

Case study which demonstrate how the WBFGA has been used to deliver long term positive health and social care impacts and outcomes

What is the case study about?

Ffrind I Mi/Friend of Mine is an initiative designed to reduce loneliness and social isolation through a collaborative approach, with relevant partners.

This case study can demonstrate that working together can increase awareness of the topic, while increasing the sharing of best practice, through events, shared strategies and strong communication links. It has been designed following engagement with all stakeholders, which lead to the development of a website and single point of contact. It has also lead to the development of a volunteer befriending service, created to fill an apparent gap.

The initiative was initially funded by Health Technology Challenge administered through South East Wales Academic Health Science Partnership and 1000 Lives.

Ffrind i Mi received the Award for Collaboration at the All Wales Continuous Improvement Awards in May 2017 and NHS Wales Award, Citizens at the Centre of Service Redesign and Delivery, in September 2018.

How has applying the principles of the WBFGA been helpful?

Loneliness and Social Isolation is a massive issue to tackle and also a difficult matter to define and recognise. The Five Ways of Working gave the team a structured approach to defining the actions required to progress, whilst ensuring that we stayed focussed and on track.

Ffrind I Mi is a new way of working and the team found that the WBFGA enabled them to progress with confidence as the concepts fitted the principles so well.

What have you found to be most challenging?

Agreeing the ambition statements in relation to the WBFGA were the most challenging aspect for the Ffrind I Mi Partnership Board. The partnership could agree on actions and demonstrate the work that was being achieved and planned, however defining it as an ambition was a new way of having to think. Although a challenge the process made the partnership consider the purpose of their actions and ensure that they were reflected the principles of the WBFGA.

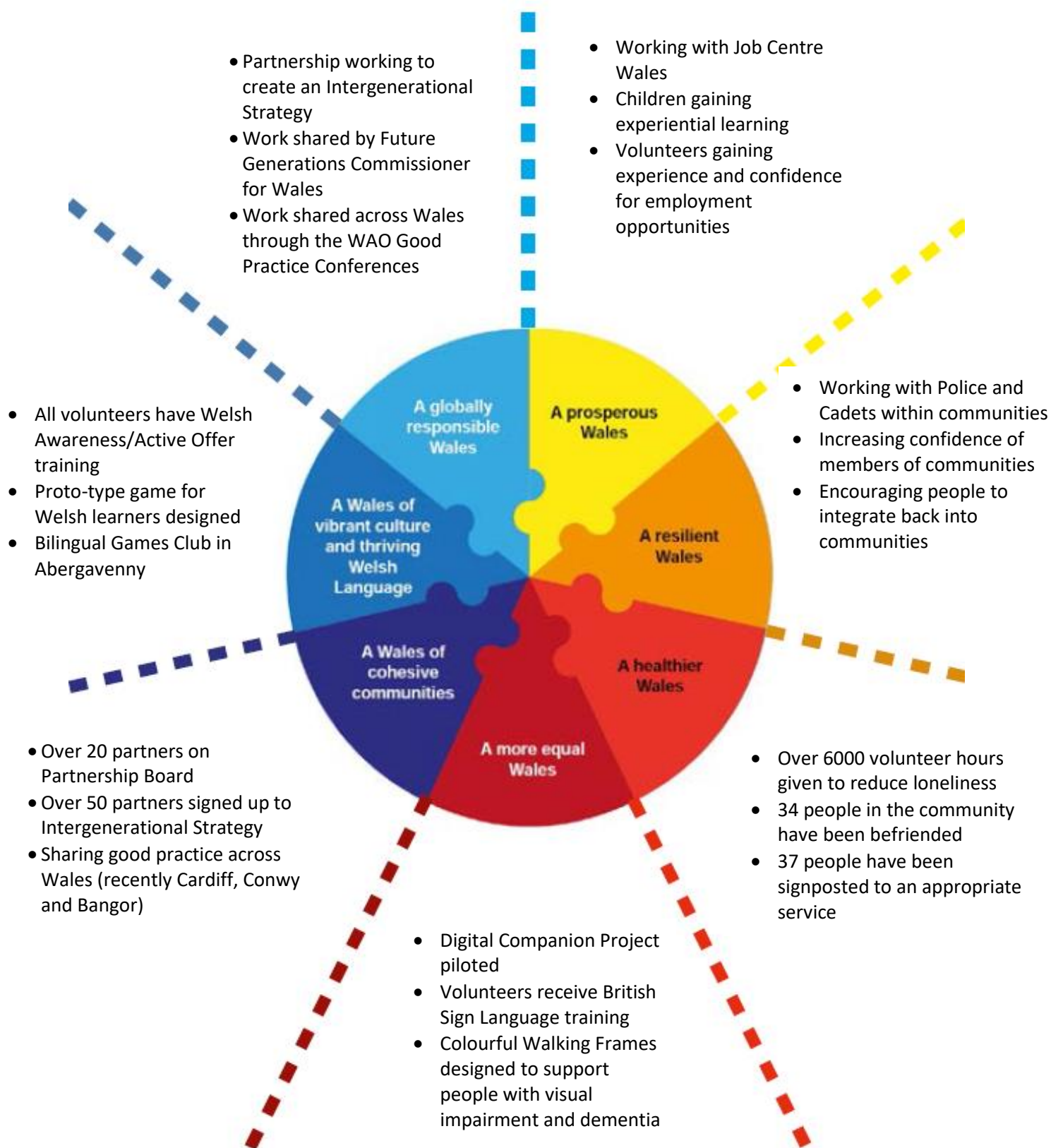
What lessons/learnings would you share?

