

## **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 and 4) and provide updates on the latest news from the Devon Health and Care system (section 5).

### **3. Supporting people with Learning Disabilities into employment**

- 3.1 Within Devon, our approach to supporting people with disabilities to have a job has been influenced by national policy, which has evolved over time in line with the perception of and aspirations for people with disabilities.
- 3.2 Historically, 'sheltered workshops' were considered good practice. They provided people with jobs that weren't available in the open market in an environment that employed people with disabilities separately from others. By 2013, this approach was criticized nationally by the Department for Work and Pensions (DWP) for being segregated and ineffective.
- 3.3 Currently, national and local approaches are for people with disabilities to be part of communities and to have the same opportunities as everyone else. Supported employment, job coaching in the open market, is recognised nationally as best practice. DWP offer a range of supported employment programmes and resources.

#### **Current approach**

- 3.4 Across Devon, we are supporting people with disabilities to have a job, where appropriate, and to be as independent as possible. Our strategic approach since 2017 is informed by people's views and recognises that a paid job increases people's ability to live independently.
- 3.5 To make it easier for all people with a disability to get a job in Devon we have taken a multi-agency approach and worked in partnership with the DWP to raise awareness of the government funded offers available to support people

in and at work through schemes such as Access to Work. The elements of this approach are described below.

- 3.6 We have recognised the influence of our role as a large employer and introduced 6 supported internships which have progressed to 4 apprenticeships for people. The numbers of young people with disabilities enrolling on these programmes (with different employers across Devon) continues to increase to a current average of 80 students per year (from 68 in the previous year).
- 3.7 We have invested in dedicated supported employment practice through our Reaching for Independence teams, who work closely with DWP to provide people with a pathway into employment. This approach has had a high success rate, particularly in supporting young people leaving college into employment and thereby avoiding the traditional forms of 'day services' and promoting greater independence.
- 3.8 In 2018 we launched a multi-media campaign to raise aspirations and build positive perceptions of disability and employment through inspirational real-life stories. Through this campaign we also promoted support from DWP's Employer Advisor Team and increased the number of businesses committed to the Disability Confident scheme and employment opportunities for people in Devon. The number of Disability Confident employers in Devon rose from 218 in 2018 to 450 at the end of 2019.
- 3.9 We followed up the campaign with The Devon Employment Hub, a new support service, available in February 2020, for employers and businesses who are open to more inclusive ways of working and committed to providing meaningful employment opportunities for people with a disability or long-term health condition. It is a two-year pilot project funded by Learn Devon and the DWP; continuing the collaborative working approach adopted during the initial campaign. The [Employment Hub](#) guides employers to a menu of services delivered via telephone support, face-to-face or online information and resources.

### **Performance**

- 3.10 In 2010, 114 people with a learning disability (who receive services) were employed in Devon (5.8% of the total proportion of people with a learning disability who received a service). This number had grown to 184 in 2018-19 representing 8.9% of the population and an overall change of 25 more people over the last 3 years.
- 3.11 Whilst nationally, Devon benchmarks well (currently ranked in the top quartile for employment), we recognise that there is still a lot to do to improve the proportions of people with a disability who have a job.

## **4. Car parking at the RD&E**

- 4.1 The RD&E has taken a number of steps to ease pressure on parking, including staff and patient park-and-ride schemes at Sowton and Digby, dedicated shuttle buses, a 33% discount on commuting via Stagecoach buses and subsidised cycle to work schemes for staff.
- 4.2 There are also a number of other plans being developed to reduce demand for on-site parking, and staff have also been asked to do what they can to help. The Trust's Executive Team has made a pledge to leave their cars at home for at least one day a week, and have asked staff to consider making the same pledge if they can, to help relieve the pressure on parking and also to reduce the impact on the environment.
- 4.3 In the near future there will be a promotional campaign to encourage patients and visitors to use the Sowton Park & Ride scheme and potential opportunities are being pursued to extend the provision of park and ride services for staff and patients.
- 4.4 The Trust is working with the local authorities and other groups to consider how it can best enable people to get to its hospital sites whilst at the same time minimising the impact of car travel on the environment.

## **5. Devon Health and Care system communications update**

### **5.1 Together for Devon**

5.1.1 Together for Devon is a partnership of health and social care organisations across Devon, Plymouth and Torbay. This is part of a new arrangement – called an Integrated Care System – which we have been developing and strengthening over the past few years. It will build on the work of the Devon Sustainability and Transformation Partnership.

