

## **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**

#### **600<sup>th</sup> international nurse arrives in Devon**

- 3.1. Six hundred nurses have been attracted to work in Devon from overseas in the last 15 months helping to fill vital frontline posts and saving the NHS around £3 million in agency and bank costs.
- 3.2. The Devon International Recruitment Alliance works collaboratively across the county's NHS hospital trusts to attract staff; rather than trusts competing with one another abroad.
- 3.3. They have developed a recognised and trusted presence online and on social media, which attracts many direct applicants from other countries. As a result, Devon has been able to reduce its need to use third party agents to help recruit from other countries; making the programme even more cost effective.
- 3.4. The programme has been so successful that the team are now branching into other areas where recruiting health and care professionals has been particularly challenging, including radiographers, podiatrists, occupational therapists and care workers for social care.

#### **DCC adult social care staff shortlist for awards at the Social Worker of the Year**

- 3.5. Congratulations to Lucy Hunt and Tom Woodd who won the Gold and Silver Award respectively at in the Team Leader of the Year, Adults

Services, in the Social Worker of the Year Awards this month. This is a fantastic achievement and continues our strong showing at the awards for many years.

- 3.6. We were also represented at the awards by Natasha Round and Sarah Asprey, shortlisted for student social worker of the year and mental health social worker of the year.
- 3.7. We also send huge congratulations to Charlotte Elliott in Children's Services who was the Gold Winner in the Supporting Children in Education category.

### **Two Devon practice managers recognised in national awards**

- 3.8. The national Practice Managers Association recognised two Devon practice managers in their membership awards for 2022. The awards recognise and celebrate excellence in management across all areas of the health and social care sector.
- 3.9. Sharon Bates, from Litchdon Medical Centre in Barnstaple and management lead for Barnstaple Alliance PCN won the award for PCN Manager of the Year 2022. The Alliance nominated Sharon for her remarkable collaborative leadership and exceptional commitment to primary care at both in the PCN and across North Devon.
- 3.10. Martin Randall, from Leatside Surgey in Totnes, won the award for Practice Business Manager of the Year 2022. Martin was the lead manager setting up a PCN vaccination centre in Totnes. He organised a team of over 60 practitioners, administrators, and volunteers to deliver the vaccination programme in the South Devon area.

### **Devon organisations shortlisted for national awards in collaboration and partnership**

- 3.11. Devon organisations have been shortlisted for national [Health Service Journal Awards](#)
- 3.12. The South West Provider Collaborative (SWPC), led by Devon Partnership NHS Trust has been shortlisted in the Provider Collaboration of the Year Award for its work to transform outcomes for people with mental health conditions by working collaboratively, at-scale.
- 3.13. The SWPC is a specialised mental health Provider Collaborative with nine provider member organisations who work collaboratively to design the clinical solutions across the region covering a population of five million, and a geography of 22,000 square kilometres.
- 3.14. One Northern Devon was short-listed in the 'Place-based Partnership' category in recognition of its approach across North Devon and Torridge

and the 'One Communities' that work collectively in partnership for the people and communities of Northern Devon.

### **West Country Women Awards**

- 3.15. In the first year of the West Country Women Awards, Ana Barbosa, Social Worker in the South Molton Team, currently on secondment in the DCC Communities Team, has made it through to the final in the Diversity and Equality category for her work, leadership and influence across DCC in response to the race audit, including mentoring previous CEO Phil Norrey.
- 3.16. Congratulations also to Colette Eaton-Harris in NHS Devon for being a finalist in the Combatting Violence Against Women and Girl category.

### **4. Devon County Council's financial challenge**

- 4.1 Devon County Council is facing a [budget shortfall in the region of £75M in 2023-24](#). This will inevitably require some difficult decisions to be made across all service areas.
- 4.2 Integrated Adult Social Care (IASC) is a demand led service, with statutory duties to meet needs of some of the most vulnerable people in Devon. Like all services IASC is currently going through a process of identifying potential areas where savings opportunities might be found and in a way that limits as much as possible the impact on the most vulnerable people across Devon.

