

CTM RIIC HUB

ANNUAL REPORT

2020/21

**Cwm Taf Morgannwg
Research Improvement
and Innovation Hub**

1st Annual Report





TABLE OF CONTENTS

I. INTRODUCTION

<i>Foreword</i>	3
<i>Introduction to the RIIC Hub</i>	4
<i>impact of the RIIC Hub</i>	5

II. PROJECTS

<i>Wellbeing</i>	8
<i>Education</i>	9
<i>Housing</i>	10
<i>Mapping</i>	11

III. ENGAGEMENT & COMMUNICATION **12**

IV. COVID RESPONSE **13**

Response work

V. LOOKING TO THE FUTURE

<i>A Plan for the Future</i>	14
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ENDORSED BY THE CWM TAF
MORGANNWG REGIONAL
PARTNERSHIP BOARD

By your side.

FOREWORD



Prof. Kelechi Nnoaham
Director of Public Health
Cwm Taf Morgannwg
University Health Board



The year 2020 was one of almost unique challenge and like no other. It drove a level of partnership working across local government, the NHS, the voluntary and community sectors, and beyond. It was a rising challenge working to meet, quickly, efficiently, and creatively.

In 2021 the vaccination programme is well underway and there is hope of a gradual return to normal interaction, but with new variants of the virus posing an ongoing threat.

The development of the vaccine was an exemplar of research ingenuity, but we can also see many other areas where this type of activity makes an impact.

We continue to look to research and innovation activity in all areas to identify, promote and embed continual improvement in the services that we deliver across all organisations within the Regional Partnership Board to guide and improve population health across Cwm Taf Morgannwg.

The ambition for the RIIC hub is for it to act as a focal point, bringing together examples and the supporting evidence base of work and initiatives currently underway across our Health and Care Partnership. This annual report sets out some of the key examples of the RIIC hub in its first year of operation and the impact it has had.

Chris Davies
Independent Councillor and
Regional Partnership
Board Chair



To deliver the best health and wellbeing outcomes for our residents across CTM, it's vital we take positive action together to improve existing practice, and create successful models that will make a difference to people's lives.

As a team that sits at the heart of the CTM research, innovation and improvement eco-system, I am pleased to see the RIIC hub using their knowledge, skills and connections to support fantastic projects that will benefit our residents.

As we enter a new phase of the pandemic, it is more important than ever to hold ourselves to account and question what more we can do together to deliver the best health and social care for the people of Bridgend, Merthyr Tydfil and RCT.

The RIIC hub plays a crucial role in supporting the CTM Regional Partnership Board to reflect on and improve existing health and social care projects, while identifying good practice that we can be inspired by.

It's these relationships that will help us understand what services and support local people need so we can make positive and sustainable transformations in health and social care.

I'm really looking forward to the next year, and seeing what more this team can do for us as a region.

Impact

Collaboration

38 organisations across **10** sectors

Projects

20 projects supported
10 themes covered

Engagement

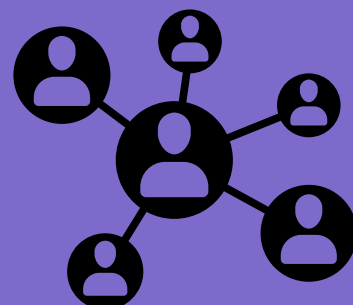
13,851 tweet impressions
118 followers in 3 months
6 promotional films

Workshops

12 workshops
154 participants

COVID Response

4,578 teaching staff tested
208 schools





INTRODUCTION TO THE RIIC HUB

Dr Tom Powell, RIIC Hub Lead

Tom.Powell2@wales.nhs.uk



Even before the impact of COVID-19 was felt in Wales, it has been well recognised that delivering Prosperity for All would involve implementing different ways of working for both the public sector, private industry and our local population.

The need to better co-ordinate research, innovation and improvement (RII) was a key action outlined with A Healthier Wales. As part of the Welsh Government Transformation Programme Fund to improve quality and value, a nationally co-ordinated network of hubs was created to bring together research, innovation and improvement activity within each Regional Partnership Board (RPB) footprint.

