

## HEALTH AND CARE GENERAL UPDATE PAPER

Joint report from the Director of Integrated Adult Social Care at DCC, the Director of Public Health, Communities & Prosperity at DCC, and the Chief Medical Officer of NHS Devon

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Please note that the following recommendations are subject to consideration and determination by the Committee before taking effect.

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### **1) Recommendation**

That the Committee be asked to note this report.

### **2) Background / Introduction**

2.1 The report contains updates on key and standing items, and general information including on responding to specific actions, requests or discussions during the previous Health and Adult Care Scrutiny Committee meeting.

### **3) Devon County Council Integrated Adult Social Updates**

#### **3.1 IASC Finance Update**

3.1.1 A verbal update on the month 10 position can be provided at the Health and Adult Care Scrutiny Committee on the 21 March once the DCC wide budget update papers have been published and the Cabinet discussion has taken place on the 13 March.

#### **3.2 DCC contribution to the 18+ homelessness prevention fund**

3.2.1 Following on from discussion at the February Cabinet and contributions from the Health and Adult care Scrutiny Committee. The Lead Member for Adult Social Care and Health made a Cabinet Member decision to approve the continuation of the DCC contribution to the 18+ homelessness prevention fund.

3.2.2 This will ensure the DCC contribution to districts for homelessness services, and provide further time for engagement with districts on the longer-term redesign and arrangements of homelessness prevention and homelessness service across the whole of Devon. This will be taking place through Team Devon.

### **3.3 North Devon Link Service, and Learning Disability Day Centre Consultations update**

3.3.1 The Health and Adult Care Scrutiny Committee has been engaged throughout both the consultations. A verbal update on the outcome of the Cabinet discussions and any decision made on the 13 March will be provided to the Health and Adult Care Scrutiny Committee on the 21 March.

### **3.4 Young People in Transition to Adulthood**

3.4.1 The Transitions programme seeks to bring together internal services with a role in supporting SEND agenda through a more joined up approach, to assessment, case management and commissioning, working alongside partners in Health, Education and Housing to improve the journey of transitions for young people and their families.

3.4.2 At the heart of this renewed approach will be two primary outcomes for the authority over the next three to five years:

- Improving outcomes for SEND Young People as they move into adulthood
- Improving financial effectiveness and sustainability, ensuring that services are operating coherently and seamlessly, both internally and with partners organisations.

3.4.3 Over the last 12 months resources in Adult Social Care were deployed to create a centralised countywide team to support transitions activity and address waiting times for assessment. Plans are in place to maintain this approach moving forward. This will provide a common pathway for all young people referred to the service for support and assessment in the future, with an extended offer to young people with a diagnosis of Autism and/or ADHD from April 24.

3.4.4 Focus is on skill development, independence training, education, and employment to maximise the young person's potential for a meaningful and healthy lifestyle, integrated in their local community.

3.4.5 A centralised adult service will also provide opportunity to strengthen working relationships and develop expertise at an operational level, supporting service quality and performance, and to provide for better channels for communication and coproduction. Committee is invited to include transitions in its work programme across 2024-25.

### **3.5 Supporting quality in the independent care providers**

3.5.1 The quality of the independent care provider market in Devon is better than all regional and national comparator groups as rated by the CQC. Integrated Adult Social Care works with providers, supporting them to avoid quality concerns and respond quickly when they arise. This support is set out in the Provider Quality Support Policy agreed by Cabinet in 2017.

3.5.2 A recent review of the policy has resulted in changes to how the policy is delivered, and better reflecting existing practice and how providers and IASC work together.

Instead of a number of thresholds that dictated specific levels of support, the policy will be delivered in more simplified way with a single threshold for support and a more tailored approach to the support provided.

- 3.5.3 The Lead Member for Adult Social Care and Health made a [Cabinet Member decision](#) to approve the updated policy document.

### **3.6 CQC Inspection update**

- 3.6.1 The CQC inspection update has been provided through the Self Assessment paper on the Committee agenda and through the related masterclass session delivered on the 27 February.

### **3.7 Social Care in Devon recognised in the New Year Honours**

- 3.7.1 Social Care Assessor Jacqui Hendra who works in the Ivybridge and Kingsbridge Community Health and Social Care Team was awarded a BEM for her 'services to people with disabilities', and Dr Len Lofts, Patron of The Northam Care Trust, received an MBE.

