

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 including 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

NHS Devon project scoops national award

- 3.1 An NHS Devon Clinical Commissioning Group project has won a prestigious national award. The pioneering Devon Digital Accelerator (DDA) took top prize in the 'Best Use of Technology in Primary Care' category at the Building Better Healthcare Awards.
- 3.2 The DDA works with GP practices to increase the uptake of online consultations among patients. The project has provided vital support for practice staff, ensuring thousands of patients have access to this valuable service.
- 3.3 While the project started in 2019, it came into its own during the COVID-19 outbreak. Its work to promote the technology was invaluable in protecting the public and members of our health service by allowing patients to consult their GP from the safety of their own home during the pandemic.

Exmouth care home wins regional award

- 3.4 Cranford Residential Home in Exmouth has won the Great British Care Awards at the Regional Finals for Workforce Development and will now go through to the National Finals in March 2022.
- 3.5 Cranford Residential Home has also been and shortlisted for the Caring-UK national 'Commitment to Workforce Development'.
- 3.6 Part of the success has been the commitment to training and developing every member of staff at Cranford Residential Home, implemented through a successful training programme with progression routes for all staff, which is integral to effective recruitment and retention at Cranford.

3.7 The Cranford Residential Home is an Approved Training Centre with five registered trainers, delivering in excess of 20 courses to staff, to ensure they are kept updated so they can deliver outstanding care to residents.

Joint working recognised by NHSE

3.8 Two Devon schemes have been held up as best practice by NHS England.

3.9 The [Carers Hospital Scheme](#) that is now in all the Devon acute hospitals is reducing admissions, enabling speedier discharge as well as preventing carer burnout. So far the scheme has made contact with over 3000 additional unpaid carers in Devon.

3.10 A [new project](#) run by partner organisations in Northern Devon has helped regular users of accident and emergency and other emergency services to tackle issues such as housing and finance. Consequently, this has improved the lives of these service users, reduced their A&E visits by 60%, and saved taxpayers £200,000.

North Devon Healthcare NHS Trust Communication Access UK accreditation

3.11 North Devon Healthcare NHS Trust has become the first [NHS trust in England to gain accreditation to a new standard](#) which supports people with extra communication needs.

3.12 The Trust is now entitled to display the Communication Access symbol to show it has reached the standard required in accessible communication. More than 4,500 organisations and individuals have now registered with the scheme since its launch last November, and NDHT has committed to offering the Communication Access UK training package to its entire workforce.

Devon care providers give award to DCC Adult Care and Health

3.13 A number of care providers in Devon have presented all of Adult Care and Health with an award and [letter](#) to express their thanks on behalf of providers across Devon for the wonderful support they felt that they had received through the on-going pandemic.

4. Devon Health and Care workforce winter payment recognition

4.1 Over £8 million has been invested in the caring workforce this winter to help adult social care providers recruit and retain valuable care staff and to help ease the pressure on hospitals.

4.2 The funding comes from the government, and NHS Devon has also contributed to the one-off funding package granted to home care and care home providers including nursing care.

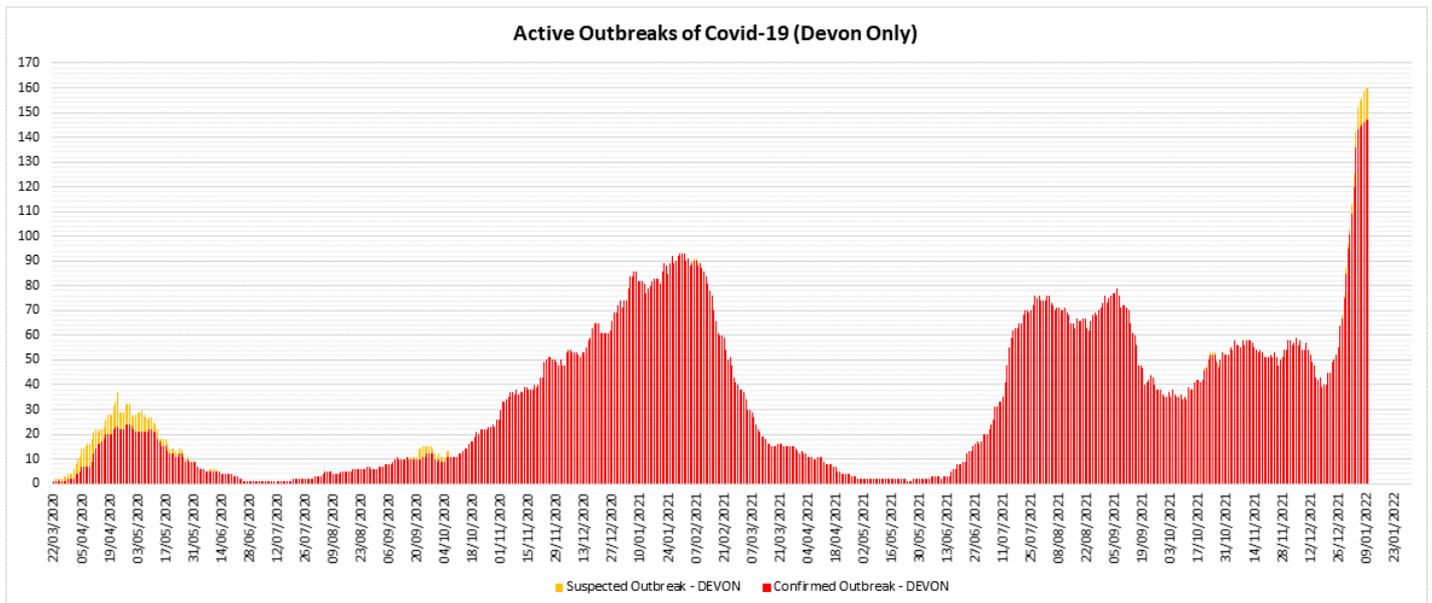
4.3 Care providers are expected to ensure that their care staff benefit from the multi-million winter payment. It will be equivalent to about £500 per member of their care staff before deductions.

