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Cardiff And Vale
Regional Innovation
Co-ordination Hub

2023-2024

Cardiff and Vale
Regional Innovation
Coordination Hub

Annual Report

Driving innovation, supporting
technology, and stimulating
partnerships across health and
care in Wales

Visit the [RIC HUB](#)

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Ariennir gan
Lywodraeth Cymru
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Welsh Government



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Introduction

Who we are

Cardiff and Vale Regional Innovation Co-ordination (RIC) Hub is part of a national co-ordinated innovation network funded by the Welsh Government. We are hosted by Cardiff and Vale University Health Board and sit within the [Dragon's Heart Institute](#). We work as an enabler of the Regional Partnership Board (RPB) focussing on innovation infrastructure and activity helping to integrate health and care services.

We co-ordinate innovation activity across the region with a key focus on contributing to the strategic aims set out in [A Healthier Wales](#), complementing the Regional Integration Fund and creating a culture where partners work together to develop and implement value-led improvements and new ways of working.

The Welsh Government's RIC Hub network guidance sets out the following aims:

- Contribute to a coherent innovation ecosystem that can demonstrate evidenced case studies.
- Improve outcomes for service users by identifying and promoting high-value innovation and improvement activity, for example through prevention, earlier diagnosis, more accurate intervention, and addressing unwarranted variation and duplication in the system.
- Support the spread and adoption of current innovations promoted within NHS Wales and social care.
- Support the development and wider adoption of new ideas across Health Boards or Regional Partnership Boards.

A Successful Year

2023-24 has been a successful year for the Hub, gaining traction in a number of areas, such as health inequalities and social prescribing, and expanding its network. The Hub has focused on prioritising projects with a focus on cost-effectiveness, alignment with national programmes and sharing learning to enable the spread and scale of good practice.



Mark Briggs

Assistant Director of Innovation

I have always been curious and spent most of my childhood making things and not too surprisingly this ended up in me pursuing a career in life sciences R&D. Having now joined the public sector I hope to make more visible direct impact and help support significant, step-wise changes in health and social care services.



Catherine Peel

RIC Hub Lead

I am very passionate about innovating and changing the culture of our health and social care system for the better in order to create a sustainable future. It's important we listen to the people at the heart of our system. Everyone has a story and it is by sharing our stories that we can all learn.



Dylan John

Project Manager

I enjoy contributing to changing our health and social care system for the better, so people experience improved outcomes and get the right support at the right time in the right place. I am particularly passionate about promoting the voice of people with lived experience and the value they can have in shaping future services.



This year the Hub has identified and focussed on common themes that span across various parts of our health and social care system and population groups:



Social Prescribing



Lived Experience



Innovation



Health Inequalities,
Inequity and Inclusion



Sustainability

Working in themes has opened conversations and enabled us to engage further with our partners, allowing us to identify and fill gaps in service guidance and support.

Within these themes we have collated regional and national innovation good practice into a centralised hub and within the last 12 months have distributed 3 newsletters, all of which have encouraged positive engagement and further collaborative working. More information on these can be found on our newly created themed [RIC Hub webpages](#), home to our guides, reports and case studies. In the last year we have generated over 1,000 new visitors to our pages and have seen peaks in visitors around the release of a new newsletter or case study.



Our Impact

People we have worked with over the last year have reported that our interventions have led to the following benefits:

- Improved service
- Increased knowledge and awareness
- Enabled development of a solution
- Increased confidence
- Improved quality
- Identified and stimulated innovation
- Patients or persons are better off



8

Case studies



35

New connections



115

Social prescribing event attendees



1380

YouTube views



Social Prescribing

Social prescribing remained a significant focus of the Hub's activity in 2023-24. The Hub sought to build upon the successes of the previous year and ensure learning informed developments in social prescribing both regionally and nationally.

In 2022-23, the Hub worked with the Wales School for Social Prescribing Research to develop a number of tools to support the development and strengthening of social prescribing in the region.

