

HEALTH AND CARE GENERAL UPDATE PAPER

Joint report from Devon County Council and NHS Devon

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

DCC In-house Learning Disability Respite Team 'highly commended' for its work during the pandemics

- 3.1 DCC in-house Learning Disability Respite Team who had been shortlisted in the small team of the year category of the Local Government Chronical Awards, came second out of a record number of 69 nominations, and were 'highly commended'.
- 3.2 Following the closure of the learning disability respite services when lockdown restrictions came into place, the team switched to become a bridging service to support people being discharged from hospital to home. They provided a supportive environment for people to learn, or relearn, lost skills following a hospital stay, to promote independence, reduce likelihood of readmission and help people to stay where they want to be – in their own home. This was carried out at the Hampton by Hilton Hotel at Exeter Airport and Durrant House Hotel in Bideford.
- 3.3 When the second wave arrived in 2021, the team were asked to help again. This time they provided two units for hospital discharge and rehabilitation, and one for respite provision serving the whole county. During this time the teams continued to work flexibly, considering infection control needs, testing programmes, vaccinations and boosters all of which was constantly changing and placing new requirements on operational activity

Bideford Community Health and Social Care Team win partnership award at the Extraordinary People Awards

- 3.4 Congratulations to Bideford Community Health and Social Care Team on winning the exceptional partnership category award at the Royal Devon University Healthcare NHS Foundation Trusts Extraordinary People Awards ceremony.
- 3.5 Kate Holliday, Community Services Manager also deserves congratulations as she won an Exceptional Leader award, much deserved

Devon ranked as second best in the country for patient experience of general practice

- 3.6 The national GP Patient Survey is carried out each year by Ipsos on behalf of NHS England to collate data on patient's experiences of using general practice services.
- 3.7 The latest annual GP Patient Survey for 2022 has been published and it saw more than 14,500 people across Devon sharing their views on a range of topics, including making an appointment, overall experience, and local GP services.
- 3.8 Analysis of the outcomes show Devon ranked as second best in the country for patient experience of general practice.
- 3.9 The results have shown overwhelming public backing for Devon's GP surgeries, with eight in ten respondents reporting a good experience of their practice. NHS Devon has exceeded the national average in each of the categories below:
- **Overall experience of GP practice** – Eight out of ten (80%) people in Devon described their overall experience of their GP practice as good. Only one other system in England scored higher. This is 8 percentage points above the national average (72%)
 - **Ease of getting through to someone at the practice on the phone** - 62% said it was easy to get through to someone at the practice on the phone. National average is 53%.
 - **Helpfulness of receptionists at GP practice** - 88% said receptionists were helpful. National average is 82%
 - **Ease of use of practice website** - 73% said that it was easy to use their practice website. National average is 67%.
 - **Choice of appointment** - 67% said they were offered a choice of appointment. National average is 59%.
 - **Satisfaction with appointment offered** - 80% were satisfied with the appointment they were offered. National average is 72%.
 - **Overall experience of making an appointment** - 65% of people said that their overall experience of making an appointment was good. National average is 56%.

- **Satisfaction with appointment times** - 63% were satisfied with appointment times. National average is 55%.
- **Mental health needs recognised and understood** - 86% of people said that their mental health needs were recognised and understood. National average is 81%

Elective inpatient activity rate in Devon highlighted as among highest in country

- 3.10 Devon has been ranked 6th highest in England for the amount of inpatient elective procedures carried out in the first quarter of this year compared to before the pandemic, new figures published by the Health Service Journal (HSJ) show.
- 3.11 While acknowledging ongoing performance challenges in relation to long waits, the analysis demonstrates the positive progress Devon is making as part of the on-going recovery from COVID-19 and starting to address the backlog created by the pandemic.
- 3.12 Just two integrated care systems (Frimley and Surrey) carried out more inpatient elective procedures in the first quarter of this year than before the covid pandemic.
- 3.13 Devon's system is not far behind pre-pandemic levels of elective activity, with 97% of 2018-20 levels reported for the first quarter of 2022-23.
- 3.14 This equates to nearly 47,000 elective procedures across Devon, which is a fantastic effort across Devon and testament to the on-going COVID-19 recovery effort.