5.1.2 A new logo forms the foundation of the identity:



- The heart was a popular and positive symbol that embodies people's love for the county. The rainbow demonstrates a commitment to inclusivity
- The colours are a blend of the corporate colours of the NHS and local authority partners
- 'Together' was the strongest theme to emerge in the feedback
- The strapline was chosen to reflect the breadth of our work beyond health and care and across the geographical area we serve.

5.1.3 To coincide with the launch, a [new monthly bulletin](#) is being sent to all health and care staff across the county, focussing on the inspirational ways in which staff are bringing people and organisations together through partnerships to make a positive difference to local people. A new [website](#) and [Twitter account](#) have also been launched.

## 5.2 Proud to Care update

### Next campaign

5.2.1 Proud to Care Devon is planning an STP advertising campaign to attract young people to registered and clinical roles in health and care with a focus on Allied Health Professionals, Social Workers, Nurse and Registered Managers in Adult Social Care. The campaign, aiming to inspire people aged 16 – 25 to consider a career in health and care, will include film, photography and vlogs.

5.2.2 The media campaign, starting in April 2020, will include online media for young people and advertising on buses. The campaign will feature people working in the roles mentioned above and includes professionals from Northern Devon Healthcare NHS Trust, Torbay & South Devon NHS Foundation Trust, the Royal Devon & Exeter NHS Foundation Trust, Devon Partnership NHS Trust, Livewell Southwest, Devon County Council, the University of Plymouth, and independent Adult Social Care providers.

### Supporting people at risk of redundancy

5.2.3 The Proud to Care team has teamed up with Job Centre Plus to support staff at risk of redundancy (e.g. from care home or retail closures) and to help them to find alternative work in the care and health in Devon. Those at risk of redundancy have been offered one-to-one support, help with CVs and introductions to other care and health employers. The feedback to date has been very positive and it has supported staff to feel valued and confident about finding another job in the sector.

### Health and Care parking permits

5.2.4 Over 6,500 car parking permits have been issued to health and care staff working in the community, as part of a one-year pilot to extend the scheme to parking on single and double yellow lines for free.

### Nursing Associates

5.2.5 10 Trainee Nursing Associates in adult social care will start at the Plymouth School of Nursing in Exeter in March 2020. The places have been part-funded by DCC, Devon CCG and Health Education England. 8 work in nursing homes and 2 work in a residential home in Devon.

5.2.6 A strategic plan to introduce nursing associates to domiciliary care and other residential homes is being developed with the South West Association of Directors of Adult Social Services to expand the infrastructure.

### 5.3 Update on Devon hospitals A&E 4 hour wait performance

5.3.1 The standard is that at least 95% of patients attending A&E should be admitted, transferred or discharged within four hours. Performance across Devon as of January 2020 is as follows compared to the national performance of 82.3%:

- RD&E 85.8%
- North Devon 83.8%
- Torbay and South Devon 76.2%

5.3.2 Figures are not reported for University Hospitals Plymouth (Derriford) as they are participating in a national pilot around a new set of performance measures around A&E.

### 5.4 MY CARE

5.4.1 The Royal Devon & Exeter NHS Foundation Trust (RD&E) launched the MY CARE Programme in June 2018. MY CARE will connect people in new ways improving the experience of patients, carers and staff, enabled by a new electronic patient record (EPR) using proven technology already in use in thousands of hospitals globally and in three other NHS Trust. The RD&E will be the first in the UK to extend the platform to acute and community settings

5.4.2 The RD&E has completed extensive engagement involving patients, communities and staff in the co-designing, enabled by the new EPR. This Programme will drive a step change in the way care and services are delivered by the RD&E resulting in the following outcomes:

<b><u>Outcomes for our Patients:</u></b>	<b><u>Outcomes for our Staff:</u></b>
<ul style="list-style-type: none"><li>✓ Easy and secure access to their care records;</li><li>✓ Empowering them to take control of their own health and wellbeing;</li><li>✓ Real-time information will be available 24/7 for them to view anytime, anywhere;</li><li>✓ Individuals, or their nominated person, will be able to communicate directly with their Care Team;</li><li>✓ No more multiple letters, duplicated appointments, unnecessary travelling to hospital for appointments;</li></ul>	<ul style="list-style-type: none"><li>✓ Increased time to deliver the standards of care they aspire to provide;</li><li>✓ Technology that is fit for purpose enabling them to work smarter not harder;</li><li>✓ Easy access to real-time information – different Care Teams can see the same record, at the same time;</li><li>✓ Removal of frustrations of multiple sign-ins, duplication of effort, waiting for results;</li><li>✓ A more joined up view of the patient treatment plan across all Care Teams;</li></ul>

