

Department of Health Update

Subject: System Progress and CQC Action Plan

Date: 16/05/18



Commissioning & Market Management

Develop Commissioning Intentions

- Strategic Commissioning Intentions have now completed their 6 week consultation process with the wider Plymouth HWB system
- Feedback has been very positive with the system agreeing with the Strategic Direction
- Emerging themes that there is a desire to ensure Mental Health Services remain within a 'Place-Based system of care' and that the system would like to explore what the potential of an Integrated Care Model would mean for our two main acute and community providers
- Revised Paper being drafted with contracting options – to go through governance routes ready for distribution in July
- Workstreams for each area in place

Remodel Care Home Market

- Initial baseline assessment completed by QAIT team and shared with STP programme Board. Further information required to understand all initiatives and schemes currently underway which link with the Enhanced Health in Care Homes framework.
- Livewell South West Director of Operations appointed as SRO
- The second local programme board took place recently and it was agreed to focus on 4 main areas that draw on the Vanguard. These are:
 - Meds optimisation - Reduce spend and reduce harm/admission related to medication
 - MDT support model - To include Single Point Of Contact, general care (GP and community team roles and ask), enhanced care (inc IC/GP, HCE, 'relevant sec care inc MH)
 - Out of Hours
 - Care home network/identity and resilience plan-including single trusted extraction from acute, training, standards and shared operating principles

Remodel Dom Care Market

- Fee levels for 2018/19 agreed.
- Short term services to increase capacity and support flow brought on line.

- Project Office has been appointed and is currently developing capacity mapping across the sector. Efficiency benefits are being realised by support functions through increased capacity due to a more streamlined process.
- Single Accountable provider model (SAP) for Domiciliary Care has been developed and University Hospitals Plymouth will become the SAP under a Section 75 agreement. Market engagement has taken place with all block and spot contracted providers, who are in agreement with the process to be rolled out over the next 2 years in 3 phases.

Maximise Voluntary Sector Contribution

- Voluntary Community Sector organisations have been involved in the recent Urgent Care workshop, mapping current service interfaces for hospital admissions and discharges. Follow up workshops in early June to consider preventing admissions, hospital flow and discharge
- Combined Wellbeing and Community System Design group to engage with wider VCS in late June to build on work already done
- A specific Community System Design group will take place in late June engaging with our VCS partners around how we build on the good work already achieved to date. This will service to bring the VCS back into the plans for implementing the latest phases of the Community and Wellbeing integrated strategies.

Primary Care Transformation

- Work underway to design multiple elements of model such as: care for people in care homes, extended primary care team and extended access. Working closely with the developing Strategic Commissioner to tie in with plans at scale such as telephone triage and use of prescribing and acute hub
- Extended access Pilot to go live June utilising Doctor Care Anywhere
- PCH Conference
- International GP Recruitment Programme progressing at pace

Integrated Care Model

- On advice from NHSE, NHS Trust, Plymouth has implemented a Gold Command system and Hard Reset for our Urgent Care system.
- Significant progress has been made so far against our 4 hour wait for admissions target and against the number of patients who are medically fit and waiting for discharge. We are also seeing our number of Delayed Transfers of Care drop as well as length of stay in the Discharge to Assess pathway reduce
- Discharge To Assess pathway 1 has now launched

Staff & Organisational Development

Development of Local Workforce Strategy

- The inaugural meeting of the Workforce Strategy Group has now taken place. The group will work in partnership with the Local Government Association who are providing an outline framework to help with developing a strategy this complex.
- The engagement plan for Workforce has been developed with a series of Workshops starting imminently

System Improvement

Admission Avoidance Schemes

- Acute assessment unit - Phase two development plan agreed in outline which includes extending working week and direct referral process to be agreed (bypassing ED)
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Hospital Flow & Discharge

- *Included in Integrated Care Model update*

Single Access Route into Livewell South West

- ASC Advice and Information / Community Nurse Referral Hub and Therapy referral co-located in Windsor House
- Demand and Capacity data analysed
- Operational lead identified to work on OPMH and CMHT referrals
- Skills Audit completed to establish training requirements for 'Shared Skills' and triage capabilities
- Draft Role Profiles developed for - Health and Social Care Referral Coordinator
- High level 'As is' and 'To Be' operational triage process map developed
- Proposed Front Door structure developed

Health and Wellbeing Hubs

- New governance around this has now been implemented, the project will now manage strategic development of the Hubs through a Programme Delivery Board and will optimise the existing System Optimisation Group to co-design elements of the offer with partners