5. North Devon Link Service

- 5.1. The following decisions have been made as to the future of the North Devon Link service by Devon County Council Cabinet in December.
- 5.2. The Link Centre buildings at Barnstaple, Bideford and Ilfracombe will re-open as soon as it is deemed safe to do so under Covid-19 guidelines. The Holsworthy centre will remain closed, and the once-weekly morning drop-in session will be moved to an alternative venue in the town.
- 5.3. Local implementation plans and timeframes for redesign of the service will be developed for each centre, including efficiency and management arrangements, for Link Centre staff to increasingly focus on outreach support with the mental health social work teams.
- 5.4. Work will be undertaken with Link Centre staff, service users, local Councillors and local community and voluntary sector representatives to establish the outreach services to be delivered in the wider community across all of North Devon.
- 5.5. Work will also take place to understand which of the existing non-specialist services can be delivered by local community providers, which will need to be cost-effective and within the available budget.
- 5.6. Each local implementation plan will also assess the potential for wider community use of the building in partnership with local stakeholders.
- 5.7. Progress on each of the four local implementation plans will be reported to the Health and Adult Care Scrutiny Committee at its meeting scheduled for 21 March 2023.

6. COVID-19 outbreak update

- 6.1. As of the 10 January 2022, there were 160 COVID19 outbreaks in care setting across Devon, the highest levels since February 2021. There are currently 61 providers that are closed to new admissions, both due to COVID19 infection and staff absence level.



6.2. A significant and growing amount of support continues to be delivered to adult social care providers in Devon via the Adult Care and Health Tactical Provider Response Cell that is making daily support calls, running outbreak management meetings and co-ordinating the placement of agency staff.

6.3. The government is providing an additional £60 million to local authorities to support the adult social care response to COVID-19 in January. Devon will receive just under £900,000 from this fund, the purpose of which is to:

6.3.1. Support the adult social care sector with measures already covered by the infection prevention and control (IPC) allocation of the Infection Control and Testing Fund (round 3) to reduce the rate of COVID-19 transmission within and between care settings

6.3.2. Increase ventilation in care homes

6.3.3. Enhance local authorities' current direct payment offer particularly when the only way a person's care needs can be met is by a friend or family member,

6.3.4. Enhance support for carers.

6.3.5. Pay for temporary staffing to cover increased staff absence caused by COVID-19 and maintain staffing levels and workforce capacity.

7. Vaccination update

7.1 As of the 10 January 2022 in Devon, 97% of care home residents have received their second Covid vaccination dose and 92% have received their booster vaccination.

7.2 For care home staff the figures are 97% and 61% respectively on the same measures.

- 7.3 In the domiciliary care workforce in Devon, 91% have received their second dose and 51% have received their booster.
- 7.4 Devon is ranked 7th and 8th nationally for booster uptake in care home staff and domiciliary care staff respectively. Work continues locally to increase uptake that is below the wider population uptake across the South West which is 80%.
- 7.5 This includes continued social media targeted campaigns to the caring workforce, priority access to vaccinations for Health and Care staff, GPs continue to go in to care homes to vaccinate staff and residents, and a nursing team is focussed on supporting those with vaccine hesitancy.

8. Emergency Department Survey Report

- 8.1. NHS Devon Clinical Commissioning Group commissioned Healthwatch in Devon, Plymouth, and Torbay to [engage with people using Emergency Departments in Devon](#). Healthwatch volunteers and staff conducted surveys in four emergency departments across Devon: Torbay Hospital (Torquay), Derriford Hospital (Plymouth), North Devon District Hospital (Barnstaple), and the Royal Devon and Exeter Hospital (Exeter).
- 8.2. 407 people completed the surveys across the 4 EDs in Devon. Healthwatch also gathered feedback via its three local websites from people who had used one of the four EDs in the past two months.
- 8.3. Detailed findings are set out in the report including the key message below taken from the report:
- 8.3.1 The percentages of those who did not come to the ED because they were unable to access another service ranged from 82% to 49%
 - 8.3.2 The percentage of respondents who had sought treatment or advice from NHS 111 before coming to the ED ranged from 26% to 46%
 - 8.3.3 The percentage of respondents who had sought treatment from their GP before coming to the ED ranged from 22% to 37%
 - 8.3.4 The percentage of respondents who came to the ED because they were unable to access GP services ranged from 5% to 29%
 - 8.3.5 The percentage of respondents who came to the ED because they were unable to access NHS 111 ranged from 5% to 13%
 - 8.3.6 Relatively few respondents were on a waiting list for hospital treatment, ranging from 11% to 21.0%
 - 8.3.7 Relatively few respondents have recently been discharged from hospital, ranging from 6% to 17%

