

Corporate Plan Review



Caring Scrutiny Panel - 10th December 2015

Key Actions K23, K48, K31, K49, K50

Craig McArdle

Key Action 23



Key Actions:

K23 - Deliver integrated commissioning as part of IHWB transformation programme

Supports outcome:

We will help people take control of their lives and communities

K23 – Deliver integrated commissioning as part of IHWB transformation programme



ONE SYSTEM... FOUR COMMISSIONING STRATEGIES

In order to deliver system wide change and improve outcomes, four commissioning strategies that cover the entire needs course (wellbeing, children and young people, community care through to enhanced and specialised care) and life course (pre-conception through early years, adulthood and to older age) have been developed:

WELLBEING

People and communities will be well, stay well and recover well. This strategy supports healthy and happy communities by putting health and wellbeing at the heart of everything we do.

CHILDREN AND YOUNG PEOPLE

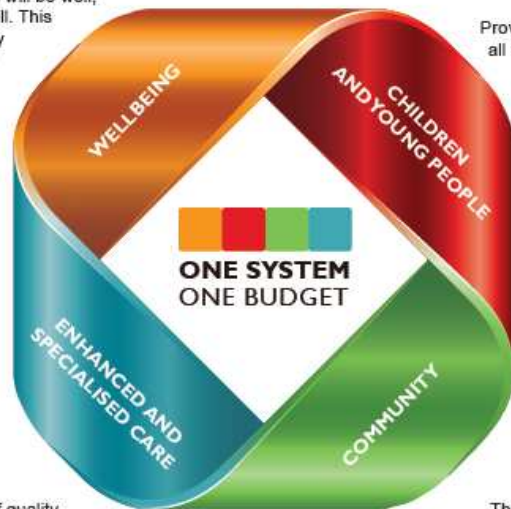
Provide the best start to life for all children from pregnancy to school age, and the right support at the right time for vulnerable children and young people.

ENHANCED AND SPECIALISED CARE

A system that consists of quality specialist health and care services that promotes choice, independence, dignity and respect.

COMMUNITY

This strategy targets services that support people to maintain their independence in their own home within their own community.



- Services that:
- support people and communities to be and stay healthy through advice and guidance, primary prevention, and planned care services for people of all ages, across the whole life journey, and covering both physical and mental wellbeing

- Services that:
- provide the best start in life for all children from conception to school age
 - Have an integrated approach to early help and specialist support for children at risk of poor outcomes

- Services that support:
- Support people with multiple care and support needs
 - Support people requiring urgent care: responding to a crisis - providing a timely response, reablement and recovery
 - Support people with long-term support needs, who need on-going personalised support

- Services that:
- Provide the "top tier" of care covering Individual Patient Placements, care homes for both working age adults and those over 65, end of life care, acute hospital services and specialist and tertiary services

K23 – Deliver integrated commissioning as part of IHWB transformation programme



SYSTEM LEVEL OUTCOMES

Key system level outcomes that our approach is designed to impact on are set out below:

Increased healthy life expectancy (quality of life as well as length of life)
Reducing health inequality
Increasing the amount spent on prevention through the lifecycle of this strategy
Delaying and reducing the need for care and support – less need for residential care and hospital
Preventing people from dying prematurely – reduce levels of preventable disease
People are cared for and recover well – better quality care with people more able to return home more quickly
People have a positive experience of care and support
Children and adults are safeguarded
Children well-prepared for adulthood – health, education and aspiration
Reduction in children living in poverty
Continuing to reduce the volume of victim-based crime (per 1,000 population)
Number of recorded violence against the person offences (per 1,000 population)

- Supported by individual performance scorecards for each Commissioning Plan
- Quarterly performance updates to the Integrated System Performance and Intelligence Group (ISPIG)

K23 – Deliver integrated commissioning as part of IHWB transformation programme



2015/16 Milestones achieved

Quarter one

- Begin developing the strategic performance framework for Integrated Commissioning
- Finalise the Wellbeing Strategy for Integrated Commissioning.
- Develop service user questionnaire to support Children's Social Care's understanding and analysis for the increase in numbers of contacts. Gain sign by PCSB.

