

HEALTH AND CARE GENERAL UPDATE PAPER

Joint Report from the Associate Director (Care and Health) Devon County Council and NHS Devon CCG and the (Interim) Director of Commissioning, NHS Devon CCG.

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 (sections 3-5) and provide updates on the latest news from the Devon Health and Care system (section 6).

3. Integrated Student Mental Health Service

- 3.1 Concern had been raised by Exeter University regarding the current service for students at Exeter University with severe mental illness, the increasing mental ill health within the student population plus difficulties in accessing universal services due to students often being present during term time.
- 3.2 The success of the Devon Partnership Trust (DPT) led supervision group for the University Wellbeing Centre staff triggered a conversation with DCC, the Wellbeing Centre and DPT leading to the development of a University Mental Health Team (UMHT) based at the University Wellbeing Centre joint funded by Exeter University, DPT and DCC via the improved Better Care Fund.
- 3.3 The Team focusses on a cohort of students identified by the University who are not engaged with Community Mental Health Teams but who do attend hospital emergency departments. The Team look to improve engagement between students and mental health services, be dynamic, responsive and bespoke for student's mental health needs alongside their academic commitments.
- 3.4 Between university semesters, the team remains engaged with those students open to them. During this time the Team also develops its mental health promotional activity that has a particular focus on social media, fresher's week and making links with university social and sports clubs to publicise the service and mental health promotion. There is also an expectation to set up and support volunteer led peer support networks for students.

- 3.5 The new service meets the intentions of the Better Care Fund for integrated health and social care and also maximise non statutory funding opportunities and community/university crisis response that alleviates pressure on NHS services particularly emergency department attendance.
- 3.6 This service forms part of a STP whole system approach to improve urgent mental health care pathways.

4. Safeguarding

- 4.1 The Local Government Association has produced a [councillors briefing on safeguarding adults](#), produced on the back of the national legislation of the Care Act 2014.

5. Describing the health and care system: Integrated Care System and Primary Care Networks

- 5.1 Integrated Care Systems (ICS) aim to bring partners together to set a clear strategic vision for a local health and care economy so that all parts of the system pulling in the same direction.
- 5.2 The overall structure, delivery architecture and governance of an Integrated Care System is currently not mandated, each system across the country is developing its own model.
- 5.3 That said what is mandated within the [NHS long-term plan](#) is that every Integrated Care System must have full engagement with primary care through Primary Care Networks (PCNs).
- 5.4 PCNs are intended to form an [important part of the future NHS architecture](#). NHS England have described them as the ‘building blocks’ of ICSs.
- 5.5 The formation of PCNs is an opportunity to bring greater balance to local systems by strengthening the voice of primary and community care. Traditionally, the acute sector has had a louder voice, reflecting its scale and the national focus on hospitals, but there is increasing recognition of the need to tip the balance towards care delivered in community settings.
- 5.6 It is also hoped that practices being grouped together in networks will help to address the complexity of engaging with many separate practices across an area. In addition, networks will bring detailed knowledge of their populations, supporting system-wide decisions to be sensitive to distinctive local contexts and needs.
- 5.7 The relationship between ICSs and PCNs must reflect a commitment to a two-way conversation. PCNs should not be seen as a route for systems to issue rigid directives to primary care. There will be variations in the way PCNs operate across the country and within ICSs, this is inevitable and appropriate to reflect local population needs and resources.
- 5.8 ICSs also have an important role in supporting networks to address challenges that require action on bigger scale. Training and retaining enough staff with the right skills to work in community settings and developing shared

care records to support information-sharing are two obvious examples – both are prerequisites for PCN to succeed.

