

## 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

#### **Social Worker of the Year Awards**

- 3.1. This year DCC has again been successful in [being shortlisted for awards](#) at the Social Worker of the Year Awards. Congratulation to our incredible colleagues Rosemarie Connor in the Exeter Community Health and Social Care Team and Florina Rice in the West Devon Community Health and Social Care Team for their shortlisting in the Newly Qualified Social Worker of the Year category.

#### **North Devon's emergency department in top ten for patient experience in national survey**

- 3.2 Northern Devon Healthcare NHS Trust's emergency department has ranked in the top ten nationally on overall patient experience.
- 3.3 The Care Quality Commission's (CQC) urgent and emergency care survey asked people who visited North Devon's emergency department in September 2020 what they thought about their experience.
- 3.4 In total, 501 Northern Devon Healthcare NHS Trust ED patients responded to the survey and the response rate for NDHT was 41%, compared to the national average of 30.5%. Highlights from the survey results include:
  - High scores for patients having confidence and trust in the staff examining and treating them
  - High scores for staff involving patients in decisions about their care and treatment
  - Significant improvements for cleanliness of ED
  - Higher scores than most trusts for patients feeling that they were treated with respect and dignity in the ED

- Significant improvements for the time it took between first talking to a doctor or nurse and being examined

### **Carers Hospital Service**

- 3.5 On the back of the Carers Hospital Service [winning a Health Service Journal Award](#), the service is now being delivered in Derriford and Torbay hospital after great success in the RD&E.
- 3.6 The service, delivered by [Devon Carers](#) continues to be a great success in supporting carers, enabling people to return home from hospital quicker and also preventing hospital admissions.

### **NHS Nightingale Hospital Exeter wins collaboration award**

- 3.7 Last year, thousands of people played a crucial role in building the NHS Nightingale Hospital Exeter, which was set up to provide extra capacity to support existing NHS services across the region.
- 3.8 In just 57 days, 2,500 people worked together to transform a former retail unit into a state-of-the-art hospital facility for patients with COVID-19, including NHS organisations across Devon, BAM Construction, and hundreds of workers and volunteers from across the South West.
- 3.9 This achievement has been recognised at the Institution of Civil Engineers South West Awards, where the Nightingale project team won the “Collaboration of the Year” category.
- 3.10 As well as caring for nearly 250 patients with COVID-19 from across three counties in the height of the pandemic, the site has been used to provide over 6,000 important diagnostic scans to local people, supported the delivery of two COVID-19 vaccine studies and hosted overseas nurse training for three local NHS Trusts.
- 3.11 Further construction work is now underway at the NHS Nightingale Hospital Exeter, which will provide a range of services to help tackle waiting lists across Devon and the wider South West region from later on this year.

## **4 COVID-19 update**

### **Additional short term adult social care funding announced**

- 4.1 In October the government announced a [third round of the Adult Social Care Infection Control and Testing Funding](#). This fund has been extended until 31 March 2022, with an extra £388 million of funding to support the care sector to put in place crucial measures over the winter period.
- 4.2 Ring fenced exclusively for actions which support care homes and Care Quality Commission regulated community care providers the purpose of this fund is to support adult social care providers (including those with whom the local authority does not have a contract) to:
- reduce the rate of COVID-19 transmission within and between care settings through effective infection prevention and control practices and increase COVID-19 and flu vaccine uptake among staff

- conduct testing of staff and visitors in care settings to identify and isolate positive cases, and in order to enable close contact visiting where possible

4.3 Providers in Devon will receive £6.35M paid in 2 tranches. The first 60% of the fund will be paid to local authorities in October 2021. The remaining 40% of the fund will be paid in January 2022.

#### **Outbreaks in social care settings**

4.4 As of the 28 October 2021 the number of COVID-19 outbreaks in social care settings in Devon was 53, compared to a peak of 92 in January this year. Work continues in supporting providers including managing staffing levels.

#### **COVID-19 patients in hospital**

4.5 As of the 28 October 2021, across ICS Devon there were 118 people in hospital due to COVID-19 (RD&E 36; NDHT 14) with 9 people in either an Intensive Care Unit or a High Dependency Unit (RD&E 3; NDHT 0)

#### **Vaccination update**

4.6 As of the 28 October 2021, in Devon 97% of care home residents and 96% of care home staff have received their first dose of the COVID-19 vaccination.