Quarter two

- Integrated Senior Leadership team established
- System design group held

Key Action 48



Key Actions:

K48 - Increase personalised packages of care to support people to live as independently as possible

Supports outcome:

We will help people take control of their lives and communities

K48 - Increase personalised packages of care to support people to live as independently as possible



2015/16 Milestones achieved

Quarter one

- Be Care Act Compliant
- Draft Community Commissioning Plan completed
- Online self assessment tool launched

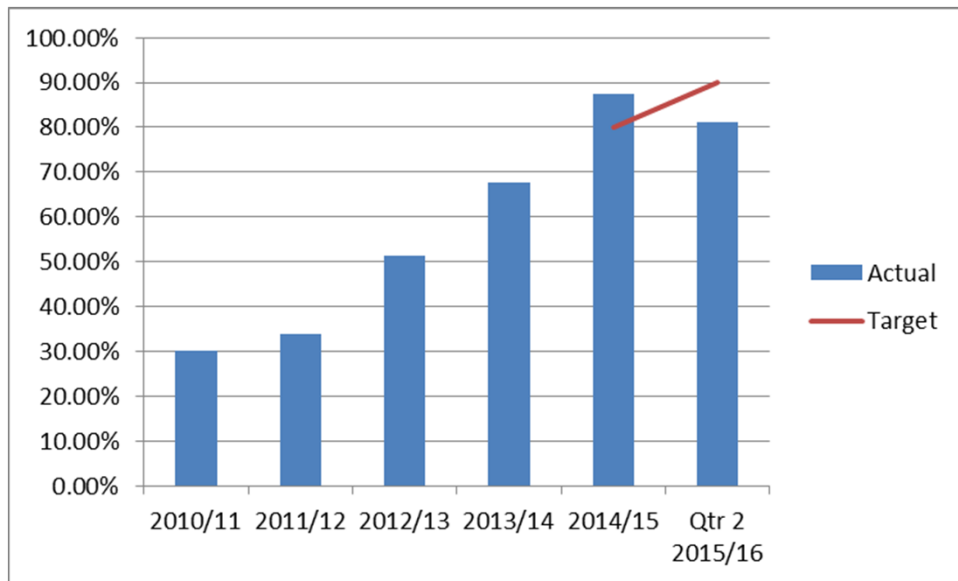
Quarter two

- Carers Hub undertaking statutory Carers Assessments and administer Personal Budgets for Carers

K48 - Increase personalised packages of care to support people to live as independently as possible



ASCOF National Measure 1C – Proportion of people using social care who receive self-directed support



- 87% of people using social care receive self-directed support at the end of 2014/15
- Higher than regional (79%) and national (84%) average performance
- Sub Measure – 31% of people using social care in receipt of a personal budget. Above regional (25%) and national (26%) average performance
- ASCOF 1B – 81% of people using social care say they have control over their daily lives. Above regional (80%) and national (77%) average performance

Key Action 31



Key Actions:

K31 - Improve the quality of the care and support market

Supports outcome:

People are treated with dignity and respect.

