

# Integrated Care Fund Project Proposal Form - Revenue



Llywodraeth Cymru  
Welsh Government

## Project Overview

<b>Region:</b> West Wales	<b>ICF Project name:</b> Digital Platforms and app development for Carers	
<b>Project start date:</b> April 2019	<b>WG ref:</b>	<b>Project completion date:</b> March 2021
<b>Is this project linked to an ICF capital project?</b> N		
<b>Is this project linked to the Dementia Action Plan funding?</b> Y		

**What is the primary focus (1) and secondary (2) focus of the project are you proposing? \* please mark 1 and 2 as appropriate**

Children's/young carers projects	Adults/Carers projects	Regional Capacity building/Infrastructure
Information/Advice/Awareness raising 1	Information/Advice/Awareness raising 1	Regional Partnership Board Development
Access to Services/single point of access/transport 2	Access to Services/single point of access 2	Regional Workforce development/training
Assessment and diagnosis	Assessment and diagnosis	Regional Programme management and evaluation
Social Prescribing	Social Prescribing	Regional/Integrated planning and commissioning
Early Help and Prevention	Early Help and Prevention	Regional Support for Social Value Sector Engagement 2
Emotional Health and Wellbeing	Emotional Health and Wellbeing/loneliness and isolation	Regional support for Citizen/carers engagement 1
Edge of Care support	Stay at home/return home	Other – (please specify below)
Family Group Conferencing approach	Integrated Community Teams	
Family re-unification	Step up/down from hospital	
Therapeutic intervention	Intermediate Care/ pathway	
New accommodation/residential solutions	New accommodation/Residential solutions	
Other (please Specify below)	Other (please Specify below)	

**ICF Project Description (brief description using theory of change model):**

- 1 - What is the problem you are trying to solve?** Addressing the lack of information available digitally to carers and provide 'road maps' for different journeys a carer may find themselves on. Reduce the amount of leaflets and hard copies of information which become out dated quickly and are costly to re-print. To support existing information and advice platforms, rather than duplicate.
- 2 - What long term outcome/change are you hoping to achieve?** Consistency across the region in terms of information that is available to carers via a single point of access (bilingually), including the use of an app for ease of access. A co-produced platform which is built with carers, for carers. We hope to connect with other transformational, ICF and Dementia developmental initiatives whilst retaining the focus on what carers are asking for in the PNA.
- 3 - Who is your key audience?** Carers (through age). Would also be beneficial to professionals who need access to information and other services.
- 4 - How will you reach them?** Through existing information and advice services and awareness raising amongst professionals. Use of social media to reach a wider population. Promotion through liC scheme.
- 5 – What resources are available to support?** Existing information & advice services / carers and professionals input to the development of the platform and the app to ensure it is fit for purpose. We would also link with other ICF and transformation work streams to maximise delivery.
- 6 - What activities will bring about the change?** Awareness raising, digitalising information currently available, mapping different carer journeys to produce roadmaps, development of a regional app. Creating links with transformation fund, other ICF projects and GP clusters to ensure consistency of the core offer.

## How does your project address your population needs assessment and area plan?

The PNA identified that there is a need to improve access to a range of information, advice and assistance, including carers' information services and training, which supports all the key stages in the caring journey. There are also gaps in terms of access to information and advice about accommodation related issues and benefits advice. The digital platform and development of an app would create a single point of accessing all of the above information.

## What level of 'prevention/Intervention' (continuum) best describes your project? \*please tick as appropriate

Self Help, Information and Advice	Early Help and support	Intensive Support	Specialist Intervention
✓	✓		

## Project Costs

YEAR ONE	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Cost
<b>Direct delivery costs -</b>					
Staffing					
Overheads (heat, light, rent etc)					
Resources/activity costs	<b>6,875.00</b>	<b>6,875.00</b>	<b>6,875.00</b>	<b>6,875.00</b>	<b>27,500.00</b>
Equipment/IT					
YEAR TWO	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Cost
<b>Direct delivery costs -</b>					
Staffing					
Overheads (heat, light, rent etc)					
Resources/activity costs	<b>6,875.00</b>	<b>6,875.00</b>	<b>6,875.00</b>	<b>6,875.00</b>	<b>27,500.00</b>
Equipment/IT					

## Project Delivery

Delivery partners	
Local Authority	✓
Health Board	✓
Third Sector/Social Value sector	✓
Private/Independent sector	
Housing Association/RSL	
Other (pls specify below)	

Project budget holder	
Local Authority	✓
Health Board	
Third Sector/Social Value sector	
Private/Independent sector	
Housing Association/RSL	
Other (pls specify below)	

Project geographical footprint	
Regional	✓
Sub-regional	
Multiple regions	
Local Authority	
Local community	

## Project Beneficiaries (pls check boxes as appropriate):

Primary beneficiaries	
Older people	
People with learning disabilities	
Children with complex needs	
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	✓
Young Carers	✓
People with dementia	

Secondary beneficiaries	
Older people	✓
People with learning disabilities	✓
Children with complex needs	✓
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	
Young Carers	
People with dementia	✓

Other beneficiaries	
Older people	
People with learning disabilities	
Children with complex needs	
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	
Young Carers	
People with dementia	

**Project Design Principles** (pls check boxes as appropriate):

Which of the 'A Healthier Wales' Quadruple aim/s does this project primarily address?