6. Devon Health and Care system communications update

6.1 Devon's Joint Health and Wellbeing Strategy

- 6.1.1 [Happy and Healthy Communities](#): Devon's Joint Health and Wellbeing Strategy 2020-25 was formally approved at the Devon Health and Wellbeing Board in October.
- 6.1.2 Following the launch of the draft strategy at the Devon Health and Wellbeing Board annual stakeholder conference on 11 July 2019, the consultation lasted for eight weeks, ending on 5 September 2019. The consultation consisted of an online consultation survey, yielding 135 responses; focus groups with various groups coordinated by Living Options Devon involving 173 people including people with learning disabilities, LGBTQ communities, young people, disabled and deaf people, and BAME communities; and table discussions at the annual stakeholder conference.
- 6.1.3 The final version of the strategy and the updated outcomes reports will be shared with local authority districts, NHS organisations, local strategic partnerships, and other organisations, to help inform local organisations and gather intelligence on local programmes and initiatives to support work on priorities.
- 6.1.4 A workshop for board members to refine the programme of meetings for the Health and Wellbeing Board, including updating appropriate working and reporting arrangements with relevant strategic partnerships and organisations, supported by the finalisation and application of the 'Working Together' protocol for strategic partnerships in Devon should also be considered.

6.2 Personal care update

- 6.2.1 This month Devon County Council resumed responsibility for the management of the personal care referrals for the Living Well at Home zones that have been managed by Mears Care due to its exit from the care market.
- 6.2.2 Adult Social Care (ASC) has been working closely with Mears Care and its' contracted care providers to ensure that the transition is managed without disruption to the service.
- 6.2.3 People who were receiving personal care arranged by Mears Care have continued to receive that service from the same care provider, and importantly for those receiving care, the same care workers.
- 6.2.4 A small number of staff have transferred to Devon County Council from Mears Care under the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended by the Collective Redundancies and transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 (TUPE).

- 6.2.5 There has been additional recruitment into ASC operational teams to provide additional resilience ahead of winter. Accordingly, this transfer of staff has not have an impact on current Devon County Council employees. Trade Union representatives have been advised as a courtesy.

6.3 Latest CQC reports on Health and Care

- 6.3.1 [State of Care 2018-19](#) is the CQC's annual assessment of health care and social care in England. The report looks at trends, shares examples of good and outstanding care, and highlights where care needs to improve.
- 6.3.2 Most of the care across England is good quality and, overall, the quality is improving slightly, but people do not always have good experiences of care and can have difficulties trying to access care and support.
- 6.3.3 The full and summary reports are published on the [CQC website](#) along side an audio version of the summary report.
- 6.3.4 The CQC has also recently updated its [local authority profiles](#). The Devon local authority area profile shows that Devon has more nursing homes, residential homes, personal care agencies and community care services rated 'Good' and 'Outstanding' than the England and comparator authority averages.
- 6.3.5 The CQC has also recently published [regional health and care profiles](#) at CCG level. Although the quality of social care services, NHS mental health services and GPs across the STP are rated amongst the best in the region, acute hospital ratings remain amongst the worst in the region and accident and emergency attendance per head of population is amongst the highest in the region.

6.4 Investment in suicide bereavement support across Devon

- 6.4.1 More people in Devon who have lost someone close to them due to suicide are set to benefit from dedicated bereavement care, as Devon secures national funding. Devon is one of ten areas to receive a share of the £1 million funding to expand the current service and provide more personalised care.
- 6.4.2 Additional staff will be employed to ensure people receive more timely care, while improved data collection and analysis across organisations will help identify areas with the greatest need. Links will also be improved with a range of local voluntary sector groups that support the suicide bereavement offer.
- 6.4.3 Statistics show that 9% of people affected by suicide will also attempt to take their own life, while 8% will drop out of work.
- 6.4.4 Tailored help will be implemented in every region across the country by 2023/24, as part of a commitment set out in the [NHS Long Term Plan](#).
- 6.4.5 Devon County Council has also developed a suicide prevention and postvention [guidance document](#) to provide information and practical advice if there is a concern that someone may be at risk, and to ensure that appropriate action is taken in the unfortunate event of someone taking their own life.