This included:

Patient Experience of Social Prescribing: A Scoping Review

A review of literature which looks at the following questions

- What is the patient experience of social prescribing?
- Is there another way, a better way of doing things?
- Is anyone better off pre/post-intervention?
- Why are services there but people are getting through?
- Is the term 'social prescribing' a barrier in itself to people engaging?

Group Concept Mapping Report

A study of stakeholder views regarding what data is important to collect and easy to collect, which formed the basis of a core minimum dataset.

Development Matrix

A framework for services to self-assess progress against a number of domains including, relationships, community insight and involvement, staff, person-centred approach, service development and information governance.

Person Reported Experience Measure

A dedicated Person Reported Experience Measure for social prescribing, which can be used to assess user experience and evaluate service

Research suggests that 1 in 5 people see their GP for what is primarily a social problem





This work is being used as a basis to develop a national core minimum dataset for social prescribing providers across Wales by the Welsh Government team leading on the National Framework for Social Prescribing.

The Hub has worked with the region's primary care clusters to support the development and strengthening of social prescribing in this space. Research suggests that 1 in 5 people see their GP for what is primarily a social problem, so improving and increasing referral mechanisms in this area can ensure we catch the people who can benefit from social prescribing. After conducting an initial needs assessment with each cluster to get a better understanding of issues and opportunities, the Hub provided a range of assistance, such as service specification development, tender evaluation and information governance advice.

In 2024-25, The Hub will continue to support the development of social prescribing in the region with a number of projects:

- Aligning with the National Framework for Social Prescribing, contributing to the national core minimum dataset and supporting the RPB's Social Prescribing Champion
- Mapping organisations and persons fulfilling the community connectors function to enable a better joining up of services
- Continuing to support primary care clusters, particularly around governance, evaluation and monitoring
- Supporting an innovative a 'one-stop shop' lifestyle event aiming to promote early intervention and self-management

For more information on our Social Prescribing work please [click here](#).



Digital Care Region

Over the last two years, the Hub has financially supported the [Digital Care Region](#) programme, which is importing good practice from NHS England to deliver a shared care record across Cardiff and the Vale of Glamorgan region. The aim of the programme is to unlock the health and care data held across the region and present it in a single shared care record that is available in the right place, at the right time and to the right staff. This is anticipated to lead to efficiencies and cost savings over time as well as deliver improvements to clinical safety.

The Hub provided funding to secure a lead software developer who has supported the DCR team to develop a Shared Care Record application. This is now complete and has been fully tested and connected to the Paris system and Patient Management System.

An independent digital clinical safety review of the application is underway and is expected in the new fiscal year.

In 2024/25, the application will be trialed in an integrated community service supporting older adults and services supporting children referred onto neurodevelopmental pathways. There is great opportunity to use this work to take a Once for Wales approach and the Hub will continue to support this over the next year.





Palliative Care

The Hub has financially supported an 18-month pilot project in community based palliative care aiming to address the needs of non-cancer patients and inequity of service provision in Specialist Palliative Care. The project aims to develop new models of care which can inform future developments in the region, building on the REACT model from Bradford.

Literature has shown that more integrated working by palliative care teams leads to reduced bed days, reduced admissions of palliative care patients to hospital and reduced death in hospital from patients with palliative conditions (Taylor, 2020).

The hub will continue to support this in 2024-25.





Celebrating Success

The Hub's storytelling capability remains a significant tool for supporting projects to spread and scale their innovations to wider population groups and other areas of Wales. Storytelling is a powerful tool which can be used for quality improvement, capturing real-world impact of innovations, sharing learning and communicating problems in need of innovative solutions. It enables the production of change ideas, encourages conversations and captures new stories about the care we give and the services we provide.



Our case studies encourage reflection and learning on what is really happening, what really matters and what people are thinking and feeling.