✓ Increased transparency of treatment plans.	✓ Enable a more standardised way of delivering care.
<b><u>Outcomes for RD&amp;E:</u></b>	
<ul style="list-style-type: none"> <li>✓ Future model of care – enabling integration of care across multiple setting and supporting care to be delivered in the right place;</li> <li>✓ Improved quality and safety of care – improved access to accurate and timely information speeding up diagnosis and treatment;</li> <li>✓ Single integrated patient record – aiding faster decision making and higher quality outcomes through instant access to real-time information;</li> <li>✓ Improved use of resources – removing wasteful processes, duplication of effort, and increasing capacity and time for care;</li> <li>✓ Future proofing the IT capability and capacity – that is required to support future model of care;</li> <li>✓ A paperless environment – enabling achievement of national requirements relating to digital care records.</li> </ul>	

5.4.3 MY CARE is currently nearing the end of a c. 5 month testing phase. This will then be followed by an intensive c. 3 month period of training of c. 8,000 staff at the RD&E. MY CARE is due to go live on the 27th June 2020. From then on the focus will be on: bedding in the new clinical and technical environment; signing up patients to the new patient portal through which they can view their care record; and ensuring that benefits and additional opportunities for improvement are progressed.

5.4.4 The RD&E has produced a [short video animation explainer](#) of MY CARE.

## 5.5 Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust working together

5.5.1 In December 2019 the Boards of Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust agreed that the two organisations will begin a process to explore joining together on a more formal basis. The announcement by both Boards comes in the wake of earlier decisions.

5.5.2 These decisions included the NDHT Board reaching the view that joining with another provider was the best option to secure the long-term sustainability of hospital services for the population of Northern Devon.

5.5.3 The Board agreed that the best partner to explore a formal arrangement with would be the RD&E and in December 2019, the RD&E Board considered the

recommendation from NDHT and agreed to work with NDHT to explore joining together with the proviso that any new arrangement must be of benefit to people in all communities served by both Trusts, has a robust and fully funded business case and the support of the regulatory bodies.

- 5.5.4 The starting point for both organisations is the clear view that any new arrangement must be beneficial to people in all the communities served by both Trusts, to ensure that people have good access to high quality care and, in particular, A&E services when they need them, and that it is supported by NHS regulators.
- 5.5.5 The Committee will be aware that the move to exploring a more formal process to work together is the next step in a long-standing partnership between the two organisations that has included:
- The RD&E has supported the delivery of acute services in Northern Devon for a number of years
  - Collaborative Agreement which supported NDHT to address some of the challenges faced in providing acute services from the most remote hospital in mainland England.
  - The two organisations currently share a common Chair and Chief Executive as well as other key members of the executive team.
- 5.5.6 The Boards of both organisations will now develop a process to explore whether working together on a more formal basis provides them with a better opportunity to take a joint approach to addressing the challenges they both face, making the best use of collective resources to meet the health needs of the local population. The Trusts have emphasised their commitment to keeping staff and the community informed as this process develops.
- 5.5.7 Both organisations have agreed that the existing Collaborative Agreement between the two organisations should be extended beyond June 2020 to allow the appropriate due diligence and other processes, including conversations with NHS regulators, to be completed.
- 5.5.8 The organisations will retain a shared Chair, Chief executive and other members of the Executive team as part of this agreement, but it is too early to say what the end point of this process will be. In the meantime, the organisations will retain separate Boards and the immediate focus will be renewing a Collaborative Agreement between the two organisations from June 2020.

## 5.6 **Consultation to modernise local health and care services in the Teignmouth and Dawlish area**

- 5.6.1 People in the Teignmouth and Dawlish area will be asked their views on a proposal to modernise local health and care services after the CCG governing body approved a consultation on care in the area. Following a request to extend the consultation period, final details of the consultation are being confirmed and will be shared as soon as possible.

5.6.2 The NHS is set to build a new £8 million health and wellbeing centre in the centre of Teignmouth to provide modern, environmentally sustainable and fit-for-purpose accommodation for GP and other health and care services. The building would house the town's GP practices, the local health and wellbeing team, charity Volunteering in Health (which helps deliver local care), and a pharmacy.

5.6.3 Although the CCG will not be consulting on building the new centre itself, the facility provides an opportunity to consider the best location for local services. The CCG will therefore be asking local people what they think of the proposal that includes moving existing services at Teignmouth Community Hospital to either the new centre or Dawlish Community Hospital.

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**Electoral Divisions:** All

Cabinet Member for Adult Social Care and Health Services: Councillor Andrew Leadbetter

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