The Cwm Taf Morgannwg Regional Partnership Board's Research, Improvement, Innovation and Coordination (RIIC) hub was established in spring 2020. It was tasked with identifying and steering opportunities for regional research, innovation and improvement activity and collaborative partnerships.

Our ambition is to act as a focal point for RII knowledge generation and capture that will help to:

- IDENTIFY examples of innovation and good practice from across the region.
- PRIORITISE and co-ordinate RII activity base on RPB priorities.
- ENGAGE with and support key leaders and stakeholders to accelerate the implementation and adoption of innovative approaches.

Despite only being in place for just over 12 months the RIIC hub team have made an number of key impacts which are detailed in this, our first annual report. We've delivered on commitments from our work plan across a number of work streams and acted as a point of contact for new opportunities that support RPB priority themes. In addition like many colleagues across Cwm Taf Morgannwg we have undertaken a number of activities in response to the COVID-19 pandemic.

In our second year of operation we will continue to explore and work with all our partners in the Regional Partnership Board and I would encourage you to get in touch with the team either through our new website, on social media or email.



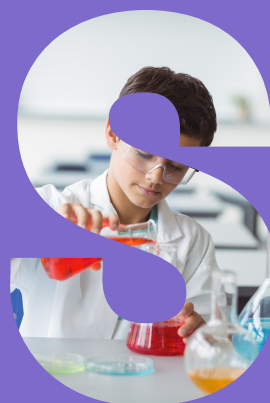
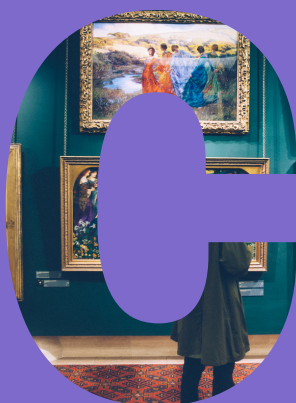
www.ctmregionalpartnershipboard.co.uk



@RIICHub_CTM



KEY PROJECTS SUPPORTED BY THE RIIC HUB



2020-2021





WELLBEING

Coordinated by Joanne Sullivan, Local Authority Engagement Officer
Joanne.Sullivan3@wales.nhs.uk



Well-Being at Ysbyty'r Seren

Ysbyty'r Seren is Cwm Taf Morgannwg UHB's field hospital which was established in response to the COVID-19 pandemic. It is a temporary Field Hospital and rehabilitation facility for patients recovering from COVID-19. Bed capacity is 217, with area space to expand to 400 if required.

The pandemic brought a change of work focus for the RIIC hub and we responded to a request from the Medical Lead Dr Liza Thomas-Emrus to support and coordinate an innovative model of social prescribing at Ysbyty'r Seren from June 2020 – March 2021.

The RIIC hub led the new service and coordinated the Tim Gwen (Smile) Team, supported by the CTMUHB Arts and Health Coordinator. Tim Gwen expanded to 20 Wellbeing Practitioners, involving a range of services from Mental Health Matters, Age Connects Morgannwg, CTMUHB Chaplaincy, Artists, Musicians, Creative Writers and physical therapists, all providing a hands on service that supports the mental, physical, emotional and spiritual needs of patients in a holistic wellbeing service.

Positive feedback from patients include:

"I feel happy and content when I come in the wellbeing room"

"I can't explain how much better I felt after having my nails painted and my hair cut. I've never been pampered like that before."

"Without people like Mental Health Matters, I wouldn't be mentally well and if I'm not mentally well, how can I be physically well enough to go home"



"Implementing social prescribing at Ysbyty'r Seren has been instrumental in the success of the care model delivered. It has resulted in improved staff morale with pride in the patient-centred care given and also improved patient outcomes."

Dr Liza Thomas-Emrus
Ysbyty'r Seren, Temporary Hospital Medical Lead



EDUCATION

Coordinated by Alexandra Skwarnecki-Cokeley, Local Authority Engagement Officer
Alexandra.Skwarnecki-Cokeley@wales.nhs.uk



Health, Education and Industry in Merthyr Tydfil

Working with Merthyr Tydfil Council, an innovative opportunity was identified by the RIIC Hub to link local schools, to drive awareness of science technology and the arts in partnership with organisations across South Wales.

