

HEALTH AND CARE GENERAL UPDATE PAPER

Joint report from Devon County Council and NHS Devon Clinical Commissioning Group

1. Recommendation

- 1.1. That the Health and Adult Care Scrutiny Committee receives this report that contains updates and general information responding to specific actions, requests or discussions during the previous Health and Adult Care Scrutiny Committee meeting.

2. Purpose

- 2.1. To respond to specific questions or comments from previous meeting and provide updates on the latest news from the Devon Health and Care system

3. Celebrating local success and achievements

Devon Wellbeing Hub

- 3.1. The [Devon Wellbeing Hub](#) was set up a year into the COVID-19 pandemic in recognition of the challenging time individuals and teams in healthcare, social care and the police are having, both inside and outside of work. Since that time the Hub has now supported more than a hundred colleagues. The past 18 months have been incredibly difficult and have put pressure on people emotionally, financially and within their personal lives, as well as in their demanding jobs. The Hub now acts as a single place where someone can come along, speak to a member of the team about the challenges they are facing and create a plan for how to move forward.

Westbank Neighbourhood Friends

- 3.2. [Westbank Neighbourhood Friends](#) in Exeter has won the Queen's Award for Voluntary Services for its work during the pandemic to help to keep vulnerable or frail adults out of hospital, or to have shorter hospital stays. They match volunteers with people who need assistance, so that they're able to get out of hospital and back home as soon as possible. During the pandemic, their volunteers provided support to over 2,030 patients across the Exeter, East and Mid Devon area.

The Northam Care Trust

- 3.3. [The Northam Care Trust](#) one of our care providers has won the South West Care Home Network COVID Hero Award for Devon. The award was given to Northern Lodge in recognition of resilience, strength, tenacity, teamwork and success through the pandemic. This is great recognition for such as progressive, innovative provider of care. A [short video of some of the work](#) taking place that resulted in receiving this award has been produced.

Carers Hospital Service

- 3.4. Earlier this year the Carers Hospital Service delivered by Devon Carers in the RD&E and NDDH won a prestigious [Health Service Journal award](#). The project involves Devon Carers working with hospital teams to identify and provide support to carers to prevent and reduce hospital admissions and length of stays, supporting carers to look after their own physical, mental and emotional health, practical support at home, and 6 weeks of follow-ups.
- 3.5. Between April 2019 and the end of October this year, 2,193 carers have been helped by the Carers Hospital Service and the average spend per case including staff cost has been £164, outcomes have included: 775 hospital admissions prevented, 264 hospital readmission prevented and 576 excess bed days reduced saving
- 3.6. Building on this success that led to this award the service continues to have impact. Arrangements have been made with South Devon Healthcare Trust, Torbay Hospital and the Torbay Carers service to extend fully into Torbay Hospital, this has commenced with the Torbay and Devon Carers services working as one.
- 3.7. Discussions are also planned with Plymouth City Council, Cornwall County Council, the CCG and [Plymouth Improving Lives Caring for Carers](#) to see what opportunities there are for the service to be extended in to Derriford Hospital.

Nursing Times Award – Exeter Teams Shortlisted

- 3.8. The Living With and Beyond Cancer(LWBC) team, Breast Care Nurse Specialists and FORCE cancer charity have been shortlisted in this year's Nursing Times awards in the Cancer Nursing Category.
- 3.9. Using a co-production method they redesigned the breast cancer pathway involving FORCE oncology physiotherapist, oncology dietitian and a Cancer Support Worker (CSW) to optimise supported self-management for patients.
- 3.10. By better understanding patients through holistic assessment and focus groups they were able to design and deliver a tailored rehabilitation program over 12 weeks supporting weight management and healthy lifestyle (key components of supported self-management as described in the NHS Long term plan). Patients attending the group sessions are recording sustainable lifestyle changes.

Holsworthy

- 3.11. The community driven work in Holsworthy continues, as the last meeting of the CCG engagement led Holsworthy Community Involvement Group (HCIG) was held in June, making way for a new community led delivery group (chaired by a local resident, and former vice-chair of the HCIG) to take its place. The 'Holsworthy and District Community Forum' will continue the work from the HCIG and take over the implementation of the recommendations from the engagement. The NHS are still very much involved as active members of the group and are looking forward to working with a wider group of stakeholders to ensure the best outcomes for the people of Holsworthy and the surrounding area.