The WBFGA has been invaluable in creating a template for the Partnership Board to map and monitor the project. The principles of the WBFGA have given us 'permission' to develop new ways of working.

The Five Ways of Working and Seven Well-being Goals gave the Partnership a good structure to discuss the collaborative working that was being achieved. This along with developing ambition statements has allowed us to create a very relevant action plan.

To have understanding and commitment from the partnership in the Ffrind I Mi imitative it benefitted to engage and include as many people as possible in the WBFGA ambition statements and route mapping. Feedback from partners helped get this right.

How action on Loneliness and Social Isolation will positively impact all seven Well-being Goals



How applying the Sustainability Principle and the 5 Ways of Working is helping to deliver positive impacts and outcomes on Loneliness and Social Isolation

Way of working	What positive impacts/outcomes can be achieved by this way of working	How will we achieve these positive impacts/outcomes
Balancing short and long term - needs	<p>The principles of Ffrind I Mi will be embedded within National Curriculum to inform children and allow experiential learning.</p> <p>Providing a structured “Volunteer to Career” Pathway to enable more people to access employment opportunities.</p>	<ul style="list-style-type: none"> • Promote the Intergenerational Strategy and outcomes achieved. • Share best practice through events and the Intergenerational Toolkit. • Inform clients of opportunity through joint working events with JCP Wales. • Promote benefits of volunteering to students in college and sixth forms • Work with GAVO and TVA.
Integration	Each of the Ffrind I Mi partners will be able to demonstrate how the principles and delivery of Ffrind I mi is helping them achieve their own objectives	<ul style="list-style-type: none"> • Share the Ffrind I Mi action plan with relevant partners • Develop outcome tools that can be shared with all partners
Prevention	<p>To allow all people in ABUHB who are living with a Long Term Condition to access a service that will prevent being lonely or socially isolated.</p> <p>Reduce the number of falls within ABUHB</p>	<ul style="list-style-type: none"> • Provide an easy referral process into Ffrind I Mi • Sign post clients to a suitable service • Provide a volunteer befriending service • Create a working group to steer the Pimp My Zimmer campaign • Pilot the use of coloured walking frames • Share results and produce a collaborative strategy based on all Falls Work
Collaboration	<p>Establish joint systems to collect and share outcomes of engagement from all communities within ABUHB with stakeholders</p> <p>Establish systems to collect and share evidence of benefits to all stakeholders of Ffrind I Mi</p>	<ul style="list-style-type: none"> • Plan joint tools and engagement events with partners • Joint programme with Police, Health and Housing to establish concerns of those in community • Provide a Toolkit that enables sharing of outcomes • Produce tools that can be used to collect qualitative and quantitative outcomes • Work with academia to produce a method of research for projects
Involvement	<p>Older people in all Gwent care homes will be involved in meaningful activities</p> <p>All Public Services in Gwent will provide opportunities for their employees to volunteer one day a year (minimum and paid)</p>	<ul style="list-style-type: none"> • We will engage with all stakeholders to promote the benefits of Meaningful Activity • Provide a Toolkit as part of the Intergenerational Strategy • Share best practice • Engage with PSBs in all localities to promote benefits of volunteering. • Discuss at All Wales Volunteering Network