K31 – Improve the quality of the care and support market



2015/16 Milestones achieved

Quarter one

- Support providers to implement the new Care Certificate

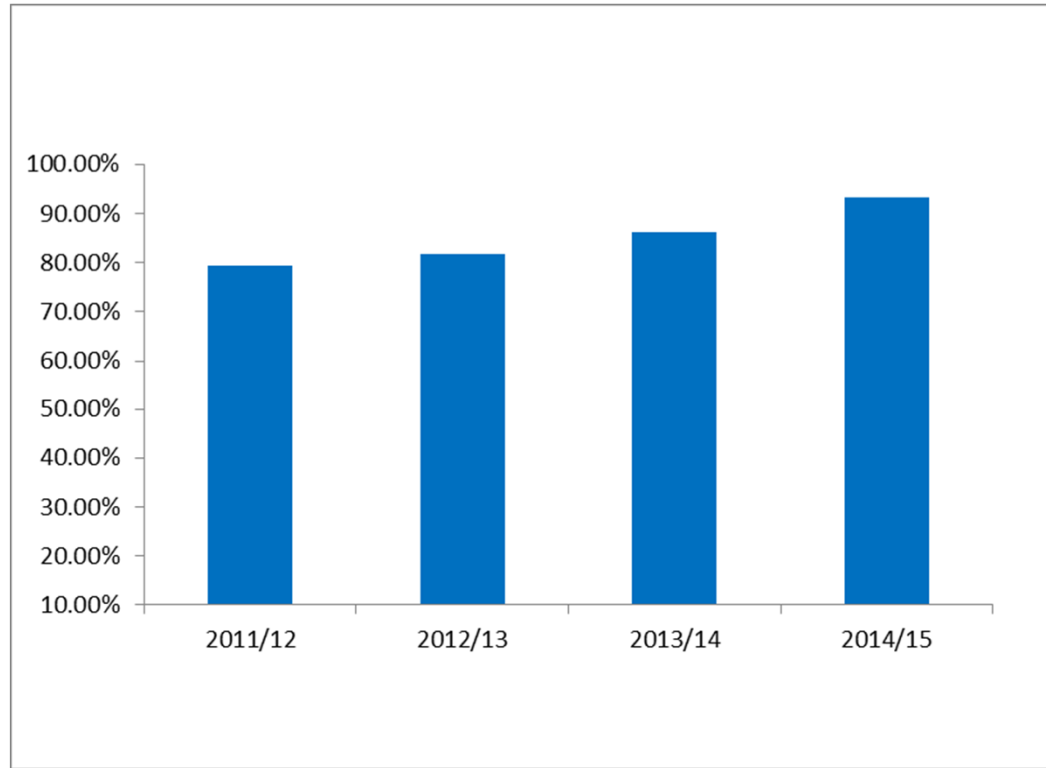
Quarter two

- Continued support for providers to implement the new Care Certificate
- To deliver a workforce development programme with care homes, including:
 - Leadership Programme
 - Dignity Forum Programme
 - Care Act Workshops
- Support care homes to create Health Action Plans which give an historic picture of someone's health and any past interventions

K31 – Improve the quality of the care and support market



ASCOF National Measure 4B – The proportion of people who use services who say that those services make them feel safe and secure



- 93% of people using social care say that services they receive make them feel safe and secure
- Higher than regional (87%) and national (85%) average performance
- CQC Care Home rating – Currently one outstanding and 10 good care homes
- 9 care homes known to require improvement

Key Action 49



Key Actions:

K49 - Create a Dementia Friendly City working with partners

Supports outcome:

People are treated with dignity and respect.

K49 - Create a Dementia Friendly City working with partners



- The number of people with dementia in Plymouth is set to increase from 3185 in 2015 to 3264 in 2020
- Currently we have achieved a diagnosis rate of 53% with a target to improve
- Lots of initiatives to raise awareness and identify people who may have dementia, of which the Dementia Friendly City is a key part.
- In 2015/16 the Action plan focuses on:
 - Dementia Friendly City Centre
 - Dementia Friendly Energy Company
 - Dementia Friendly Communities
 - Dementia Friendly Plymouth City Council
 - Dementia Friendly Primary Care
- Plymouth was presented with a national award by the Alzheimer's Society at a ceremony in London for being a finalist in the category of "Best Dementia Friendly Community Initiative".