9. Devon Doctors Care Quality Commission report

- 9.1 The CQC improvement plan, progress reports, detailed workbooks and dashboards are shared regularly and monitored at regular meetings between

providers and commissioners (was fortnightly, now monthly). Key aspects from meetings and papers are now reported to the formal monthly contract meeting (Contracting & Quality Review Meetings).

9.2 Further assurance is gained through daily reviews of performance metrics and monthly attendance at Devon Doctors Quality Assurance Committee, Governance meetings, case reviews and 1-2-1 meetings with senior leaders.

9.3 Following a reinspection visit by CQC in November 2021, their report is expected in January 2022

10. Devon County Council Appreciative Inquiry into Adult Social Care

10.1 Devon County Council hosted an [Appreciative Inquiry](#) in December, attended by local and national representative from the adult social care sector and beyond. The event was seeking to be a catalyst for real and lasting change for the adult social care workforce.

10.2 This work and our wider LoveCare programme are now getting traction nationally and centrally which we must maintain and build on. We will be following up on a number of actions and commitments from the day which resulted in a significant amount of media coverage into the weekend.

10.3 A recording of the event including the videos used can be found via the link above.

11. National ten year Drug Strategy provides increase in funding for drug treatment of £780M

11.1. Over the [next three years](#), all local authorities will receive new money for treatment and recovery services aiming to improve access to treatment and increase the capacity of services. This will mean more people receiving better quality treatment, including developing and expanding the treatment workforce.

11.2. There will be improved offender drug treatment across the Prisons and Probation Service in England and Wales to get more offenders engaged in treatment, support for prisoners to engage with community treatment ahead of their release.

11.3. Funding will also increase housing support and access to treatment for those at risk of sleeping rough.

11.4. Public Health commissioners are looking to determine what this means for our services locally and the approaches we might take, including what this might mean and how it links to Adult Care and Health mental health, and learning disability and autism plans.

12. New housing scheme for health and care staff

12.1. A new programme has been launched in the South West of England to help tackle housing shortages for health and social care workers and to provide company for people with a spare room to rent.

12.2. Householders will be able to offer space to a fully-vetted member of staff or medical student, who in return will provide a few hours' help around the home each week, if required, as well as companionship.

12.3. The programme, spanning Cornwall, Devon, Dorset and Somerset, is known as Guardianship: Together for the Community. It is being overseen by [Supportmatch Homeshare](#), an established UK firm, which has set up the non-profit Support & Match Community Interest Company to match individual homeowners with 'guardians'.

13. Announcement on integrated care system for Devon appointments

13.1. Dr Sarah Wollaston has been appointed chair of the Integrated Care System for Devon for the next 12 months. Dr Wollaston, a practising GP in Devon, was MP for Totnes from 2010 to 2019, during which time she served as chair of the Health and Social Care Select Committee in the Commons for five years.

13.2. Dr Wollaston succeeds Dame Suzi Leather, who has chaired the Devon health and care system since 2018.

14. General Practice Community Pharmacist Consultation Service (GP CPCS)

14.1. GP CPCS referral rates across Devon GP practices have doubled over the last two months. Referring patients needing advice and treatment for certain low-acuity conditions to a local community pharmacist has the following advantages:

- Creates additional appointment capacity
- Builds relationships with local community pharmacists
- Provides patients with access to the same levels of care while close to home
- Enables patients to self-manage their health more effectively
- Encourages patients to use a pharmacy as a first point of contact for minor illness symptoms.

15. Newton Poppleford residents able to register at closer GP practice thanks to boundary change

15.1 Coleridge Medical Centre branch surgery in Newton Poppleford, which used to operate for about 2½ hours on two mornings a week, was closed on a temporary basis at the start of the Covid-19 pandemic for infection control and access reasons.

15.2 National NHS guidance changed and meant most GP consultations were conducted over the telephone or online and face to face appointments, when clinically necessary, and these have been held in a covid secure environment at the Ottery site.

15.3 Following a survey of patients and local partners in the community the Newton Poppleford branch surgery will not reopen.

15.4 Due to catchment area changes around 1,400 patients who live in Newton Popleford who are registered with the Coleridge Medical Centre can choose to either remain registered there and attend the Ottery Surgery as they have had to do during the pandemic, or switch to the nearer Sid Valley Practice. New residents to the village will register at Sid Valley.

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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BACKGROUND PAPER DATE FILE REFERENCE

Nil