

4. Supporting the Strategy

4.1 Underlying key principles supporting the Strategy

The Health, Social Care and Well-being Partnership has developed and agreed key principles in support of their work, namely:

Promoting Health: Health is an important part of everyday living and is a state of physical, mental and social well-being and not just the absence of illness.

Eradicating Health Inequalities: Inequalities in health arise in many ways, but most commonly in Gwynedd inequalities relate to material deprivation and poverty, ethnic origin, physical or learning disability, or rurality.

Promoting Human Rights and Equality: The elimination of any inequalities or discrimination on the grounds of race, gender, disability, sexual orientation, age, religion and language that may exist in the context of both employment and service delivery.

Promoting the use of the Welsh language and endeavoring to ensure that services are available bilingually.

Enhancing Care: Where possible, the delivery of health and social care services in a primary care and/or community care setting that is locally accessible, promotes equality of access and reduces the burden of demand for hospital and institutionalised care.

Promoting Independence: Support people to live as independently as possible in their own homes if they so choose, whilst ensuring they are not lonely and isolated

Improving Treatment and Care: The development and implementation of Integrated Care Pathways from prevention to diagnosis, self-care, treatment and rehabilitation, ensuring that the care, health and well-being of the patient is the focus for all service change and improvement.

Improving Standards: Strive to constantly improve the quality of care to meet both national guidance and local goals, by maximising skills and competencies across the health and social care workforce, and seeking new, better ways of working.

Involving Patients and General Public: Listen to and talk with patients, service users, carers, partners, clinicians, staff and the public and their representatives, and constantly reflect upon their views and opinions.

Using Resources Efficiently: The funding available to support the delivery of services must be used efficiently and effectively, demonstrate good value for money and ensure that resources are targeted to support the areas of most need.

Ensuring Sustainable Development: Ensure that in the future delivery of services a substantial contribution is made to conserving natural resources, reducing waste, improving the environment and supporting the local economy.

4.2 Working in Partnership

There are several local strategic partnerships in Gwynedd committed to constantly improving the lives of all the people of Gwynedd. In relation to the work of the Health, Social Care & Well-Being Partnership, there needs to be particular recognition of the priorities and goals set by other Partnerships and an attempt to highlight the impact on health and social care. Partnerships also need a better understanding of each other's priorities.

The development of a Local Service Board in Gwynedd, which includes chief executives, provides a new model of engagement to facilitate speedier integration of services across the local public sector, by pooling resources and removing organisational bureaucracy.

4.3 The Voluntary Sector

The Health, Social Care and Well-being Partnership recognises the valuable contribution to health, social care and well-being made by voluntary organisations. These numerous national and local organisations in Gwynedd work closely with individuals, families and communities offering services and support based on specialist knowledge and experience in their fields. Representatives from the sector play a valuable and critical role in developing this Strategy, took part and facilitated the consultation process and organisations from the Voluntary Sector will be instrumental in its delivery.

4.4 The Independent Sector Providers

Valuable care services such as home care, individual support services and residential and nursing care are offered by a number of care organisations in Gwynedd. This provision augments the direct services provided by the Council and over recent years, particularly in home care, the independent providers share of the market has increased.

This independent sector is therefore vital to the success of commissioning and provision of care services in Gwynedd. The care market is often a very fragile

market and the recent closure of a local nursing home has highlighted this fragility and the pressure on provision.

Demographic changes will lead to increased pressure on care provision in the future and this partnership with the private sector will play a significant role in addressing care needs in Gwynedd.

4.5 Engaging with the public

The views of patients and service users are paramount in designing citizen-centered services. Gwynedd Local Health Board undertakes an annual patient satisfaction survey which collects comments regarding health services from people across the County. Gwynedd Council and the LHB are also involved in regular user contact through a range of services and groups.

The consultation process on the draft strategy has been comprehensive in an attempt to engage with as many different groups, organizations and individuals as possible. The Partnership will need to consider how to continue this dialogue and so encourage participation in the implementation and monitoring of the strategy.

Feedback from the consultation process makes it very clear that service users are keen to be included in the development of services at the beginning of any process and not at the end.