dedicated team delivering housing services to people aged 55+  - Floating support for 55+ (Melin residents only) - Scheme Managers at Sheltered Schemes - Extra Care – Lavender Gardens	Melin Homes					

## Monmouthshire Vision: Sustainable and Resilient Communities

*Nobody is left behind    People are Confident, Capable and Involved    Our County Thrives*

Description of Project / Programme	Action	Responsible Agency	AW 1	AW 2	AW 3	AW 4	AW 5
<p>futures. Scheme Managers and Support Workers organise a variety of activities and events to nurture good support networks in the community.</p> <p>RNIB Visibly Better standards focus on improving the service, built environment and equality of rights for residents who have sight loss. Deteriorating sight and age are closely associated. RNIB provide Melin with training, advice, information and coffee mornings.</p> <p>Adapt individual homes to meet the needs of older/disabled occupants.</p>	<p>- Physical Adaptations</p> <p>Contract with RNIB</p> <p>Physical Adaptations</p>						
<p>18. Chepstow Community Hospital</p> <p>Integrated working development between Integrated Services team, ward staff and older adult mental health team</p>	<p>Refurbished restaurant, open to public, visitors and staff</p> <p>Hub development group investigating opportunities to provide a wider range of services locally</p>	ABUHB / MCC					

1. Age-Friendly Communities

2. Falls Prevention

3. Dementia Supportive Communities

4. Opportunities for Learning & Employment

5. Loneliness & Isolation

## Monmouthshire Vision: Sustainable and Resilient Communities

*Nobody is left behind    People are Confident, Capable and Involved    Our County Thrives*

### Annex B – Matrix / Gap Analysis

Project / Programme	Ageing Well in Wales – Themes				
	Age-Friendly Communities	Falls Prevention	Dementia Supportive Communities	Opportunities for Learning & Employment	Loneliness & Isolation
1 GP Exercise Referral Scheme					
2 Raglan Project					
3 A County That Serves					
4 Community Coordination					
5 Older People’s Forum					
6 Monnow Vale Integrated H&SC Facility					
7 Place Based Approach for Usk					
8 Befriending Community Connections					
9 Safe Hands					
10 Gwent Falls Service					
11 Community Coordinator in Abergavenny					
12 Community Coordinator in Caldicot					
13 Monmouthshire Voices (SEWREC)					
14 Care & Repair (Mon & Torfaen)					
15 Dementia Friendly Communities					
16 MHA Community Alarms					
17 Melin Homes					
18 Chepstow Community Hospital					
19 Neighbourhood Care Network					

## *Monmouthshire Vision: Sustainable and Resilient Communities*

*Nobody is left behind    People are Confident, Capable and Involved    Our County Thrives*

### **Annex C – Action Plan 2015/16**

Current projections and analysis of the Monmouthshire demographic trends of people aged 65 years and over indicates an increase of 56.9% from 19,863 in 2012 to 31,157 in 2033. However, the most notable and significant increase is projected to be in the over 85 age group where we can expect an increase of 153% from 2,714 people in 2012 to 6,863 in 2033 (Source: NOMIS).

This increase is likely to have a significant impact on the demand for services and support for older people and result in an increase in conditions prevalent in older age, for example, the estimated number of people suffering from dementia in Monmouthshire is expected to exceed 2,500 by 2030, an increase of 82% with 1 in 3 people over the age of 85 expected to be affected by some form of dementia.

The Ageing Well Executive Group will focus on the needs of the aging population across Monmouthshire, cognisant of the pressures on services and the need to be innovative in service model delivery and future proofing, to meet demographic trends. The AWEG will take forward the actions set out in the plan below, whilst being responsive to new and emerging themes within the ageing well arena.

Description of Project / Programme	Action	Responsible Agency	AW 1	AW 2	AW 3	AW 4	AW 5
Neighbourhood Care Networks (based on national GP Cluster model)  Being developed to take forward joint agenda to improve service delivery at local level	Local delivery actions for three national priorities of Cancer, palliative care and Polypharmacy, and for public health priorities of obesity and immunisation.  Local priorities to improve mental health and wellbeing and dementia, including development of a Monmouthshire dementia roadmap	ABUHB / MCC					
Raglan Project  Support for dementia clients which provides a flexible model of care that is responsive to needs of individual	5 home carers taken from contracted hours to salaried to support 12-14 dementia clients  Currently has 25 staff across 4 cluster areas  Rolling out of program across Monmouthshire	MCC					
Disability Access Grants  Means tested, financial assistance to help meet the cost of adapting a property where a disabled person lives	Funding allocation for 16/17 – potential demand higher than funding allocation – needs to be monitored	MCC					

## Monmouthshire Vision: Sustainable and Resilient Communities

*Nobody is left behind    People are Confident, Capable and Involved    Our County Thrives*

Description of Project / Programme	Action	Responsible Agency	AW 1	AW 2	AW 3	AW 4	AW 5
Transport Transport links across Monmouthshire	AWEG to link with the Strategic Transport Group	AWEG / MCC					
IT Working with Charities, RSL's, LA's, Libraries and other agencies to enable people to access the Internet	Identify volunteers to support older people to use IT / Internet	AWEG / MCC					
Older People's Forum Platform for 50+ and Forum available as an opportunity to engage	Engage with Older People on the development of the AWEG Action Plan and Well-being of Future Generations (Wales) Act	SEWREC					