## **4) DCC Public Health update**

### **4.1 Oral health**

- 4.1.1 Good oral health is vital to general health and wellbeing. Local authorities have two specific dental public health functions and are statutorily required to:
- provide or commission oral health promotion programmes.
  - provide or commission oral health surveys and to participate in any oral health survey conducted or commissioned by the secretary of state.
- 4.1.2 Public Health Devon work with the Community Dental Services to support them to deliver the National Oral Health Survey in Devon. The 2023/24 Oral Health Survey currently taking place is in 5 year olds. The Office for Health Improvement and Disparities (OHID) national Dental Public Health Team is proposing that the 2024/25 Oral Health Survey is in adults aged 65 years or older residing in a care setting.
- 4.1.3 It will include a clinical oral examination and questionnaire. This survey will be important in understanding the needs of this vulnerable population and informing commissioning decisions. This will be the first time this cohort has been surveyed in England. Other surveys, such as the South West Mouth Care Survey in 2022 focused on care homes' mouth care practices and engagement with guidelines, resources and training.
- 4.1.4 The findings of the Oral Health Survey of children in year 6 which took place in the academic year 2022 to 2023 have recently been [published](#) and show poor oral health in children in Devon. In Devon:

- 13.8% of year 6 children sampled had tooth decay (2nd worst in South West after Cornwall; 12.2% Plymouth; 11.2% Torbay).
- 4% of children said they often/very often had pain in their teeth or mouth in the last 3 months.
- 3% of children said they often/very often had difficulty biting or chewing in the last 3 months.
- 2% of children said they often/very often didn't want to talk because of their teeth or mouth in the last 3 months.

4.1.5 Nationally, dental caries (tooth decay) is the most common reason for hospital admissions for children aged 5-9 years during 2022-23. These hospital admissions are preventable. The decay-related tooth extraction episode rate for children and young people living in the most deprived communities was nearly 3 and a half times that of those living in the most affluent communities. In Devon, the latest published data shows:

- In 0-4 year olds, 82% of hospital episodes (Finished Consultant Episodes) for extraction were because of tooth decay (caries as primary diagnosis code). This is above the South West rate of 73% (England rate 85%).
- In 5-9 year olds, 87% of hospital episodes for extraction were because of tooth decay. This is above the South West rate of 80% (England rate 89%).
- 5-9 year olds had the highest rate of tooth extraction for decay (with caries as the primary diagnosis code) at 644 per 100,000 target population. This is above the South West rate of 553 per 100,000 and the England rate of 541 per 100,000.
- In 0-19 year olds, the rate of tooth extraction for decay was 272 per 100,000 in Devon, which was above the South West and England rates of 240 and 236 per 100,000 respectively.

### **What we are doing in Devon**

- 4.1.6 In Devon, First Dental Steps will be rolled out from mid-March to improve oral health in 2 year olds, reduce oral health inequalities, and increase uptake of local dental services for those most at risk. Public Health Nursing will provide evidence based oral health advice and information whilst distributing oral hygiene packs (containing a toothbrush; toothpaste and sippy cup) to all children at the 9-12 month mandated check, as well as referring children they identify at high risk of developing tooth decay to Community Dental Services.
- 4.1.7 Public Health Devon are working with At Home Dental, the provider of the new NHS Supervised Toothbrushing Scheme in the South West region, to support the mobilisation of the scheme in schools and nurseries in areas of greatest deprivation (Index of Multiple Deprivation 1-6 deciles) across Devon. Currently uptake in schools and nurseries in Devon is 81%.
- 4.1.8 Public Health Devon commission Royal Devon University Healthcare to provide Devon's Oral Health Improvement Service, which delivers oral health education to professionals working with children and vulnerable adults across Devon, including schools, care homes and NHS providers.
- 4.1.9 Public Health Devon work with NHS Devon, Plymouth City Council and Torbay Council as a member of the Children and Young people Oral Health Steering Group

to develop strategy and initiatives to improve oral health and address oral health inequalities.

4.1.10 The Government's recently announced dental recovery plan sets out a number of initiatives to support their commitment to improve access to NHS dental care for people who need it, especially in under-served parts of the country, and improve preventative care for the youngest children. Of particular relevance to Local Authorities are:

- support Family Hubs and other settings that provide Start for Life services across England to promote prevention initiatives to improve the oral health of pregnant mums, and guidance for parents about how to protect baby gums and milk teeth from decay
- support nurseries and other early years settings to incorporate Smile for Life good oral hygiene into the daily routines of infants and toddlers so that, by the time they reach primary school, every child sees daily toothbrushing as a part of their normal routine
- starting later this year, deploy mobile dental teams into schools in under-served areas to provide advice and deliver preventative fluoride varnish treatments to more than 165,000 children, strengthening their teeth and preventing tooth decay
- dental campaigns to be rolled out nationally with local authorities that will focus on prevention and good dental health.