4. Collaboration showcased during NHS England visit

- 4.1 Partners across Devon were pleased to welcome NHS England's chair, Sir Richard Meddings CBE, and fellow non-executive directors to the county for a tour that showcased a number of collaborative projects.
- 4.2 The visit was a chance to provide a realistic view of Devon's challenges and opportunities, showcase the good work already underway including a number of projects highlighting system-working in action and look at future plans.
- 4.3 The tour included:
- The NHS Nightingale Hospital Exeter
 - University Hospitals Plymouth NHS Trust's plans for a new emergency department
 - The new short-term care centre in Plymouth
 - Plans for a peninsula electronic patient record
 - Torbay and South Devon NHS Foundation Trust including Torbay Pharmaceuticals
 - Devon Partnership NHS Trust's mother and baby unit

- Visiting the Royal Devon University Healthcare NHS Foundation Trust to hear about Eastern Devon's voluntary, community and social enterprise (VCSE) sector work to support refugees and asylum seekers

5. Eastern Local Care Partnership hosts first elected members engagement event

5.1 The Eastern Local Care Partnership invited over 200 elected members from the 6 district councils and county council who have representation in the Eastern footprint. Attendance was good at the online event where elected members heard about progress to date and opportunities to be further involved.

5.2 Members heard from system leaders including Jane Milligan CEO of One Devon and NHS Devon, Cllr McInnes the Joint Chair of the One Devon Partnership and a range of people working in Eastern Devon across statutory and voluntary and community sectors. A [recording](#) of the session has been made available.

6. Key messages from ADASS Spring Survey published

6.1 The Association of Directors of Adult Social Services published the results of its [Annual Spring Survey in July](#) this year with the key messages detailing a system under increasing pressure and people relying on adult social care services waiting longer for support, choice and quality declining, more unpaid carers breaking down and more staff leaving. Key findings include:

- 87% of Directors have reported an increase in referrals for mental health support services
- 67% of Directors have reported an increase in referrals due to domestic abuse
- 82% of Directors have reported an increase in referrals after early hospital discharge
- 73% of Directors have reported an increase in referrals due to unpaid carers breakdown
- 64% of Directors are not confident in their ability to deliver statutory care related to market stability

6.2 The report makes a series of recommendations on national funding, support for unpaid carers and investment in the workforce.

7. 24-7 free online mental health support

7.1. A new free and confidential digital mental health and wellbeing service for adults is now available across Devon, Plymouth and Torbay.

- 7.2. [Qwell](#) delivered by mental health provider [Kooth](#), will ensure that every adult living in Devon has access to a choice of support to manage their own emotional health and wellbeing.
- 7.3. NHS Devon, working in partnership with Devon, Plymouth and Torbay Councils, has commissioned Qwell to provide all adults aged 18+ with free, anonymous, confidential digital mental health support. Qwell offers a safe online space for adults to access therapeutic activities and content including a peer support community. This includes self-help articles, forums, and discussion boards that are moderated by qualified practitioners.

8. Update on the North Devon Link Service

- 8.1. The Holsworthy Youth and Community Hub (formerly the Holsworthy Youth Centre) is now delivering a mental health and wellbeing drop-in service. This service opened on Monday 11 July.
- 8.2. The North Devon Link Centre drop in services continue to operate in Ilfracombe, Barnstaple and Bideford. At the moment these drop-in services are for existing North Devon Link Service users and for those people who receive support of the short term enabling service delivered by the North Devon Link Service. Work is underway to extend the drop in services to include an extra session each week in Ilfracombe, Barnstaple and Bideford.
- 8.3. In the last six weeks, there have been on average 62 people attend the drop ins per week at the three centres. This might be people attending more than once. In addition to the drop ins there are Arts and Crafts activities taking place in Bideford and Ilfracombe. It is anticipated that further activities will be added to the 3 centres in the coming months.
- 8.4. At the time of writing we have been contacted by 11 groups, organisations and individuals in the community who would like to use the centres to offer further mental health and wellbeing activities. We are encouraging other organisations to contact us to explore what can be provided. We are including services users in discussion about these groups to help the activities focus on what is most important to people. Co-production awareness training has been delivered to people involved in the development of the building based services for the wider community.
- 8.5. While engagement in each town is progressing, stimulation of the voluntary sector is not yet at a level where the full picture of future voluntary sector provision can be described. Additional work has therefore been initiated with the NHS to explore opportunities with the VCSE sector via their involvement in the Community Mental Health Framework.
- 8.6. A level of discontent remains amongst some existing service users regarding the Council's link centre decision and a petition seeking to overturn that decision was recently received. Our current local

engagement now includes the service user who initiated that petition within a local planning group.