4. COVID-19 Update

Enhanced Response Area

- 4.1. Due to high COVID-19 case rates, the government has prioritised Devon, Cornwall, Plymouth, Torbay and the Isles of Scilly for additional support to reduce case rates, by designating us an enhanced response area.
- 4.2. The package includes logistical support to maximise vaccine and testing uptake; further help for local public health campaigns; and temporary use of face coverings in communal areas outside classrooms in secondary schools and colleges. The enhanced response area status will be in place for five weeks from the 27 August, with a review at four weeks

Update on support to care providers

- 4.3. Throughout the pandemic DCC and the CCG have ensured a joined-up approach to communications and support to independent providers of adult social care services. This has primarily been through the [Provider Engagement Network](#) website and a weekly newsletter to all providers highlighting key guidance and resources including on PPE, testing, vaccinations and how COVID funding can be accessed.
- 4.4. Through the PEN website we have also been ensuring we are signposting to wellbeing resources that can provider staff can access.
- 4.5. Although the PEN website is a DCC website access has been enabled for both Plymouth City Council and Torbay Council to use in communications to their adult social care providers.
- 4.6. Jointly across the ICS we have collectively delivered a number of provider facing webinars on key areas of the COVID response, including the process for how Government funding such as the Infection Prevention and Control grant can be accessed.
- 4.7. Devon care providers have received a total of £67m in COVID related funding including through the [Infection Control Grant](#). This funding has supported all our care markets during the pandemic to prevent and reduce transmission between care homes and support wider workforce resilience.

5. Vaccination update

- 5.1. Data recorded in the Capacity Tracker and supplied by adult social care providers shows that as of 3 September in Devon 96% of care home residents and 91% of care home staff have received their second dose of the COVID vaccination.
- 5.2. The SAGE Social Care Working Group has advised that at least 80% of staff and 90% of residents in a care home should have the first vaccination dose to provide a minimum level of protection against outbreaks of COVID-19. In Devon 88.3% of care homes are at this level giving Devon a national ranking of 29/151.
- 5.3. The capacity tracker states that 177 of 6550 care home residents and 577 of 9956 staff have not received the first dose of the vaccination. Work

continues to address vaccination hesitancy and plan for the 11 November when [mandatory vaccination for those working or volunteering in care homes, unless exempt](#) becomes law.

- 5.4. The next cohort of age groups has opened up and hundreds of young people nearing their 18th birthday can also now book in for their vaccination.
- 5.5. Teenagers within three months of turning 18 can book their appointment through the National Booking Service or by calling 119. They can also attend a walk-in COVID-19 vaccination site without an appointment.
- 5.6. A small number of walk-in vaccination sites are also available for people aged 16 and 17 and we expect more sites should become available over time. Details about upcoming walk-in sessions can be found on the NHS site finder.

6. Proud to Care update

- 6.1. This year, [Proud to Care](#) has run several recruitment campaigns to attract people to roles in care and health and support external care providers with their recruitment. The last recruitment campaign ran from 22 March – 3 June 2021 and focused on recruiting people with the right values to entry-level roles across the care sector.
- 6.2. A number of [care and support workers](#) featured in the campaign, talking about their experience of joining the care sector during the pandemic and the positive impact this has had on their lives, as well as the lives of the people they support.
- 6.3. The campaign resulted in 42 people gaining permanent employment in care roles across Devon and Torbay, and 85 people receiving care and health careers coaching so they have a greater understanding of the sector and the roles available, which may lead them to start a role in care in the future. Since the start of the pandemic we have successfully recruited over 350 people to roles in care and health.
- 6.4. The next recruitment campaign starting in September will coincide with furlough ending and again will focus on attracting people with the right values, who are considering starting a career in care. Our advertising will target people aged 30+ and a number of care and support workers from learning disability services, domiciliary care and care homes will be featuring in our films and case studies.
- 6.5. The Proud to Care recruitment team will offer 1:1 support for jobseekers and people who want to have an initial conversation to find out more information. The campaign will cover the whole of Devon, including Plymouth and Torbay.
- 6.6. The recruitment campaign will run alongside the Health and Social Care Skills Accelerator Programme which is part-funded by the European Social Fund, and offers free training to people wanting to join the sector and for those already working in health and social care.