The aim was to challenge children of KS2 ages to think outside of the box and provide access to technology and activities through local businesses, allowing them to create and use ideas of their own whilst providing them with opportunities to look into the future of their community, well-being and career path. In addition we wanted to create sustainable opportunities for schools to access in the future.

The RIIC hub identified a number of opportunities from multiple providers and worked with education colleagues with local businesses within the public sector, charities and third sector for volunteers to provide their expertise to the children. Following an online event, school children were able to vote and select which projects they wanted to work with.

The project will run for 2021 and with the support of the RIIC hub and Merthyr Tydfil Council, will be evaluated to determine its future. We hope to see the initiative continue and roll out across all three local authority areas after 2022.

Collaborators included:

- Techniquest – Food – Farmers – Superheroes
- The CTMUHB Arts team- Therapeutic well-being
- Cardiff University Pharmabees
- Get Fit Wales / Local Activity Providers
- Merthyr College & Esports Wales
- Switch Off Campaign



"The project has allowed us to explore new ways how best to engage with young people to support their physical and mental wellbeing. We hope to build upon the findings of our project to strengthen the work undertaken within the Merthyr Tydfil Borough"

Scott Tandy, Newydd Housing Association



HOUSING

Coordinated by Elizabeth Thomas, Local Authority Engagement Officer
Elizabeth.Thomas252ccb@wales.nhs.uk



Innovation Housing Cohort

The Circular Economy Innovation Communities (CEIC) Programme, aims to support the public sector to develop new service solutions that enhance productivity and deliver Circular Economy (CE) benefits. CEIC is a fully funded 10 month programme for the public and third sector, by WEFO (Welsh European Funding Office).

As part of the 2020/21 RIIC Workplan which included supporting innovation in Housing, the RIIC Hub helped coordinate and link colleagues from RPB organisations to create a cohort interested in Housing and community regeneration.

A programme of workshops were held by the RIIC hub, with over 40 attendees from over 20 organisations across Cwm Taf Morgannwg. This resulted in a co-produced cohort topic of around 'Decarbonisation of Social Housing'.

The CEIC team will take participants in the programme through every day challenges in their organisation through a circular economy lens: how can we implement solutions that are resource-efficient, resilient and low-carbon by design? Already there has been advanced discussion around creating an 'innovative community' and RIIC hub jointly badging this with Community Housing Cymru (CHC).

"...as the innovation lead at CHC, I see this as a great opportunity for the sector and I'm keen not to reinvent the wheel. The housing association reps who successfully take part in this programme will form part of our sector's innovation community, sharing the learning even further with our help and support."

Edwina O'Hart, Assistant Director of Member Services and Innovations Lead, CHC



LOOKING FOR A NEW CHALLENGE?

Do you work in the public or third sector, and have an interest in housing or community regeneration?

The fully funded Circular Economy Innovation Communities programme may be for you.



Circular Economy Innovation Communities




Cronfa Gymdeithasol Ewrop
European Social Fund



COMMUNICATION & ENGAGEMENT

Rebecca Goodhand, Communications & Engagement Manager
Rebecca.Goodhand@wales.nhs.uk



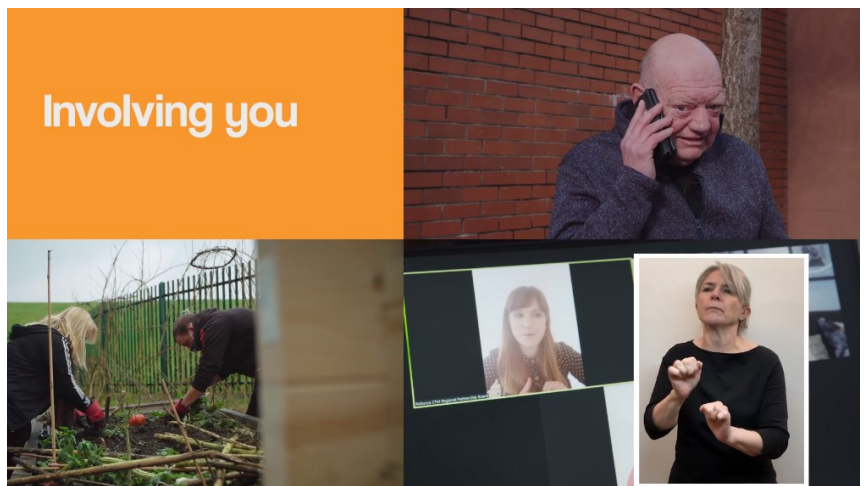
The Research, Innovation and Improvement Co-ordination Hub's core role is to identify and support regional RII activity, and steer collaborative regional partnerships, it is also imperative we have an effective mechanism to deliver, manage and report on this activity. It's important our key stakeholders and audiences understand our purpose and value and ensure partner and citizen voices are heard and championed.