This year, we've created 8 films and case studies to tell the story of innovation, with a particular focus on health inequalities and partnership working. While the primary aim of the case studies is to support the spread and scale of innovative ideas and solutions, they also serve to celebrate some of the fantastic work going on within the region. Find out more about our case studies [here](#).





Innovation and the Future



The Smart House

The Hub worked with Innovate Trust to showcase a pioneering Smart House in the Vale of Glamorgan as proof of concept for future operations. The house utilises innovative smart technology to help increase independence skills for residents who have complex needs and learning disabilities transitioning from school or college into the community. The Smart House team continually adapts technology to each new resident, addressing individual needs and minimising additional support needed.

We captured Shyanne's story to highlight how the Smart House is helping her achieve her goal of independent living and spoke to Innovate Trust to showcase how working in partnership has improved outcomes for people.

[Watch film](#)

"We appreciate the support given to us as an organisation working to drive forward opportunities for people with disabilities to be better digitally included and gain greater from the use and benefits of mainstream technologies."

- Ashley Bale, Digital Innovations Manager at Innovate Trust



Spread and Scale Academy and Climb

The Hub continued to support both Intensive Learning Academy (ILA) funded programmes spanning Health and Social Care. The programmes focus on innovation and transformative change and create a community of passionate innovators and leaders committed to making a positive impact on the world.

Spread and Scale is specifically set up to help propel projects forward to enable spread so they can be scaled across the NHS, social care, local authorities and private industry. The Hub shared the story of Paul Twose, a consultant therapist at Cardiff and Vale UHB, and how the Spread and Scale Academy support his team to develop and accelerate the spread of virtual reality training for tracheostomy education.

[Read more](#)



Innovation and the Future



Health Inequality, Inequity and Inclusion

Cardiff and Vale Health Inclusion Service - How Partnership Working Is Vital for Health Inclusion

In September 2021, Cardiff and Vale Health Inclusion Service was launched to address the poor health outcomes experienced by these groups. We spoke to Dr Ayla Cosh, Clinical Director of the service, to hear more about how this service came about, why it is so vitally needed and how it couldn't be done without partnership working.



To inform the development of the service, Cardiff and Vale Local Public Health Team conducted a health needs assessment for these health excluded groups. The purpose of the assessment was to provide recommendations for CAVHIS, assess health needs, current provision and access, alternative care models and interventions, and consider wider determinants of health.

[Read more](#)





Health Inequality, Inequity and Inclusion



Dementia - Opening Doors to Brain Workout - Tailoring Engagement to Communities

Engaging with the public and communities helps us to understand the perspectives of people who access health and social care services and helps shape future services. In Cardiff and the Vale of Glamorgan there is an incredibly diverse population, with people from a variety of ethnic groups, socioeconomic circumstances and a wide age range. This means there can be different challenges to engage due to diverse needs and beliefs of people.

We caught up with Versha Sood to learn more about how the Regional Partnership Board's Dementia Programme is tackling health inequalities and engaging with the public to develop better services.

[Read more](#)





Health Inequality, Inequity and Inclusion

Enfys Transracial Foster Care – The Power of Education and Understanding

The Hub worked with Enfys to tell the story of Tinesha, a young girl in a transracial foster care placement, with the hope of raising awareness of this often-overlooked issue. In the film, Tinesha shares her experience of challenges she has faced as well as some ways her foster carer has adapted to support her to explore her cultural identity.

[Watch film](#)



“The video is so powerful and we are hoping will create lots of food for thought and reflections for our foster carers, and hopefully make them more mindful of how they can parent young people with similar experiences.”

- Dr Harriet Collie, Clinical Psychologist, Enfys

Award Winning Innovations

Ty'r Bont Transition Service

Transitioning from school to adulthood can be challenging for anyone but it can be especially challenging for people with complex needs. The Ty'r Bont Transition Service aims to address this by providing a service which enables young people to get support from highly skilled staff, engage in meaningful opportunities that are important to them and develop new skills and experiences for adult life. But most importantly it allows young people to stay local and thrive!