7. Access to General Practice

- 7.1. Devon's GPs practices have been working tirelessly over the last year, managing the pandemic response and delivery of the NHS COVID-19 vaccination programme.
- 7.2. Over the last 12 months in Devon, Plymouth and Torbay there have been:
- More than 4 million face to face appointments in general practice
 - More than 2 million telephone consultations
 - More than 500,000 online consultations
 - More than 920,000 vaccination appointments
- 7.3. While the number reduced last year, almost 60% of the appointments with GPs are now face to face in the county.
- 7.4. Over a number of years GP practices in England have been moving towards introducing the additional option for online consultations as part of their access to the practice, in line with national guidance.
- 7.5. Devon has led the way nationally on embracing new technology and prior to the COVID-19 pandemic our GP practices were already well advanced in using online consultations (eConsult) and telephone triage. This meant that Devon's GP practices were already in a strong position to manage and respond to the challenges of working in a pandemic.
- 7.6. Over the last year, all GP practices in Devon have offered online, telephone and video consultations as an initial triage step, only conducting face to face appointments where it was clinically necessary.
- 7.7. On 13 May 2021, NHS England wrote to GP practices across the country to advise that GP practices must all ensure they are offering face to face appointments and that practices should respect preferences for face to face care unless there are good clinical reasons to the contrary.
- 7.8. At the height of the pandemic, face to face appointments in GP practices in the NHS Devon CCG reduced to 52% in April 2020, compared with 78% in October 2019. The latest data for June 2021 suggests this is now 59%, 3% higher than the national average for face to face appointments.

	Appointments in General Practice – ICS Devon Area ¹				
	Face to Face	Home visits	Telephone	Video	Total
June 2021	397,000 (59%)	4,412 (0.5%)	245,000 (36%)	4620 (0.68%)	651,032

¹ <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice/july-2021>

8. National Disability Strategy and the National Strategy for Autistic Children, Young people and Adults

8.1. In July this year the Government launched both a national disability strategy and a national strategy for autistic children, young people and adults. A short briefing has been produced including how they align to DCC and ICS strategies:

9. National Disability Strategy

9.1. The strategy is about improving disabled peoples' everyday lives and experience in the world, removing the barriers literally and metaphorical through new and continued work and investment. It covers significant and wide-ranging ground.

9.2. The focus is on education, training, employment, and housing. Improving physical access and encouraging participation in these areas and in wider society.

9.3. The strategy is not an ASC strategy. It sets out roles, responsibilities, actions and commitments across 13 government departments, rather than looking at disabilities through a single department lens. Whether that will result in a net increase or reduction in need for ASC support is not explored.

9.4. The strategy majors on physical disability with other types of disabilities less present.

9.5. The government states it will continue working with disabled people and disability organisations at every stage of social care reform to ensure their voices are heard and needs reflected.

9.6. The strategy will ensure that health and social care staff understand learning disability and autism to reduce the health inequalities people often face. What that means practically is not clear.

9.7. The [LeDeR programme](#) (Learning Disability Mortality (death) Review) will include autistic people by March 2022.

10. National strategy for autistic children, young people and adults: 2021-2026

10.1. Strong emphasis on this being a one-year plan up to 2022 working toward the vision. Future years' plans will be dependent on the outcome of the spending review. Actions don't go beyond 2022.

10.2. Implication of and the timing of wider ASC reforms are important but unknown; reform must work for people with autism and enable access to care and support.

10.3. ICSs become statutory from April 2022; will we see a review on national governance arrangement and responsibilities for autism, including where duties and responsibilities might sit or be delivered or how funding is allocated to and within ICSs.

10.4. Integrated care boards will focus on autism and learning disabilities at the highest level, having a named executive lead.

10.5. A lot in the strategy about upskilling the workforce of statutory orgs and professionals and increasing awareness of autism.

10.6. VCS is not very loud in the strategy nor is seeing a person with autism in the context of their family, prevention or autism as a secondary need.

11. Alignment with local ICS and DCC strategic priorities across Devon

11.1. Both strategies align with and are enhanced by our local plans in Devon to improve how people with disabilities live independently. This includes the ICS and DCC's strategic priorities as we respond and recover from the pandemic.

11.2. They also align with Devon's system plans set out within the Long Term Plan for the Learning Disability and Autism programme (21/22-23/24).

11.3. The key priorities set out in Devon's Long Term Plan include the following and there are detailed actions for all of this work:

- Reducing reliance on inpatient beds;
- Increasing uptake of Annual Health Checks for people;
- Tackling Health Inequalities – through the LeDeR and STOMP programmes;
- Implementation of national learning disability improvement standards;
- Increasing housing opportunities for people to live as independently as possible in the community;
- Supporting people to get and retain a job;
- Developing the provider market to have the capacity and resilience to support the provision of quality care;
- Improving support for autistic people and their families, particularly focussing on waiting time for assessment; and
- Developing the provision of post-diagnostic interventions for autistic people.

Tim Golby

Locality Director – North and East

Devon County Council and NHS Devon Clinical Commissioning Group

Electoral Divisions: All

Cabinet Member for Adult Social Care and Health Services: Councillor James McInnes

Chief Officer for Adult Care and Health: Jennie Stephens

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

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<u>BACKGROUND PAPER</u>	<u>DATE</u>	<u>FILE REFERENCE</u>
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Nil