Improved health and wellbeing	<input checked="" type="checkbox"/>
Better quality and more accessible health and social care service	<input checked="" type="checkbox"/>
Higher value health and social care	<input type="checkbox"/>
A motivated and sustainable health and social care workforce	<input type="checkbox"/>

Which of the 'ten national design principles' from A Healthier Wales will the project address?

Prevention & Early Intervention	<input checked="" type="checkbox"/>
Safety	<input type="checkbox"/>
Independence	<input checked="" type="checkbox"/>
Voice	<input checked="" type="checkbox"/>
Personalised	<input type="checkbox"/>
Seamless	<input checked="" type="checkbox"/>
Higher Value	<input type="checkbox"/>
Evidence Driven	<input type="checkbox"/>
Scalable	<input type="checkbox"/>
Transformative	<input checked="" type="checkbox"/>

With voice and co-production as key principles, tell us who you have engaged with in the design of your projects

Service users (adults)	<input type="checkbox"/>
Service users (Children/young people)	<input type="checkbox"/>
Carers	<input checked="" type="checkbox"/>
Young carers	<input checked="" type="checkbox"/>
Workforce	<input checked="" type="checkbox"/>
Social Value/third sector	<input checked="" type="checkbox"/>
Community members	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

**Project outcomes and impacts**

What Population level indicators/measures is your project seeking to address? \* please select from national outcome/performance management framework

The following indicators from the national outcomes framework will be addressed:

- Know and understand what care, support and opportunities are available and use these to help me achieve my well-being
- Can access the right information, when I need it, in the way I want it and use this to manage and improve my well-being
- Get the right care and support, as early as possible
- Feel valued in society

Tell us how you will measure/understand the impacts of your project?

<p><b>How Much?</b> (outputs)</p> <ul style="list-style-type: none"> <li>• Number of carers accessing the digital platform.</li> <li>• Number of carers downloading the app.</li> <li>• Number of professionals accessing the digital platform.</li> </ul>	<p><b>How Well?</b> (quality)</p> <ul style="list-style-type: none"> <li>• Carers feedback</li> <li>• Professionals' feedback</li> <li>• Feedback from services that more carers are able to reach them</li> </ul>
<p><b>Difference made?</b> (impact)</p> <ul style="list-style-type: none"> <li>• Carers are able to access relevant, local information in a timelier manner about a range of aspects of their caring role.</li> <li>• Reduced reliance on professionals to provide information and sign posting carers.</li> <li>• Professionals feel more confident in their ability to provide relevant, local information through the single point of access.</li> </ul>	

Tell us how you intend to evaluate the following aspects of your project (please refer to ICF guidance)

<p><b>Impact Evaluation</b> (How will you measure/understand the outcomes that have been achieved by your project?)</p>	<ul style="list-style-type: none"> <li>• Carers are able to access relevant, local information in a timelier manner about a range of aspects of their caring role.</li> <li>• Reduced reliance on professionals to provide information and sign posting carers.</li> <li>• Professionals feel more confident in their ability to provide relevant, local information through the single point of access.</li> </ul>
<p><b>Process Evaluation</b> (How will you evaluate the system &amp; process changes delivered by your project e.g. integration, co-production, social value?)</p>	<ul style="list-style-type: none"> <li>• Contributed to a whole system approach towards technology enabled care.</li> <li>• The project will be co-produced with carers and third sector to ensure it is fit for purpose.</li> <li>• The project will promote social value, self-help and better access to services.</li> </ul>
<p><b>Economic Evaluation</b> (How will you evaluate the cost benefits/cost avoidance delivered by your project?)</p>	<p>Using a number of methods including:</p> <ul style="list-style-type: none"> <li>• Analysing available local /regional and national data</li> <li>• Reviewing impact on other services as a result of this project</li> </ul>
<p><b>Qualitative Evaluation</b> (How will you capture the experiences of service users/staff/communities?)</p>	<ul style="list-style-type: none"> <li>• Carers feedback and an open dialogue during the project</li> <li>• Professionals' feedback an open dialogue during the project</li> <li>• Feedback from services that more carers are able to reach them</li> </ul>

## Exit Strategy

Tell us about your exit strategy for the project (post 2021):

By 2021 we envisage that the digital platform and app will be embedded into core services as a whole system approach to technology enabled care, in line with the transformation agenda. We will be working in parallel with GP clusters and other ICF projects to create interactive public spaces and improve our offer of information and assistance through technology, creating a whole system approach across west Wales which will become part of our core services.

## Project contact details

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