Ty'r Bont Transition Service is a unique partnership between Adult Social Services and Education, based at Ty Gwyn Special School, and is funded by Cardiff Council with financial support from the Welsh Government Regional Integration Fund. The service recently won an Understanding Disability award, from the Parents Federation in Cardiff in recognition of the fantastic work it does.

[Read more](#)



QuickChange

The RIC Hub have caught up with QuickChange, a collaborative pilot project between Cardiff and Vale UHB Paediatric Podiatry Services and the Local Public Health Team. QuickChange is a short animation aimed at increasing daily physical activity for 4-6 year olds. The project has recently won the UK Public Health Register award for Improving Public Health Practice to Reduce Health Inequalities.

In this case study, Stephen Coombs and Martha-Jane Powell talk about how this innovative project came about, how it addresses inequality and inclusion, and what they've got planned next.

[Read more](#)

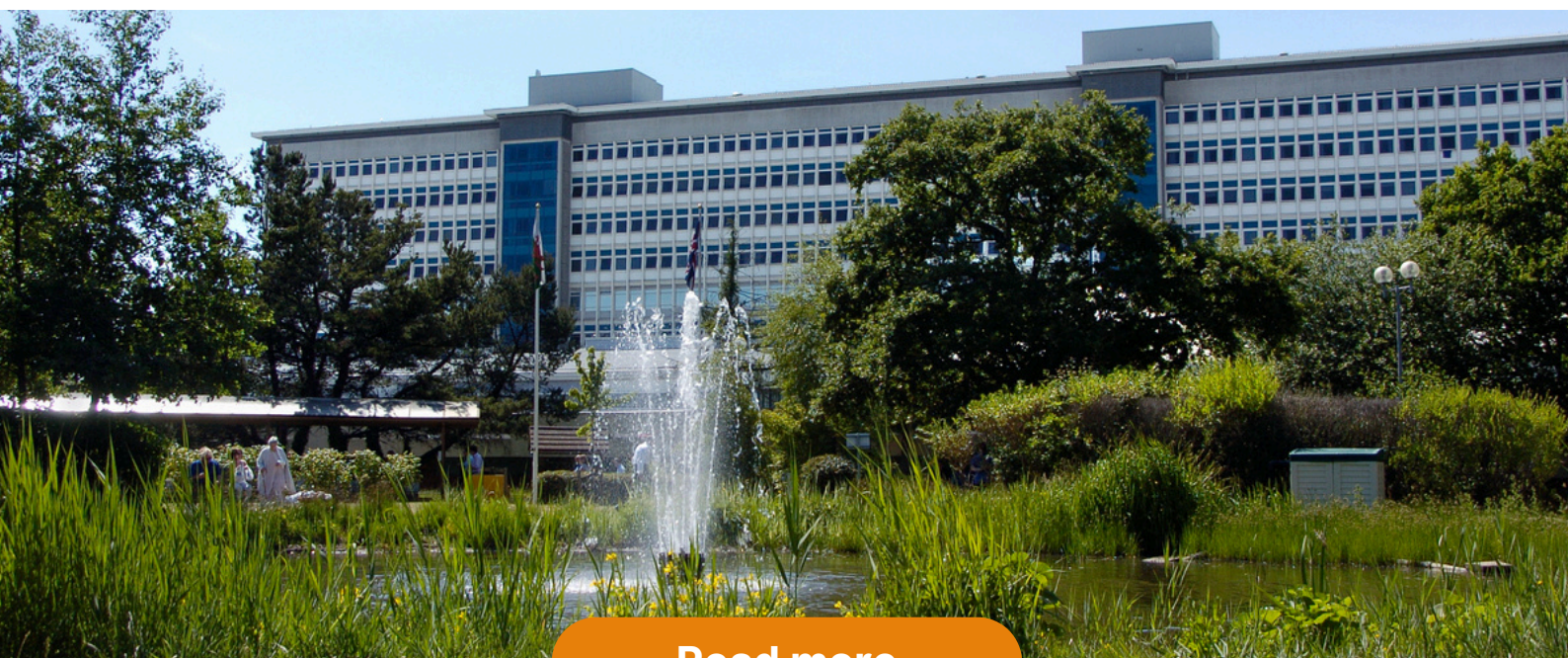




Sustainability

If the global health and care sector were a country it would be the fifth largest emitter of carbon (CO₂e), highlighting that major change is needed in the sector. The importance of a shift towards more sustainable ways of working has been gaining traction over the last few decades, as the impact of climate change becomes more evident.

The Hub collated a number of case studies, national initiatives and a [guide to the Circular Economy](#) into a newsletter to raise awareness of good practice and how everyone can do their bit to ensure a more sustainable health and social care system.



[Read more](#)





Measuring Success

Evidencing the impact of innovations and improvements is vital to ensure new ways of working spread and scale, secure sustainable funding and become business as usual. Capturing both quantitative and qualitative data supports decision-making, can show if new ways of working are making a difference and can be used to make a case for adopting and spreading new solutions.



Measuring Success

Improving Patient and Person Reported Data Collection for RPB Funded Projects

The Regional Partnership Board wanted to look at ways to improve data collection and analysis for projects funded by the Regional Integration Fund to inform decision-making and highlight projects which are delivering the most value-led improvements for our population. The Hub supported Cardiff and Vale Regional Partnership Board to implement the use of Patient Reported Outcome Measures in their reporting to achieve this.

