

HEALTH AND CARE GENERAL UPDATE PAPER

Joint report from the Director of Integrated Adult Social Care at DCC, the Director of Public Health and Communities at DCC, and the Chief Medical Officer of NHS Devon

Please note that the following recommendations are subject to consideration and determination by the Committee before taking effect.

1) Recommendation

That the Committee be asked to note this report.

2) Background / Introduction

2.1 The report contains updates on key and standing items, and general information including on responding to specific actions, requests or discussions during the previous Health and Adult Care Scrutiny Committee meeting.

3) Devon County Council Integrated Adult Social Updates

3.1 IASC Finance Update

3.1.1 The latest financial updates including progress towards savings targets will be provided when available and in line with Corporate reporting timings.

3.2 New Lead Member for Integrated Adult Social Care and Health

3.2.1 Following confirmation last month that Councillor James McInnes has stepped down as Lead Member for Integrated Adult Social Care and Health to become the Leader of the Council, Councillor Phil Bullivant has been confirmed as the new Lead Member for Integrated Adult Social Care and Health.

3.2.2 Councillor Bullivant will also step into the role of Chair of the Devon Health and Wellbeing Board, member of the Integrated Care Partnership Board, member of the Torbay and Devon Safeguarding Adults Partnership Board, and member of the Carers Partnership Board.

3.3 Update on activity following Cabinet decisions on the North Devon Link Service

3.3.1 A hearing will take place later this month to consider a Claimants' application seeking permission for Judicial Review and interim relief following Devon County Council's Cabinet decision. A Judge will decide whether permission should be granted for a full trial and in the meantime halt the closure of the centres if the interim relief is granted. A verbal update will be provided to the Committee on the 24 June.

3.4 Update on activity following Cabinet decisions on Day Services

3.4.1 Following the [Cabinet decision on the future of day services](#), a staff consultation has taken place and concluded with staff currently assigned to the affected day services. The next steps is to discuss opportunities for their future roles within IASC now we are clear that the day services within the proposal will close.

3.5 Evolving the Reaching For Independence service

3.5.1 Work is taking place to redesign our Reaching for Independence Services. The service is a Devon wide service. The redesign work is focused on ensuring that the team is the right shape and size, in the right place and with the right skills and tools to deliver the best possible services to people.

3.5.2 The redesign aims to support a consistency of approach and practice across Devon, and to better support our promoting independence vision and our strengthens-based approach. What this will mean is the delivery of more intensive short-term episodes of enabling, and only drawing people into on-going commissioned care when it is absolutely the right thing to do. As part of the work, we will create a dedicated management structure to this service and to our Inhouse day services. A staff consultation has concluded, the work ahead will continue with staff members to take forward the agreed proposals.

3.5 Devon Safeguarding Adults Service

3.5.1 Devon County Council has been undergoing operational changes to the delivery of Safeguarding Adult duties across the County, and in April 2024 the three locality-based Safeguarding Adult Hubs were consolidated into one Devon Safeguarding Adults Service (DSAS).

3.5.2 The service now has a single management and leadership structure operating across the County enabling a single point of contact for all Safeguarding Adult referrals made to Devon County Council.

3.5.3 By consolidating and utilising resources more effectively, the intention is to deliver an equitable and timely response to [Safeguarding Concerns, and timely decision making and communications in relation Safeguarding Enquiries](#).

3.6 CQC Inspection update

3.6.1 The CQC has [published the inspection reports](#) for the first three local authorities to have gone through the inspection process following the five pilot authority areas last year. All three local authorities Hertfordshire, Hounslow and West Berkshire received an overall rating of 'Good'.

3.6.2 During the pre-election period the CQC will pause the publication of any inspection report. This is the only aspect of the inspection activity the CQC will pause. CQC will continue to notify and inspect local authorities during this period.

3.7 Re-commissioning of the Community Equipment Store

3.7.1 Devon's Community Equipment Service delivers, installs and maintains equipment that people need in order to live safely in their own homes. Examples include hoists,

slings, hospital beds, walking aids, and telecare systems. The service makes it possible for personal carers and unpaid carers to safely deliver care to people in their own homes.