### **5. Peninsular Acute Sustainability Programme**

- 5.1. Hospital boards in Devon and Cornwall are being asked this month to discuss and endorse the Peninsula Acute Sustainability Programme (PASP). Medical directors from each of the five acute hospitals in Devon and Cornwall have been asked to lead a programme of work that ensures clinical, workforce and financial sustainability.
- 5.2. In line with the rest of England, demand is growing for health services, waiting times are increasing and there are ongoing challenges with unscheduled and emergency care.
- 5.3. The availability of an appropriately skilled workforce is also a major limiting factor impacting the ability to provide health and social care in the most appropriate place according to people's need.
- 5.4. The programme will bring together clinicians and health professionals from across both counties to contribute to and share ownership of the following:
  - Improve how we support our population's health needs and target health inequalities
  - Ensure there are consistent and safe acute services across Devon, Cornwall and the Isles of Scilly
  - Address problems with fragile acute services

- Ensure that we have a sustainable workforce
- Make best use of our limited resources
- Learn from previous programmes of work and feedback from the public

5.5. It will build on the findings from previous reviews and learning from the various speciality networks that have already been established, to find joined-up solutions that deliver better services.

5.6. Over the next few months, the programme will bring clinicians and health professionals together to explore the evidence and opportunities for change, as this is critical to success, but there will be early discussions with Healthwatch and Overview and Scrutiny Committees to seek advice on the phasing of wider public involvement.

## **6. Independent Living Centre Smart Home event**

6.1. The Independent Living Centre held its first-ever interactive smart home event attracting 174 NHS and DCC professionals, students, and members of the public over 3 days.

6.2. Local suppliers across Devon showcasing the latest technology and apps available on the market with attendees given the opportunity to witness technology in action via an interactive tour of the Independent Living Centre

6.3. Attendees were able to see some of the latest gadgets in person including an induction hob for safer cooking and reduced risk of burns, simple-to-use mobile phones with a one-touch SOS button, and GPS trackers to allow family members to locate someone at risk of getting lost.

6.4. A demonstration of environmental controls and alerts was also given to identify smoke, CO2 & extreme temperature changes, alerting family members or monitoring centres for someone unable to respond.

## **7. World-first national genetic testing service launches at the Royal Devon**

7.1. A world-first national genetic testing service launched at the Royal Devon laboratory on Wednesday 12 October. The service is the result of a collaboration between the Royal Devon and world-leading research groups at the University of Exeter, alongside clinicians and academics worldwide.

7.2. Through the service, the NHS will be able to diagnose and potentially save the lives of thousands of severely ill children and babies within days rather than weeks, through rapidly processing their DNA samples.

## **8. Royal Devon holds successful interview days for healthcare support workers and support staff**

8.1. Interview days for healthcare support workers in September in both Barnstaple and Exeter resulted in 83 offers of employment on the day to successful candidates. Healthcare support workers work across a variety of settings and

include roles like healthcare assistants, theatre assistants, and midwifery assistants.

8.2. In Exeter, interviews for other support services and administration positions took place and 50 further offers for people to join administration, catering and domestic services were made.

## **9. Community nurses graduate from the first new bespoke district nursing course held in Devon for 15 years**

9.1. Seven Royal Devon community nurses have qualified as district nurses. District nurses make a real difference to the lives of so many, providing complex care to patients and supporting people to live more independently in their own homes.

9.2. The nurses graduated with a Post Graduate Diploma in District Nursing at a Masters Level. Delivered through a collaboration with Plymouth University, this is the first new bespoke district nursing course to be taught across the peninsula in more than a decade.

## **10. COVID-19 autumn booster vaccination programme begins**

10.1. The seasonal COVID-19 booster vaccination programme began in mid-September, initially offered to over 75s and health and social care workers.

10.2. The programme has quickly rolled out and will be expanding into wider cohort across the autumn. Vaccines can be accessed at a vaccination centre or pharmacies.