## 5) NHS Devon updates

### 5.1 Performance

#### **Urgent and emergency care**

5.1.1 Metrics relating to urgent care have seen some improvement during December 2023. Ambulance handover delays above the 15-minute target reduced in December to 11,407 hours but remains behind trajectory. 4 hour performance increased slightly from 60.8% in November to 63.5% in December and remains below trajectory of 68.8%.

#### **Elective Care**

5.1.2 NHS Devon reported 7 patients waiting 104 weeks for treatment against a trajectory of 1 in December 2023. This is primarily due to the impact of industrial action and a small number of patients choosing to delay their surgery. The 78 week wait target is also behind trajectory with a position of 799 against a revised trajectory of 787.

#### **Primary Care**

5.1.3 NHS Devon continues to exceed three out of four access targets in primary care. GP appointments occurring within 2 weeks was 81.1% against an 85% target. However, the target of 35% for appointments occurring within one working day of request continues to be met in Devon, achieving 47.9% during November 2023

#### **Hospital Discharges**

5.1.4 As of 25 December, the average weekly percentage of G&A beds that were occupied with patients who had No Criteria to Reside (NCTR) was 12%, which remains the same as the previous month. The Devon target is no more than 5% of General and

Acute beds occupied by patients with NCTR. NCTR is the term used for patients in hospital who are medically fit to leave but have not been discharged.

- 5.1.5 The Trusts have a number of actions in place to address this including promoting weekend discharges, campaigns such as “Home for Lunch”, using discharge lounges seven days a week and reviewing patients’ length of stay in hospital.

## **5.2 Finance**

- 5.2.1 The Devon Integrated Care System is forecasting a year end deficit of £47m, which includes £6.9m costs relating to industrial action in December 2023 and January 2024. This is against the original deficit plan of £42.3m. At month 10 the Devon ICS had made efficiency savings of £153.3m which is £1.1m better than the plan. The savings forecast for the financial year is £202.4m.

## **5.3 New CEO joins NHS Devon**

- 5.3.1 Steve Moore, the new Chief Executive Officer joined NHS Devon on 12 February 2024 and has been busy meeting colleagues and partners from across Devon. Steve has worked for the NHS for most of the last 30 years in a variety of roles spanning primary, secondary, community and mental health care.
- 5.3.2 Steve knows Devon and the wider South-West region very well, as he was previously Chief Executive of NHS Cornwall and Isles of Scilly and the cluster of NHS Plymouth, NHS Devon and Torbay Care Trust (between 2010 and 2013), Chief Executive of the NHS Devon cluster in 2012, and Deputy Chief Executive/Director of Commissioning and Strategic Development for NHS Cornwall and Isles of Scilly between 2007 and 2010.
- 5.3.3 Thanks goes to Bill Shields, who has been the interim Chief Executive Officer over the past five months. Bill’s expertise, drive and vision have been invaluable to the NHS Devon Board and staff during what has been a challenging winter. Bill continues in his substantive role as Chief Finance Officer and Deputy Chief Executive Officer for NHS Devon.

## **5.4 Minor Injuries Units Update (MIU)**

### **Ilfracombe MIU**

- 5.4.1 Ilfracombe MIU was closed at the start of the COVID-19 pandemic in March 2020 to allow the highly skilled MIU staff to be redeployed to the emergency department (ED) at North Devon District Hospital (NDDH).
- 5.4.2 Since July 2022 a weekend MIU service (Friday – Monday) has been run by skilled paramedics from First Care Ambulance at the Tyrrell Hospital in Ilfracombe. The GP practice nearest the Tyrrell Hospital have supported by providing minor injuries services Monday – Friday.
- 5.4.3 The current contract with the Royal Devon for the weekend MIU service will end on 31 March 2024. The Royal Devon have taken the decision not to continue running this service once their contract ends.

5.4.4 NHS Devon are committed to meeting the urgent care needs of people living in Northern Devon and are currently working to find alternative, interim ways of providing this MIU service. Due to the contracting and procurement process, we cannot comment further at the time of writing this report but hope to provide a verbal update at the meeting.

