

## **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**

#### **Devon Nurse picks up prestigious award**

- 3.1 A nurse honoured with a prestigious national award has said she shares the accolade with the team that worked on the NHS Nightingale Hospital Exeter.
- 3.2 Chantal Baker, Nursing and Midwifery Excellence Lead Nurse at Torbay and South Devon NHS Foundation Trust received the Silver Chief Nursing Officer Award, recognising the outstanding commitment she has given to her work
- 3.3 The Chief Nursing and Chief Midwifery Officer Awards recognise the significant and outstanding contribution made by nurses and midwives in England and their exceptional contribution to nursing and midwifery practice. The silver award recognises the performance of an individual that goes above and beyond expectations of the everyday, providing consistently outstanding care.

### **4. International recruitment**

- 4.1 A joint approach to internal recruitment has been agreed across the Integrated Care System Devon in a bid to alleviate frontline workforce challenges. Work will begin to recruit overseas senior care workers and nurses to independent adult social care providers.

4.2 The work has developed with care providers involved from the outset alongside Devon Alliance for International Recruitment. The approach will be funded through the ICS Devon and it is hoped that over the next three years 450 overseas staff can be recruited.

## **5. Adult Social Care Appreciative Inquiry report published**

5.1 Devon County Council Chief Executive Officer Phil Norrey has [launched the report from the Appreciative Inquiry](#) event which held on 3 December last year.

5.2 The report provides a summary of the event and the actions that have taken place since including:

- Examining the potential to address the pay differences between the social care workforce and their counterparts in the NHS
- Looking at new ways of working to use the skills of our entire health and social care workforce to best effect
- We are redoubling our efforts to make training and learning opportunities available to health and social care staff and are keen to learn together wherever possible
- We are ensuring that adult social care is understood and features strongly in the emerging workforce strategy of the Integrated Care System for Devon
- We are working with economic development leads across Devon to look at ways in which economic investment can be directed to support the adult social care sector
- We have had further conversations with the Department of Health and Social Care and will be planning for a team to come to Devon from Whitehall in the late Spring/early Summer to deepen our shared understanding. They will want to meet a wide range of people to build on our commitment to work together
- We are making health, social care and housing key pillars of our negotiations with government as part of devolving new freedoms and flexibilities to our local areas
- And we are planning further public celebration of the huge contribution of adult social care to the life of our county

5.3 The Appreciative Inquiry was an important milestone but it was always intended as a platform for action and we are determined to make even more progress during 2022.

## **6. Re-procurement of Integrated Urgent Care services in Devon**

- 6.1 Devon Clinical Commissioning Group has appointed a new provider to run the NHS 111, GP out-of-hours services and clinical assessment services across the county.
- 6.2 Local people in Devon played a vital role in the process. The CCG is obliged to reprocure the service this year and, following a rigorous, competitive process, the CCG has awarded the contract to Practice Plus Group Urgent Care Limited, which currently runs similar services in other parts of the country. The contract is for five years, with the option to extend for a further three.
- 6.3 Across the country, Practice Plus Group Urgent Care, (formerly known as Care UK Health Care) answers 1.5 million calls a year to NHS 111, and runs out of hours services, urgent treatment centres, minor injuries units, hospitals and general practices.
- 6.4 Its NHS 111 service in Bristol was the first to be rated “outstanding” by the Care Quality Commission. In Devon, it will also run the clinical assessment service in which clinicians use their expertise to respond to callers, prioritising cases and directing people to the most appropriate services.

## **7. Royal Devon and Exeter and Northern Devon Healthcare Trust merger**

- 7.1 The full business case has been submitted to NHS England and Improvement for merging Royal Devon and Exeter and Northern Devon Healthcare Trust. This takes a step further on the path to integrating to become one organisation on 1 April 2022.
- 7.2 The planned merger will combine resources and expertise to improve the resilience and sustainability of health services across North and East Devon.
- 7.3 The merger will make it easier to use our resources to meet shared priorities, creating opportunities to improve services, and as a single organisation will be better able to address the challenges faced as a Devon system. This should also help attract investment and will improve ability to recruit talented colleagues across sites.
- 7.4 The [Full Business Case](#) is available to read including an explainer [film](#) below on the proposed merger.

## **8. All Party Parliamentary Group on Rural Health and Care**

- 8.1 The APPG on Rural Health and Care, Chaired by Devon MP Ann-Marie Morris has completed its Parliamentary Inquiry and [published a report](#) that

sets out 12 recommendations for changes across: understanding the needs of rural areas and delivering services, driving innovation, and providing integration person centre care.

8.2 During the inquiry the health and care system across Devon has contributed both as senior officers and members.

## **9. Living with COVID**

9.1 The government has set out its plan for '[Living with COVID](#)' which sets out that local authorities will continue to manage local outbreaks of COVID-19 in high risk settings as they do with other infectious diseases.

9.2 There are still a number of unknowns around on-going testing arrangements for health and care staff and the wider community, however [isolation advice](#) for staff working in health and care has not changed due to the higher risk nature of these settings.

9.3 And although free PPE will continue until March 2023 or until PPE guidance is suspended, on-going requirements for IPC and PPE for staff and visitors in care settings is unknown. Further detail is expected to be published by 1<sup>st</sup> April.

9.4 The Government will continue to work with local authorities and care providers to respond to outbreaks in care settings and manage local workforce pressures and in the future the Government expects COVID-19 to be managed regionally and locally as part of a wider all hazards approach, using existing health protection frameworks

## **10. North Devon Link Service**

10.1 Risk assessments have taken place by the Link Service teams on the Bideford, Barnstaple and Ilfracombe Link Service buildings to see how they can re-open in a way that will keep staff and people using the services safe.