## **11. One Devon Partnership hosts Cost of Living Summit**

11.1. On the 7 November the One Devon Partnership hosted a Cost of Living summit to bring together key players across the system to better understand where, who and how the cost of living crisis is impacting. The summit, led by Public Health colleagues across the ICS showcased a developing 'cost of living' dashboard that aims to shape a system response and chart progress.

11.2. The summit was attended by members of the One Devon Partnership, District Council CEOs and representative from local care partnerships and the VCSE, all coming together to identify how a collective approach can add value to what is already happening across Devon to support those impacted the most by the cost of living crisis.

## **12. Wellbeing hub marks first anniversary**

12.1. It's been over a year since the [Devon Wellbeing Hub](#) launched to support healthcare, social care and police staff affected by the COVID-19 pandemic. Since its launch in March 2021, the Hub has received over 770 individual referrals and supported a number of teams across the Devon system, reaching over 1,500 staff to date.

12.2. The Hub is one of 40 NHS mental health and wellbeing hubs that were set up across the country, funded by NHS England, in response to the impact of COVID-19. It is designed to be a place where someone concerned about their wellbeing can come, unpick their needs and be supported to get to the right services quickly. The Hub also offers support for teams, giving them the opportunity to think about their collective wellbeing

### **13. Update on the North Devon Link Service**

- 13.1. Since the previous update, an additional drop-in session has been added each week to Link Centres in Illfracombe, Barnstaple and Bideford in response to local wishes. This remains an overall reduction in drop-in services, recognising the DCC Cabinet decision to focus North Devon Link Service (NDLS) staff on statutory and related outreach support services
- 13.2. These drop-in services are for existing users of NDLS and for those people who receive support of the short term enabling service delivered by the NDLS.
- 13.3. In Holsworthy, the Youth and Community Hub (formerly the Holsworthy Youth Centre) is continuing to deliver a mental health and wellbeing drop-in service. A key intention underpinning the DCC Cabinet decision was stimulation of the voluntary sector to be able to fill the gap in drop-in and similar support that would be left by the refocussing of staff teams. Elsewhere in Devon, similar VCSE run support is grant funded.
- 13.4. In order to successfully transition NDLS to such a model, similar funding would be necessary though sources of funding have not been apparent. At the time of writing this update, it is likely that some underspend in joint NHS/DCC Mental Health iBCF can be directed to establish the VCSE on the same or similar basis as elsewhere in Devon. The detail of this is being established this month.
- 13.5. The Holsworthy arrangement has started to test the ground of voluntary sector run drop-in support. Funding for this was repurposed from former estates costs associated with the Holsworthy link centre.
- 13.6. Having established funds to VCSE run support, the project team will re-establish groups of stakeholders, including Link Centre Clients, to help develop that support. These groups are currently later than planned given the previous uncertainties about funding support. These reconstituted town meetings will be scheduled for a full twelve months to maintain engagement throughout.
- 13.7. In line with the December Cabinet decision, the NDLS staff are increasingly focusing on the outreach support with the mental health social work teams. This outreach has been developed to target support to people with mental health difficulties to improve their life skills and promote independence in their own homes and their community. The support is run by existing NDLS staff using their skills and expertise to offer short term, outcome focused enabling

support to help people to meet their needs and achieve the goals that are most important to them. This support will be available to those people currently receiving a service from Devon Partnership NHS Trust.

- 13.8. We have received a few questions about the Devon Mental Health Alliance (DMHA) and how this alliance links with the NDLS. The DMHA is run separately to the North Devon Link Service. It does not run the link centres, as has been rumoured, but there is regular communication between the two areas. The Devon Mental Health Alliance (DMHA) is a partnership of local organisations from the voluntary, community and social enterprise (VCSE) sector which aims to make mental health support and advice services across the county more accessible, more effective, and more suited to the needs of their users. The initial focus of the alliance is working with Devon Partnership NHS Trust on delivering increased one to one and group interventions to encourage better joint working.
- 13.9. The DMHA is recruiting recovery practitioners to promote the development of mental health support, which had been interpreted locally as recruitment of Link Centre staff, which is not the case. More information on the alliance is available on this link - [About the Alliance — Devon Mental Health Alliance | Working together for better mental health \(mentalhealthdevon.co.uk\)](http://mentalhealthdevon.co.uk).