#### **Bideford MIU**

5.4.5 Bideford MIU was closed at the start of the COVID-19 pandemic in March 2020 to also allow the highly skilled MIU staff to be redeployed to the emergency department (ED) at North Devon District Hospital (NDDH).

5.4.6 The service currently remains closed but NHS Devon are working closely with Royal Devon to consider future options. Three GP Practices nearest Bideford MIU continue to support in providing minor injury services Monday – Friday. Although they do accept walk-in patients, it is based on capacity and people are asked to call NHS 111 or call ahead to the GP practice first. Patients may be directed to a more appropriate service for their needs to ensure they get the correct treatment at the right time.

#### **Exmouth MIU**

5.4.7 Royal Devon University Healthcare NHS Foundation Trust took over the running of Exmouth MIU from the Claremont Medical Practice on 1 February 2024.

5.4.8 Claremont Medical Practice made the decision to not continue with running the MIU service in Exmouth from the end of January 2024 to allow them to focus on their busy general practice.

5.4.9 Services at the MIU continue to be delivered by a highly skilled and experienced nursing team. The MIU is working towards opening 8am-8pm, seven days a week including bank holidays, but is currently running reduced hours some days due to staffing challenges.

#### **Dawlish MIU**

5.4.10 The minor injuries unit (MIU) at Dawlish Community Hospital will reopen on Tuesday 02 April 2024 with operating hours of Monday – Friday, 8am – 5pm. An 'appointment-priority' service will be in place, with people able to call and book appointments for the same day.

5.4.11 The unit will also support walk-in visitors but appointments will be prioritised so people may be redirected. This system follows the model at Totnes Community Hospital's MIU which has helped protect the service and maintain consistency. The unit will reopen without x-ray facilities at this time due to radiology workforce constraints.

5.4.12 Dawlish MIU was originally closed as part of Torbay and South Devon NHS Foundation Trust's response to the COVID-19 pandemic due to staffing levels and demand for services.

5.4.13 The advanced practitioner roles required at the unit is used across wider healthcare services creating a competitive market, but Torbay and South Devon now has the personnel to provide the MIU service.

5.4.14 Further details, including the phone number for appointments, will be available on Torbay and South Devon's website ahead of the opening.

## **5.5 Dementia Strategy Update**

5.5.1 The development of the dementia strategy will begin in Q1 24/25 and will be led through the Mental Health, Learning Disability and Neurodiversity Provider Collaborative.

5.5.2 NHS Devon held a dementia summit at the end of January with 60 local attendees representing the statutory and voluntary sector, to consider the priorities for a dementia strategy in Devon.

5.5.3 The summit considered lessons from neighbouring systems and further afield, as well as the emerging academic evidence-base regarding effective and cost-effective support. The national "Well Dementia" pathway was also considered, which spans prevention, diagnosis, post-diagnostic support, living with dementia and palliative support. Emerging priorities are in the areas of post-diagnostic support and living with dementia.

## **5.6 Estates Update**

### **Seaton Community Hospital**

5.6.1 Reducing vacant space at the hospital presents an opportunity for the local NHS to save approximately £282,000 in operational running costs. Examples of these costs, levied by building owner NHS Property Services (NHSPS) include a market rent, rates, utilities and grounds and maintenance.

5.6.2 NHS Devon took the decision to declare the vacant ward and associated space in the wing surplus to NHS requirements and to work with NHSPS to reduce or eliminate the holding cost of this space in September 2023. The ward has been vacant since 2017. For further details, click here: <https://onedevon.org.uk/one-devon-news/former-ward-area-seaton-community-hospital/>

5.6.3 Further engagement with community partners has taken place in recent weeks. On 14 February 2024, NHS Devon's Chair, Dr Sarah Wollaston hosted a visit to the facility with NHSPS and Seaton Hospital Steering Group (including the Chair, Secretary and representatives of the League of Friends and MP Richard Foord). The visit involved a tour of the facility and a roundtable discussion to explore constructive ways forward. Issues discussed included the property charges levied by NHSPS and timescales for the community to develop plans to take on the space.

5.6.4 NHS Devon and NHSPS remain committed to working with the Seaton Hospital Steering Group and League of Friends to explore the feasibility of their proposals for the vacant ward space as one of a number of options for that space. Further meetings have been scheduled so NHS Devon and NHSPS colleagues can keep in touch with community representatives.