The Hub conducted a scoping exercise to look which existing generic PROMs could be used to gather data against RIF reporting outcomes. A number of suitable PROM tools were identified, such as the Warwick Edinburgh Mental Wellbeing Scales, EQ-5D and the ONS personal wellbeing questions. The RPB has identified two projects to trial a PROM questionnaire in 2024-25 within the @Home Programme and emPOWER Programme. Additionally, the questionnaire has been shared with RPB across Wales and it is expected that a shared project at a national level will develop to trial the data collection process.





Measuring Success



Active Families, Active Lives

As part of our work on early intervention and prevention, the Hub has supported the Active Families, Active Lives project to maximise opportunities to spread and scale innovation.

Cardiff and Vale University Health Board's Active Families Active Lives (AFAL) team conducted a proof-of-concept project aimed at reducing childhood obesity rates by implementing a virtual ward app alongside wearable technology as part of the [Bevan Commission Planned Care Innovation Programme](#), funded by Welsh Government. The project is a great example of how we can harness new technology to improve self-management through responsive virtual management.

The project aimed to prove that this digital solution could increase capacity to monitor outpatient reviews, increase efficiency of the team and empower patients to self-monitor. The team trialled the approach with an initial cohort of 10 children and young people over the course of 13 weeks.

The AFAL team reported the following results:



86%

of children reported that using the device supported goal setting and resulted in family discussions to help achievement of these goals



100%

of children reported that wearing the device and using the app maintained their interest in their goals and supported the setting of goals that felt achievable.



86%

reported that virtual communication was more convenient than having an appointment



100%

of children increased their daily average step count during the pilot



3-3.5
hours

gained back for learning, work, or other activities due to reduced travel time.

The Hub provided funding for an economic evaluation of the project with [CEDAR](#) to enable AFAL to further evidence the cost-effectiveness of the project. The evaluation suggested that scaling the model would lead to a cost-saving of £49 per child compared to the current face-to-face service model.

Find out more

If you would like to sign up to be part of our Social Prescribing Network, receive our newsletters or connect with us about any of our work please visit our [RIC Hub webpages](#).



[Get in touch](#)



[Visit our website](#)