- 3.7.2 Devon's Community Equipment Services are delivered through a Countywide contract held by a single market provider. This allows the 3000 Health and Social Care authorised prescribers to have access to a single 'one stop shop' web-based ordering system that guarantees the right piece of equipment can be made available in the right place at the right time.
- 3.7.3 The 7-year contract for Devon's Community Equipment Service is due to expire at the end of March 2025. The Council needs to ensure continuity of this essential service at the same time as assuring fairness to market competitors, and evidencing best value. The contract is therefore being re-commissioned by competitive Tender, and we plan to seek Cabinet approval to make the award in September 2024. The new contract will retain all of the established content and processes that have worked well over the last 7 years. The aim will be to replicate and build upon the existing infrastructure, and as far as possible minimise the need for the Health and Social Care workforce to change the way they work. The goal is for Devon's estimated 90,000 users of Community Equipment to experience as little disruption as possible should any change of provider be required.
- 3.7.4 The new contract will reflect the national and local expectation for increased accountability towards safety, and continuous improvement on customer service. The contract specification has been updated in line with changes to legislation. And contract monitoring requirements have been modernised to reflect the increased expectation that partnership working will identify and solve issues before they become problems. The quality requirements of the new contract have been updated to reflect the importance of the provider's workforce skills in a service that requires access to over 80,000 private homes across Devon in a typical year. The provider will need to show how they are delivering social value to Devon, and they will need to actively evidence their understanding of equality.
- 3.7.5 The delivery of Technology Enabled Care and Support (TECS) is part of this Community Equipment contract. We've updated the contract specification to reflect the innovations and opportunities that are becoming more and more accessible to people, as phone lines become digital and it becomes easier for different types of devices to operate together.
- 3.7.6 We have also used this re-commissioning exercise to review and re-invest in the hugely important role of the [Home - Independent Living Centre](#). These specialist Practitioners act as advisors to the public about the types of equipment they may need, and support our Health and Social Care teams to put in place the right kind care packages where Community Equipment is involved.
- 3.7.7 Re-commissioning this contract is fundamental to our aim of supporting more people to live independently in their own homes for longer.

3.8 IASC compliments and complaints

3.8.1 In the last 12-month period we have supported over 20,000 people with adult social care. In 2023-24 we received 197 complaints.

3.8.2 Overall the top three themes of all complaints upheld have remained the same this year and last: Communication, quality of service provided, and delays in providing a service.

3.8.3 Work is taking place to better understand how adult social care is experienced across those with protected characteristic, and to understand where people might be experiencing any inequality.

3.8.4 In 2023/24 IASC received a total of 232 formal compliments with the most being received by Social Care Reablement Teams. Below is an example of some of the compliments received:

- **The Social Care Reablement (SCR)** teams stood out for their exceptional support and care, particularly noted for aiding recovery post-hospitalisation and assisting service users in regaining independence, highlighted for their knowledgeable and supportive approach.
- **Residential Respite services** like Greenfields and New Treetops within the Adult Provision teams were praised for their commitment and support.
- **Woodland Vale, a Dementia Care Home**, received compliments for their attentive care, kindness, and professionalism.
- **Services like Care Direct and CHSC Exeter** were recognised for their compassionate and efficient service.
- **The Autism and ADHD Service and Care Direct** were acknowledged for their outstanding support.
- **Dementia Care Homes and Reaching for Independence teams** were recognised for enabling service users to regain confidence and independence.
- **The Specialist Placement Team** within the Integrated Adult Social Care received compliments for their hard work and patient-centred care.

3.8.5 During the Health and Adult Care Scrutiny Committee work programme planning session, there was a commitment to hosting a Standing Overview Group on compliments, complaints and wider customer feedback to provide Members with a deeper dive.