#### **14. Teignmouth wellbeing centre**

- 14.1. Images of the [new health and wellbeing centre for Teignmouth](#) have been released by Torbay and South Devon NHS Foundation Trust following the submission of a full planning application to Teignbridge District Council.
- 14.2. Located on the Brunswick Street site, in Teignmouth town centre, the new £11million state-of-the art facility would bring GP services, and health and care and voluntary sector services under one roof.
- 14.3. GP services provided by the Channel View Medical Group would be based at the new centre together with community nurses, social workers, health and wellbeing teams, therapists, podiatry, audiology, physiotherapy and voluntary sector services.
- 14.4. The purpose built, facility designed by architects [corstorphine-wright](#) would also support the delivery of technology enabled care, helping more people live well within their local communities. Negotiations are continuing with Teignbridge District Council over the acquisition of the site which it owns.
- 14.5. When the new health and wellbeing centre is built, a number of clinical services would move from the hospital into the new building while other clinical services would transfer to Dawlish community hospital or other sites. Torbay and South Devon NHS Foundation Trust would make sure that people are given plenty of notice of the date of any changes and would work closely with partners in Teignbridge District Council and the VCSE sector to address any issues around transport.

14.6. The new health and wellbeing centre for Teignmouth is being delivered via a joint venture partnership between gbpartnerships and Torbay and South Devon NHS Foundation Trust, known as South Devon Health Innovation Partnerships (SDHIP).

## **15. Integrated urgent care service across Devon**

15.1. The Practice Plus Group started delivery of the new Integrated Urgent Care Service contract on Tuesday 27 September, following their successful competitive tender for the service.

15.2. The contract covers NHS 111 calls, NHS 111 online outcomes, clinical assessment service and GP out of hours service. It does not include some elements that were previously delivered by Devon Doctors that are not part of the national IUCS specification.

15.3. The service was reprocured following performance and quality concerns for the previous provider including insufficient staffing levels, failure to perform against key targets (especially calls answered in a timely manner and calls abandoned), issues of internal organisational culture. Devon CCG (as commissioner at the time) issued a Contract Performance Notice which remained in place from March 2021 until contract end and the service was rated as “inadequate” by CQC for a significant period of time.

15.4. Whilst the urgent and emergency care system for Devon remains under significant pressure commissioners are reassured by the service delivered by Practice Plus Group and the capability and capacity of the team running and overseeing the service.

15.5. One of the most significant performance indicators for the 111 element of the service is the percentage of calls that are abandoned, that is the proportion of calls made to 111 where the caller hangs up the phone before the call is answered by the service. Where a patient does not have their call answered in a timely manner, this can have an impact on the patients’ health and wellbeing and can have a detrimental impact on other services if, without accessing advice from 111, patients choose to present at ED or dial 999. Performance by PPG is significantly better than performance the same time last year when it was not unusual for the service to see an abandonment rate in excess of 40%.

The average time taken to answer a call is another key performance indicator for 111. PPG are performing well with a response time that is better than the national average.

15.6. These improved call answering rates have a positive impact on:

- Patients, who can access advice, guidance and onward referral to appropriate services in a timely manner
- Healthcare professionals who have priority access to clinical support including, paramedics on site with patients, care homes and other healthcare

professionals. This supports avoidance of unnecessary ambulance conveyances to hospital

- 15.7. PPG are, like all healthcare providers in Devon, experiencing challenges in securing the level of clinical resource needed to optimise the performance of the Clinical Assessment Service and Out of Hours Service which rely on GPs and Advanced Clinical Practitioners (nurses, paramedics etc.) Work is ongoing by commissioners and providers to secure clinical workforce including, one-to-one discussions with individual GPs and wider communications with the Devon health economy. Unlike a provider who operates in a single geographical location, PPG are able to support the Devon service with their National Remote Clinical Assessment Team who are being used in addition to the local Devon workforce.

**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