10.2 Use of drop-ins is unpredictable and the assessments have identified that whilst DCC and Devon Partnership NHS Trust continue to work under strict COVID-19 guidelines there will be a limited number of hours available and they will be on a pre-arranged appointment basis for people to attend. We are finalising how this will work.

10.3 In Holsworthy we are in the process of identifying how a buildings based service can be delivered.

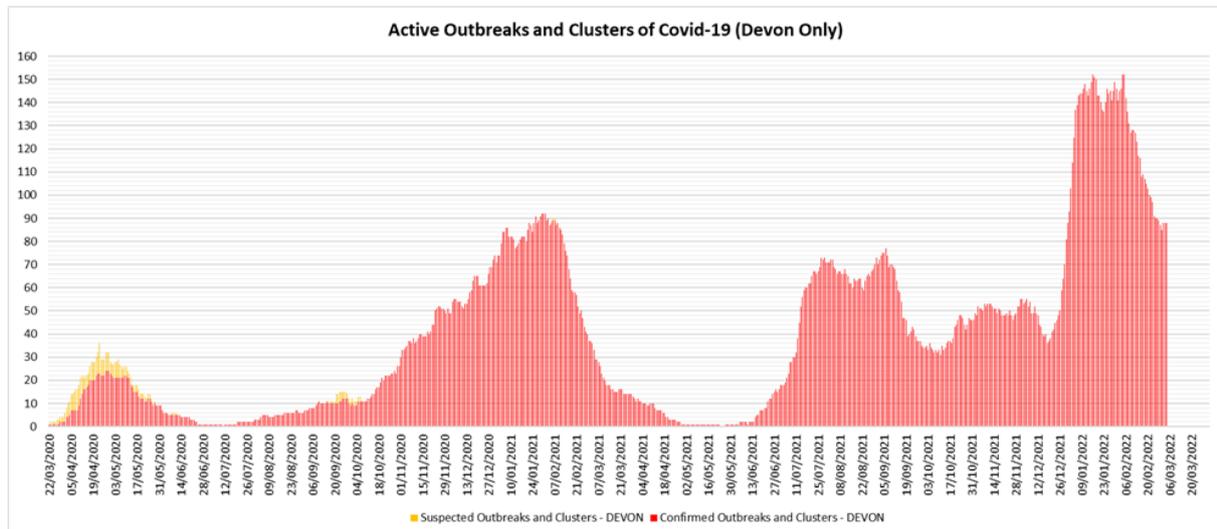
10.4 North Devon Link Centre staff are continuing to support people by phone and if appropriate face to face and supporting the North Devon Social Work Team by providing the short term service. Everyone who has been supported by telephone during the pandemic will have

received a letter advising them of these arrangements and asking who would be looking to take up the service.

- 10.5 As agreed by Cabinet in December, we continue to work with the Link Centre staff, service users, local councillors and local community and voluntary sector representatives to establish outreach services and identify which of the existing services can be delivered by local community providers. We want to make sure these services are developed with full involvement and therefore Devon County Council will be running some co-production training for this project.

## 11. COVID-19 care home outbreak update

- 11.1 As of the 4 March 2022, there were 88 COVID19 outbreaks in care setting across Devon and 34 settings with a single case. There are currently 20 providers that are closed to new admissions, both due to COVID19 infection and staff absence level.



## 12. Vaccination update

- 12.1 Regulations making COVID-19 vaccination a condition of deployment in health and social care will be revoked on Tuesday 15 March. Following a public consultation, where 90% of responses supported the removal of the legal requirement for health and social care staff to be double jabbed.
- 12.2 Work continues locally however to promote vaccination uptake and performance is good in Devon. We are ranked 9th and 3rd nationally for levels of booster uptake in older adult care home residents and staff respectively and 7th nationally for levels of booster uptakes in domiciliary care staff.
- 12.3 People with learning disabilities have 86% uptake at first dose, 84% uptake for second dose, and 72% for all three doses. Despite these

uptake rates being towards the lower end of the range of those groups deemed 'COVID19 at risk' it represents a significant increase on December (45% to 72% for all three doses).

### **13. Grants for patients to support hospital discharges**

- 13.1 NHS Devon Clinical Commissioning Group (CCG) is working with local health and care partners on a project that gives certain patients grants to help them leave hospital when they are ready to go home but still need some extra care and support for up to four weeks.
- 13.2 The Hospital Discharge Personal Health Budget Grant scheme aims to facilitate timely, appropriate and safe discharges from hospital.
- 13.3 The grant is a one-off payment of up to £1,200 per individual to support a patient's short-term health and wellbeing needs and based on information gathered as part of their discharge planning conversation.
- 13.4 The money can be used to pay for additional childcare or pet care so that family or friends can be freed to provide support. It can also be used for transport costs so a person can travel to provide care or one-off purchase of equipment that can support a patient during their initial recovery at home and where this equipment cannot be sourced through the CCG's existing equipment services.

### **14. Helping refugees access mental health services**

- 14.1 A collaboration of researchers, service providers and refugee communities in Devon has won funding to develop ways of making it easier for refugees to get the help they need.
- 14.2 Refugees are one of the most vulnerable groups in our community but language barriers and difficulty in understanding how to access healthcare can make it difficult for them to get help.
- 14.3 Now a project, led by National Institute for Health Research Applied Research Collaboration in the South West Peninsula is developing a model to make finding help easier.
- 14.4 Engagement with the local community is a key aspect of the project. People who are refugees will be helping to develop the model while gaining research and design skills and employment. An advisory panel and local impact group will link the study to other refugee initiatives and networks, ensuring that the model is widely shared. The project, which will run for two and a half years will begin in May 2022.

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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