3.9 Independent care providers annual fee uplift for 2024/25

3.9.1 The annual process to increase provider rates has taken place and the consultation completed. The outcome for Older People will see an uplift of 4% take place for all non-staff costs, and 6% for staffing elements. This staffing element is an improved offer compared to the original proposal and recognises the significant concerns raised in the consultation about the ability to afford National Living Wage.

3.9.2 For younger adults (up to 64) the uplift is 6%. This improved offer recognises the significant concerns raised in the consultation about the ability to afford National Living Wage, as well as the fact that fees in this market do not benchmark as high as those for the over 65s market. The uplift for Community Based Services will be 4%.

3.10 Devon County Council's Fair and Affordable Care Policy

3.10.1 [The Fair and Affordable Care Policy](#) is an Integrated Adult Social Care key policy, in place since 2015 on the introduction of the Care Act. It describes the considerations we must make in meeting the eligible care needs of individual whilst ensuring we consider the entire population and meeting its' needs within our budget.

3.10.2 This policy is framed within our Promoting Independence approach and vision, meaning where possible we do not draw people into long term commissioned care, and in the first instance we build on the strengths and capabilities people have, rather than what they don't have or cannot do.

3.10.3 The policy has been updated to be explicit in setting out the considerations we must make in delivering our Care Act duties. These additions to the policy description will not mean changes to the care people are receiving now or in the future, instead it provides clarity on the existing considerations staff are making and the conversations they have with people during assessment and care planning.

4) DCC Public Health update

4.1 Smokefree Generation Grant

4.1.1 Public Health has received the Smokefree Generation Grant allocation of £949,746 which represents the first of five years funding, the year one ambition is to achieve 4,000 additional smoking quit attempts. This represents a challenging target and recruitment is underway for capacity to implement the changes supported by allocation of funding to services and programmes for individuals to access and receive support to quit.

4.2 Health protection

4.2.1 Public Health continues to respond with partners to health protection issues such as the recent Cryptosporidium outbreak in Torbay and South Devon. While the response to the Cryptosporidium outbreak was led by South West Water, UK Health Security Agency and Torbay Council, Public Health Devon, Integrated Adults Social Care and the Communications Team supported the response for Devon. There was also an incident in North Devon and Torridge following drug related deaths and hospitalisations which required a multi-agency response and release of a drug alert, the incident was contained but tackling drug related deaths remains a focus of the Devon Drug and Alcohol Strategic Partnership Board.

5) NHS Devon updates

5.1 Performance

Urgent and Emergency Care

5.1.1 Ambulance handover delays above the 15-minute target decreased in April to 10,546 from 12,752 in March.

5.1.2 4-hour Emergency Department waiting time target performance remains below trajectory at 68.5% against a target of 95%. This has improved from 67.3% in March, reflecting the continued effort across the system.

Elective Care

- 5.1.3 In April the system remained behind the national targets for the number of patients waiting over 104 weeks. There were two patients who have been waiting over 104 weeks and they are being managed as a priority to clear the cohort by the end of May. The number of patients waiting 78 weeks were ahead of trajectory with 343 waiting against a trajectory of 393.
- 5.1.4 The system is working at pace to support the delivery of all long waiting patient cohorts as early as possible through enhanced productivity projects and the implementation of best practice pathways in line with NHSE Getting it Right First Time (GIRFT).
- 5.1.5 In March, 79.2% of GP referred patients received a cancer diagnosis within 28 days, the system has met its trajectory every month for the 2023/24 financial year.

Primary Care

- 5.1.6 NHS Devon continues to meet three out of four access targets in primary care. The target of 35% for appointments occurring within one working day of request continues to be met in Devon, achieving 49.8% in March 2024. However, GP appointments occurring within 2 weeks was 81.1% against an 85% target.

Hospital Discharges

- 5.1.7 No criteria to reside (NCTR) continues to improve across the system and was at 11% as of 22 April 2024 against a Devon target of 5%. NCTR is the term used for patients in hospital who are medically fit to leave but have not been discharged.
- 5.1.8 Actions to address reducing the NCTR are being managed locally by the acute hospital trusts. These include utilising discharge lounges, especially at weekends, and targeting wards with lower performance of discharges before midday. Midday discharges are also supported with the 'Think Home First' and 'Home for Lunch' initiatives with a focus on identifying patients for pre-noon discharges. The Devon target is no more than 5% of hospital beds occupied by patients with NCTR.