- 8.7. The Bideford link centre is having important maintenance work undertaken. We had originally thought the drop in service would need to be relocated during this period. However, it will now be possible to keep the drop in service going at the Bideford link centre whilst the work is undertaken. This will be done in a safe way and it has been done to limit any inconvenience to users who attend this centre.
- 8.8. Internal Audit are undertaking a piece of work to support the project. This objective of this work is *“To consider what non-statutory services other Local Authorities provide to their communities in relation to mental health support. To further consider how these non-statutory services are provided.”* The output of this work will be important in helping shape the non-statutory services being developed through this project.
- 8.9. Change management training has been held for the North Devon Link Centre staff. This training was designed to help with staff moving towards their future focus on providing an enabling service. A guidance document has also been prepared to support staff working on the enabling service.

9. Adult social care charging reform funding consultation

- 9.1 The government is currently [consulting](#) on its proposals for distributing funding to support the first year of delivery of adult social care charging reform in 2023 to 2024.
- 9.2 The proposals cover funding for needs and financial assessments, the extension to the means test, and the cap on care costs. Concerns have been raised nationally, including by the County Council’s Network and the Association of Directors of Adult Social Services about the level of funding required compared to the overall funding package.
- 9.3 The first meeting of the DCC Health and Adult Care Scrutiny Committee Reforms Standing Overview Group will take place in October this year.

10. The Devon Plan: Devon’s Integrated Care Strategy and its Five-year Joint Forward Plan

- 10.1 On 29 July 2022, the Department for Health and Social Care [released guidance](#) on the preparation of integrated care strategies.
- 10.2 In Devon, this work will be led by the [One Devon Partnership](#) (our Integrated Care Partnership (ICP)), one of the two core parts of Devon’s new Integrated Care System, which is a broader coalition of partners within the system, to join up planning and delivery.
- 10.3 One Devon Partnership is required to produce an integrated care strategy to set the strategic direction for health and care services across the whole

of Devon, Plymouth and Torbay, including how commissioners in the NHS and local authorities can deliver more joined-up, preventative, and person-centred care for their local population.

- 10.4 ICPs should engage with local Healthwatch organisations; local people and communities; providers of health and social care services; the voluntary, community, and social enterprise (VCSE) sector; local authority and Integrated Care Board leaders; and wider organisations and partnerships to ensure a wide range of people are able to engage and input into the production of the strategy. This will, of course, involve engaging with Devon County Council's Health and Adult Care Scrutiny Committee.
- 10.5 [Guidance](#) has also been issued which sets out expectations for how ICBs, ICPs, local authority health overview and scrutiny committees (HOSCs) and other local system partners will work together to ensure that systems are locally accountable to their communities.
- 10.6 The integrated care strategy will inform Devon's Five-year Joint Forward Plan. ICBs, including NHS Devon, have a statutory duty to publish a Five-year Forward Plan before April 2023.
- 10.7 This Five-year Joint Forward Plan will describe how NHS services will be delivered to meet local needs. Inherent in this, is the requirement to engage, involve and consult with patients and the public to inform the nature of the NHS services. This will also involve engaging with the council's Health and Adult Care Scrutiny Committee. The Devon Plan encompasses the Integrated Care Strategy and Joint Five-year Forward Plan.

11 Routine asymptomatic testing paused

- 11.1 DHSC have [announced routine asymptomatic testing for Covid will be paused](#) across remaining settings, including hospitals and care homes, from 31 August as cases continue to fall. Testing will remain in place for admissions into care homes and hospices from both hospitals and the community, and for transfers for immunocompromised patients into and within hospital to protect those who are most vulnerable

12 COVID-19 Autumn Booster and Flu programme to be launched

- 12.1 The 12 September will see the launch of the COVID-19 Autumn Booster and Flu Vaccination Programme. NHS roving vaccination teams will begin visiting care homes from 5 September 2022.
- 12.2 These visits will also be an opportunity to offer vaccination to new residents and to care home staff who have not yet received a full primary course of the vaccine or booster dose.

Tandra Forster

Director of Integrated Adult Social Care
Devon County Council

Dr Nigel Acheson

Chief Medical Director NHS Devon

Electoral Divisions: All

Cabinet Member for Integrated Adult Social Care and Health Services:
Councillor James McInnes

Director of Integrated Adult Social Care: Tandra Forster

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

Contact for Enquiries: James Martin
Tel No: 01392 382300 Room: G42