In order to establish a clear identify and platform for information sharing, active participation and storytelling, the RIIC hub have supported with the creation of the new CTM Regional Partnership Board website & brand. We have a built out online profile which will support in building the profile of the RIIC hub and drive better engagement among key stakeholders and priority groups across CTM, identified by the RPB.

We held 8 workshops with over 90 participants from 21 organisations. As a result of the conversations from the workshops, citizen led research has now also been commissioned to identify barriers, opportunities and engagement so we can drive forward better co-production and engagement, ensuring citizens are empowered, informed and heard. This will inform the next phase of our communication and engagement activity, which will feed into the CTM RPB's 2022 Population Needs Assessment.

We have established a working group with our Communications and Engagement RPB leads across Wales, which will now meet monthly to share best practice, tools and advice. In addition, we have secured a pool of 'content reviewers' who represent partners across the CTMUHB, local authorities and third sector who will review, test and challenge content and engagement activity for us, to ensure we are engaging and communicating in the most effective way.

We are looking at establishing a core CTM Regional Partnership Board communications group made up of key comms and engagement contacts from across the region. This will help foster better partnership working, information sharing and engagement.





COVID-19 Pandemic Response

The RIIC hub was established in Spring 2020 and like many colleagues across Cwm Taf Morgannwg was required to pivot into supporting different Covid focused work streams across the RPB. Working with colleagues in partner organisations projects supported included:

- TechForce19.
- CERi the Artificial Intelligence Chatbot.
- COVID NHS staff booking call Centre.
- Rapid COVID Testing,
- Antibody Testing for NHS staff and School staff.
- Test Trace Protect Programme management
- NHS Voices of COVID study.

During this time the RIIC hub built key relationships with partners, developed project management skills and successfully embedded ourselves into the Cwm Taf Morgannwg footprint.

Antibody Testing Local Authority Teaching Staff

- The RIIC hub were asked to set up and run the COVID-19 Antibody testing for Local Authority Teaching staff.
- Over 8 weeks approximately 5000 staff were successfully tested.
- Co-opted a number of 4th year medical students to act as phlebotomists and other UHB/LA colleagues.
- We also supported the wider COVID Antibody testing of UHB staff.





Looking to the Future

The refreshed RIIC hub work programme for 21/22 sets out a continuation of the work to date and builds on the new areas of priority particularly around wellbeing and mental health. The RIIC hub team have provided a dynamic and adaptive resource to support a number of activities outside of its current work programme, primarily driven by COVID, but our future work plan acknowledges that this capacity exists.

As we move forward it's important that the RIIC hub continues to develop its scope and portfolio in partnership with colleagues and organisations across the RPB. This will be based on what drives value, enables system leaders to use resources that deliver the best outcomes for the population of Cwm Taf Morgannwg.

Emerging Themes:

ASPIRE

What new innovative new ways of working will persist post COVID? How will we position the RIIC hub to become a integral 'asset' of choice for the RPB?

ACCELERATE & SCALE

The pandemic has significantly accelerated the pace at which our organisations have brought new ways of working / ideas to fruition, due to the pressure to deliver a response. How can we identify this type of activity to ensure this pace is not lost and keep the boldness and ambition to realise a higher return on innovative practices, whilst mitigating risk and helping to shape future policies.

EXTEND & MOBILISE

New partnerships have been created that extend reach, impact and sustainability. We need to instill an agile RIIC hub (both in terms of culture and a working model) that helps to deliver meaningful impact across Cwm Taf Morgannwg and Wales.