5.2 Finance

- 5.2.1 The year end position of the NHS in Devon is a £46.9m deficit against a forecast of £47m deficit and a plan to break-even. As at month 12, the NHS in Devon has made efficiency savings of £207.2m.
- 5.2.2 The final forecast position for 2024/25 is still being confirmed but it is anticipated that a similar level of savings will be required.

5.3 Kevin Orford becomes interim NHS Devon Chair as Sarah Wollaston stands down

- 5.3.1 Dr Sarah Wollaston, Chair of NHS Devon, announced her decision to stand down from the role on Monday 10 June with immediate effect. NHS Devon's Deputy Chair, Kevin Orford, has stepped into the role of Chair on an interim basis.
- 5.3.2 Kevin is an experienced board director who has held Chief Executive, executive director, non-executive director and trustee positions on NHS, charity and

government agency boards for over 25 years. He will also take on the role of interim Chair of the One Devon Partnership, the system's Integrated Care Partnership. NHS England South West is responsible for appointing Sarah's permanent successor and further details about the arrangements will be shared in due course. For full details please visit: [Kevin Orford becomes interim NHS Devon Chair as Sarah Wollaston announces decision to stand down - One Devon](#)

5.4 NHS Devon appoints new Chief Medical Officer

5.4.1 NHS Devon has appointed a new Chief Medical Officer for NHS Devon and the appointment is going through final processes and approvals. We will share details as soon as we can. We would like to thank Dr Nigel Acheson for all he has done for patients and staff during his time with NHS Devon and we wish him well in his retirement.

5.5 Junior doctor strikes announced

5.5.1 The British Medical Association Junior Doctors Committee has announced that it will be undertaking industrial action from 0700 on Thursday 27 June until 0700 on Tuesday 2 July 2024. NHS colleagues across the south west are working hard to prepare the next round of industrial action by junior doctors as it coincides with Glastonbury Festival which runs from Wednesday 26 June to Monday 1 July 2024 in Somerset. Advice for patients and the public during the strike period is available on our website: [Health Pressures - One Devon](#)

5.6 Women's Health Hubs

5.6.1 Activity to develop the networked model for Devon's Women's Health Hub is continuing. There have now been a number of meetings, both regionally and nationally, to support systems in delivering this strategy amidst a number of challenges and we have been engaging with neighbouring systems to share learning throughout this process.

5.6.2 Since March NHS Devon has engaged with interested clinicians to develop the menopause specialist support service for primary care clinicians. This service will bring together a number of specialist GPs to support primary care colleagues across the system with the aim of providing the best level of care for women, closer to home. There may also be some scope in the future within the model to allow for specialist face-to-face or virtual appointments for those patients who may need them.

5.6.3 We are also working to offer more educational opportunities in both menopause and long-acting reversible contraception (LARC) to the workforce across the county.

5.6.4 Later this year, we also intend to trial an inter-practice referral pathway to allow non LARC fitting practices to refer patients to a local practice who have capacity.

5.7 Minor Injuries Units Update (MIU)

5.7.1 [Ilfracombe](#): The 7-day minor injury service in Ilfracombe now operates across two providers:

- Monday to Friday (excluding bank holidays), Combe Coastal Practice provide a minor injury service at their surgery from 08:30-18:00.

- On Saturdays and Sundays, a minor injury service is provided from 10:00-18:00 by two fully qualified private ambulance staff at the Tyrrell Hospital in Ilfracombe. This is available for both walk-ins and patients referred through NHS 111.

5.7.2 Bideford: Bideford MIU currently remains closed, and NHS Devon continues to work closely with the Royal Devon University Healthcare NHS Foundation Trust (RDUH) to develop long term urgent care plans to meet the needs of the community.