4.7 The booster programme is also making process with 51% of care home residents and 29% of care home staff having received to date.

4.8 Flu vaccinations are also being delivered with 55% of care home residents and 16% of staff vaccinated at date

### **5 Skills for Care annual report highlights workforce challenges in Devon**

5.1 The biggest single challenge for adult social care is providing a care market that is sufficient to meet the growing and more complex needs people have. This challenge is primarily down to difficulties in recruiting and retaining a workforce.

5.2 We have long documented this growing challenge, and this is further highlighted in the latest Skills for Care report '[The State of the adult social care sector and workforce in England](#)' and [supporting data sets](#).

5.3 The report states that in Devon the vacancy rate among care giving roles is estimated at 15%, among the highest in the region and above the national average. Another finding is that 67% of those recruited to caring roles are recruited from within the sector.

### **6 Additional workforce funding**

6.1 An additional [£162.5 million of new funding to help workforce retention and recruitment](#) has also been announced,

- 6.2 The ring-fenced funding, available until the end of March 2022, will support local authorities working with providers to recruit staff. It will also be available to help retain the existing workforce – through overtime payments and staff banks of people ready to work in social care – and will provide further capacity to support their health and well-being through occupational health. Devon can expect to receive in the regional of £2.4M.

## **7 North Devon Link Services**

- 7.1 At the Health and Adult Care Scrutiny Committee meeting in September, Members discussed the consultation on the future of the North Devon Link Services.
- 7.2 The consultation has now ended, and all responses and correspondence received are being considered and recommendations will be presented to Cabinet in December.

## **8 Proud to Care update**

- 8.1 The latest Proud to Care campaign '[find your calling](#)' has been launched with a new film to encourage people to enter the caring workforce.
- 8.2 Workforce challenge remains one of our key pressures and Elected Members are encouraged to share this film in their networks to support conversations about career in the caring workforce in their communities.
- 8.3 The Proud to Care Team are currently developing a Partnership Toolkit to support all partners in sharing and spreading the Proud to Care messages.

## **9 LoveCare update**

- 9.1 The LoveCare programme aims to help create a valued, high quality adult social care workforce strong enough to meet the needs of today and the future. The County Council believes that ensuring social care is recognised as an equal partner with the NHS is fundamental to achieving that aim.
- 9.2 On the 3 December DCC will hold an “appreciative inquiry”, an opportunity to celebrate the workforce and all that is good about adult social care and the huge contribution it makes to the wellbeing of Devon people and communities.
- 9.3 Importantly, it will also be listening event, a positive forum where care workers and providers can contribute their views on not only what makes the service rewarding but what can be done to make it better.
- 9.4 The views expressed at the event will help inform policy development in Devon and contribute to the national debate on a future strategy for adult social care

## **10 New purpose-built GP practice invests in patients' future.**

- 10.1 A new, purpose-built GP practice opened in October for the people of Cridton and the surrounding areas thanks to collaborative working between local GPs and the wider NHS.
- 10.2 The population of Cridton is expected to rise significantly over the next five years. The new facility will provide patients with a state-of-the-art health hub that can tackle the current and future challenges for health and care for a much larger population than it currently serves.
- 10.3 There will be a greater focus on prevention and wellbeing services, with more community and specialist clinics located on site, working much more closely with the general practice team.
- 10.4 The new practice will offer a much wider range of services than were available previously from the Newcombes and Chiddenbrook sites in the town. There are expanded general practice teams, including advanced nurse practitioners and paramedics, improving access to clinicians at the practice.
- 10.5 There is also space and facilities for training GPs and nurses, rooms for patient groups to meet, and additional office space and IT equipment for staff.
- 10.6 The project, costing £8 million, is one of a number of sites across the country to receive major NHS funding to improve facilities.
- 10.7 Eighty percent of the funding has come from a long-term loan from the NHS England Estates and Technology Transformation Fund – a national funding programme to support GP practices to make improvements to services for local patients including more modern, expanded facilities, use of new technologies. Additional funding has been loaned by Mid-Devon District Council.

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