- 6.4.6 The guidance follows on from the information and the video training that was circulated to staff earlier in the summer, and which uses the same 'see, say, signpost' principles to support action. It also reflects guidance that has already been developed by Adult Services for supporting staff in their interactions with service users.

6.5 Torbay hospital's updated theatres reopen

- 6.5.1 Torbay Hospital has opened its two newly refurbished operating theatres to a warm welcome from patients and staff.
- 6.5.2 The surgical theatres took their first patients in October following a £2.3m refurbishment to install up-to-date air-handling equipment, among other improvements, by Torbay and South Devon NHS Foundation Trust which runs the hospital.
- 6.5.3 The theatres had been temporarily closed since November 2018 due to issues related to the ageing infrastructure. The renovated theatres are controlled with new high-tech humidity, heating and lighting controls essential for surgery and also have new communal staff areas.

6.6 Devon hosts Integrated Care Systems conference with international speakers

- 6.6.1 Over 140 leaders from across the Devon health and care system, along with partners from the voluntary sector, Healthwatch and local politicians, attended a major conference on 16 October 2019 organised in association with the NHS Confederation and Local Government Association.
- 6.6.2 Entitled "Our Journey towards an Integrated Care System in Devon", the conference was chaired by Niall Dickson CBE, Chief Executive of the NHS Confederation, and was crucial in helping leaders grapple with the reality of what it will mean to become an integrated care system.

6.7 Macmillan primary care nurse facilitators in Devon

- 6.7.1 A new team of Macmillan primary care nurse facilitators now cover Devon. Their main role will be to support primary care nurses to develop their skills and knowledge to enable them to feel confident to view cancer as a long-term condition, undertake cancer care reviews and to be able to further support patients living with and beyond cancer.
- 6.7.2 They will work closely with the Macmillan GP facilitator team, secondary care, the CCG, and the Cancer Alliance to enhance collaborative working to further develop the Macmillan Recovery [Package](#) within their locality.

6.8 Devon's new Integrated Urgent Care Service now live

- 6.8.1 The new Integrated Urgent Care Service (IUCS) went live on 1 October. The new service is now wholly managed by Devon Doctors, including 111 call handling. This has been a really positive start with a number of clinical and operational improvements.

- 6.8.2 People who ring with a query for a child under 5 will be offered a treatment centre appointment quickly, without the series of questions that may have been experienced previously. People over 80 who call are also offered rapid discussion with a clinician.
- 6.8.3 Already there are noticeable impacts. Fewer people are being advised to go to an emergency department or ring 999 and requests for ambulances have reduced to almost half than in previous days.
- 6.8.4 There is rapid implementation process, with staff consolidating on the job, so call-handling time is a little longer than the desired position, but there are immediate improvements in staff feedback loops and there is increased support in this learning phase.

6.9 Devon's Long Term Plan update

- 6.9.1 The draft Long Term Plan was submitted in September and colleagues have been working on further drafts throughout October and November.
- 6.9.2 In line with our requirements in the pre-election period the Long-Term Plan will not be published until after the General Election.
- 6.9.3 The Plan will set out how we intend to deal with our shared challenges for the coming years in coming years including -
- People living longer, often with multiple illnesses
 - Preventable illnesses such as type 2 diabetes are increasing
 - Vital health and care jobs remain unfilled
 - There have been increases in NHS funding, but peoples' needs for services are growing faster
 - Devon's population is expected to rise by 33,000 in the next five years.
- 6.9.4 Over 4,000 pieces of engagement have been received which will be used to support the development of the Long-Term Plan for Devon.
- 6.9.5 On 16 December there will be a further Health and Adult Care Scrutiny Standing Overview Group session on the Case for Change document, the key document that brings together the evidence from which the plan has been developed.

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LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

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BACKGROUND PAPER DATE FILE REFERENCE

Nil