5.8 Primary Care Contract Changes

5.8.1 The national GP core contract has been updated for 24/25. The changes have not been agreed with the doctors' unions. NHS England have stated that they anticipate the changes will:

- Cut bureaucracy for practices
- Help practices with cash flow and increase financial flexibilities
- Give PCNs more staffing flexibility
- Support practices and PCNs to improve outcomes
- Improve patient experience of access

5.8.2 Key changes of note include:

- A planning assumption of 2% pay growth for contractor GPs, salaried GPs, and other practice staff and to the overall Additional Roles Reimbursement Scheme (ARRS).
- 1.68% inflation, in line with the Government's November 2023 GDP deflator.
- Income protection of several performance indicators, intended to free up related administrative and clinical capacity for patients.
- A requirement to provide data via national extraction for eight digital telephony data metrics for use locally and nationally to analyse and manage capacity and demand.
- Regulations will be amended to explicitly require continuity of care to be considered when determining the appropriate response to a patient contacting a practice.

5.8.3 Changes have also been made to the 2024/25 Primary Care Network (PCN) Directed Enhanced Service (DES), the contractual documentation that sets out the requirements that PCNs must deliver to their populations. These changes focus on increasing the flexibility and autonomy afforded to PCNs in terms of staffing and leading in a way that best suits local requirements. The documentation also sets out PCNs' key role in participating in Integrated Neighbourhood Teams, which are formed when cross-sector teams come together at neighbourhood level serving populations of 30,000 – 50,000 to share responsibility for supporting the health and wellbeing of a community.

5.9 Maternity Update from Royal Devon

5.9.1 Royal Devon University Healthcare NHS Foundation Trust have been notified that they will be entered into NHS England's Maternity Safety Support Programme following the Care Quality Commission's recent inspection of their maternity services Trust-wide.

5.9.2 Royal Devon have had an initial meeting but await a formal letter and confirmation of timescales for the first diagnostic phase of work. This national support is welcomed and will be used as opportunity for learning to improve services.

5.10 South West Peninsula Children's Surgical Unit opened

5.10.1 University Hospitals Plymouth NHS Trust has opened a new dedicated Children's surgical unit. It will support not only the recovery of children's surgery in the Plymouth area, but also across the wider Devon and Cornwall region.

5.10.2 This new facility is the only dedicated children's surgical unit in the South West, outside of Bristol Children's Hospital, and only one of two in the country.

5.10.3 The new South West Peninsula Children's Surgical Unit is working in partnership with national NHS England teams and with Bristol Children's Hospital to ensure every child possible from the Peninsula can have their surgery closer to home, reducing the number of patients needed to be referred to Bristol. The unit has expanded its facilities for children and families, and provides:

- Three operating theatres
- A dedicated entrance and drop off area for children and young people
- An admission area including spaces for children with additional needs
- A large stage recovery area so that children can be discharged home directly without needing to be admitted into the hospital.

5.10.4 The unit welcomed its first patients in February 2024. The additional operating theatre spaces will enable the unit to support the ongoing increased need for surgery for children following the pandemic, particularly Ear Nose Throat (ENT) and dental services who have seen a surge in demand.

6) Options / Alternatives

N/A

7) Consultations / Representations / Technical Data

N/A

8) Strategic Plan

N/A

9) Financial Considerations

N/A

10) Legal Considerations

11) Environmental Impact Considerations (Including Climate Change, Sustainability and Socio-economic)

N/A

12) Equality Considerations

N/A

13) Risk Management Considerations

N/A

14) Summary

That the Health and Adult Care Scrutiny Committee note the contents of the report to support its work.

Name

Tandra Forster, Director of Integrated Adult Social Care, Devon County Council

Steve Brown, Director of Public Health and Communities Devon County Council

Dr Nigel Acheson, Chief Medical Officer, NHS Devon

Electoral Divisions: All

Cabinet Member for Integrated Adult Social Care and Health: Councillor Phil Bullivant

Cabinet Member for Public Health, Communities and Equality: Councillor Roger Croad

Local Government Act 1972: List of background papers

Background Paper Nil

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