The COVID pandemic has demonstrated that speed and agility are important drivers for success and to deliver impact, as is the ability to keep driving forward despite the obstacles that a crisis can impose.

The RIIC hub has demonstrated this ability across key work areas and the future sustainability of the team will be recognised in the outcomes of the work it delivers and evidences.

BAVO

Bridgend Association of Voluntary Organisations
Cymdeithas Sefydliadau Gwirfoddol Pen-y-bont ar Ogwr



**VOLUNTARY ACTION
MERTHYR TYDFIL
GWEITHREDU GWIRFODDOL
MERTHYR TUDFUL**



Rhondda Cynon Taf

Cyngor Bwrdeistref Sirol



Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL
MERTHYR TYDFIL
County Borough Council



Cwm Taf Morgannwg

**Bwrdd | Regional
Partneriaeth | Partnership
Rhanbarthol | Board**



RHONDDA CYNON TAF

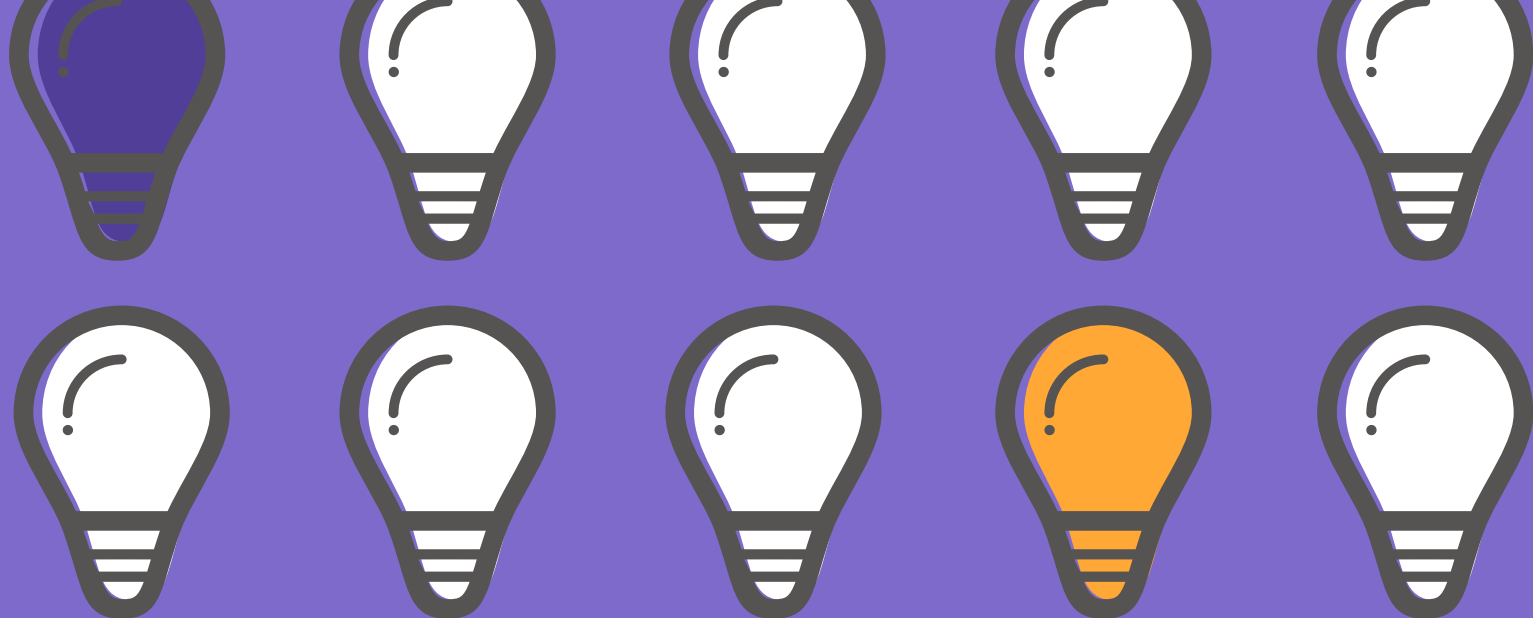


Llywodraeth Cymru
Welsh Government



**GIG
CYMRU
NHS
WALES**

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