K49 - Create a Dementia Friendly City working with partners



2015/16 Milestones achieved

Quarter one

- Libraries to work with Alzheimer's Society to deliver Dementia Awareness Week and other events
- Dementia Friendly Pharmacies - Increase the number of Dementia Friends in Pharmacies across Plymouth

Quarter two

- Complete the Strategic Clinical Network Project in care homes to increase diagnosis
- Review the Dementia Pathway and develop Commissioning Intentions based on needs assessment and consultation
- People with dementia who can demonstrate that they meet the eligibility criteria are encouraged to apply for the blue badge scheme using the discretionary powers of the Local Authority.
- Put in place care co-ordination of over 75s with GP practices.
- Ensure that Dementia is embedded into the End of Life strategy
- Dementia Strategic Group to be involved in discussion about new System Design Group membership and consultation process

Key Action 50



Key Actions:

K50 - Provide a seamless service for older people's care including smoother discharge from hospitals (working closely with the NHS)

Supports outcome:

People are treated with dignity and respect.

K50 – Provide a seamless service for older people’s care including smoother discharge from hospitals (working closely with the NHS)



2015/16 Milestones achieved

Quarter one

- Implement integrated hospital discharge team

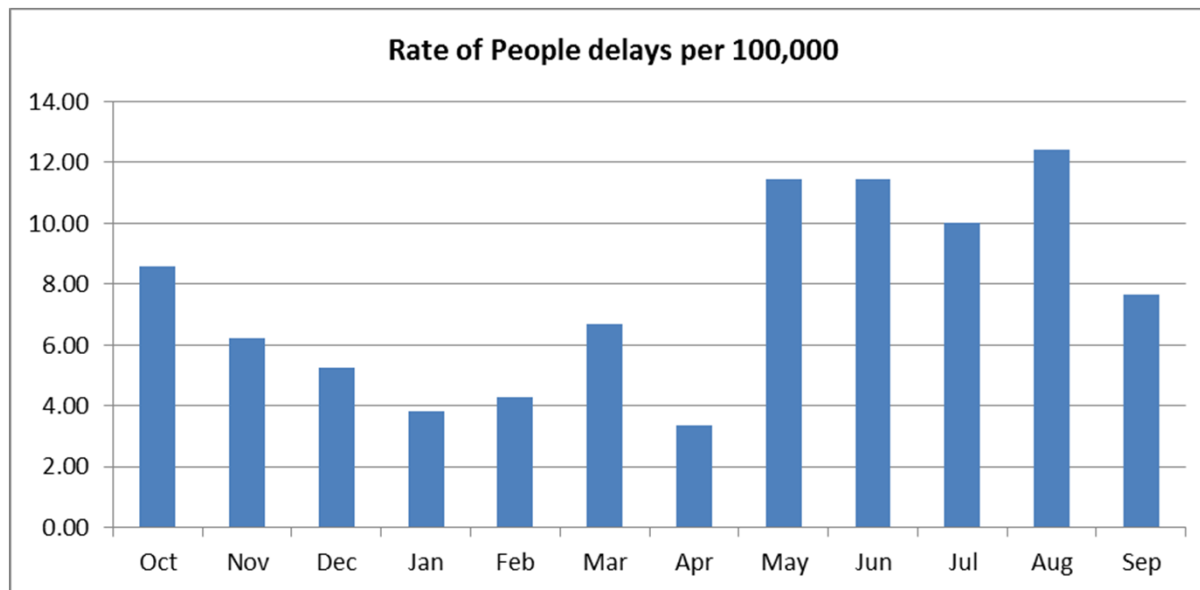
Quarter two

- Re-location of teams to relevant hospital site
- Dedicated social care managers to lead teams in both acute and non-acute Plymouth hospitals working in partnership with NHS managers from each site
- Introduction of daily Authorisation procedures for Adult Social Care packages
- An Action plan to refocus priorities of the social care manager on delays attributable to Adult Social Care

K50 – Provide a seamless service for older people’s care including smoother discharge from hospitals (working closely with the NHS)



ASCOF National Measure 2C – Delayed transfers of care from hospital which are attributable to adult social care (per 100,000 population)



- Recognised performance issue
- Working with Plymouth Community Healthcare and PHNT to improve performance
- Improving trend in recent months
- South West Issue