- 5.6.5 Seaton Community Hospital (as a whole) has been [granted](#) Asset of Community Value status by East Devon District Council. The [aim](#) of ACV legislation is that if the asset comes up for sale, then the community will be given a fair chance to make a bid to buy it on the open market.
- 5.6.6 There has been further Parliamentary interest in rules relating to NHS Property. On 23 February, Richard Foord MP secured an [adjournment debate](#) in Parliament around accountability in relation to NHS Property Services.

### **Okehampton Community Hospital**

- 5.6.7 In November 2023, NHS Devon took the decision to declare the vacant ward at Okehampton Community Hospital surplus to the NHS' requirements and begin the process of handing back the ward to NHSPS.
- 5.6.8 As with the ward at Seaton, the former ward at Okehampton has been vacant since 2017 following full public consultation and now presents an opportunity for the local NHS to save more than £200,000 a year in rent and other property charges.
- 5.6.9 Meanwhile, space in the rest of the hospital, although occupied, is significantly under-utilised. NHS Devon would therefore like to widen work with local partners to improve space utilisation in the rest of the hospital to get better value. This will be a medium-term piece of work and will involve community engagement to explore local needs and ideas. Any changes will need to be fully costed.
- 5.6.10 For further details, click here: [www.onedevon.org.uk/one-devon-news/former-ward-area-okehampton-community-hospital](http://www.onedevon.org.uk/one-devon-news/former-ward-area-okehampton-community-hospital)
- 5.6.11 On 23 February 2024, Mel Stride MP held a meeting with representatives from the NHS, Okehampton Town Council and NHS Property Services (NHSPS) regarding the disused ward at Okehampton Community Hospital.
- 5.6.12 The meeting was an opportunity to discuss the current position and explore constructive ways forward on the ward space and the underutilised space in the rest of the hospital. Further meetings are planned to further develop ideas and share information.

### **NHS Infrastructure Strategies**

- 5.6.13 NHS England require integrated care systems to submit infrastructure strategies by summer 2024 (delayed from December 2023).
- 5.6.14 NHS Devon is producing the document in a Strategic Asset Management Plan (SAMP) format, which is intended to convey high level detail, ambition and challenge, and is designed to be relevant for the next 10 years.
- 5.6.15 Further to the strategy, there will be delivery and implementation plans for each section. These shall be in constant delivery and development phases within the 10 year strategy. Factors informing the SAMP will include:
- Asset mapping, property detail and factors such as areas of population growth, deprivation, travel and transport analysis etc

- Development of a capital prioritisation plan for expenditure of the system discretionary capital spend
- Input from the emerging estates work done in conjunction with the local Primary Care Networks (PCNs)

5.6.16 In an update to members in January 2024, NHS Devon confirmed that ensuring best use is made of the NHS estate is business-as-usual work. NHS Devon is reviewing other void estate to make sure taxpayers' money is spent well and that buildings are well used.

5.6.17 NHS Devon continues work to reduce the amount of money wasted on empty space in other buildings. Viable projects will be developed and will be subject to NHS Devon's internal governance processes in the first instance. A corresponding process for updating and briefing local partners and stakeholders will be designed and implemented accordingly and therefore further information will be provided at the appropriate time.

## **5.7 Women's Health Update**

### **Women's Health Hubs**

5.7.1 A Programme Manager has been appointed to support this work and plans for Women's Health Hubs in Devon are progressing well. The three priorities identified for the Hubs in Devon are:

- Develop a blend of virtual and physical services along a menopause pathway
- Additional Long Acting Reversible Contraception (LARC) capacity for contraceptive and non-contraceptive reasons
- Maximise the benefits of offering an online provision of trusted information and explore alignment with other services offering a digital service

5.7.2 Services are being developed collaboratively with colleagues across One Devon and a clinical workshop on menopause support is being held on the 20 March 2024. This clinical workshop is to look specifically at the menopause care pathway to understand what needs to be in place to make the programme a success. NHS Devon plans to further involve patients and the public once we have the findings from the clinical workshop.

### **GP training**

5.7.3 A menopause education training day for primary care was held recently by Devon Training Hub to share knowledge among Devon GPs. The topics covered included:

- Menopause and HRT
- Genitourinary symptoms of menopause
- Perimenopause
- Managing problematic bleeding
- Menopause post breast cancer

## **5.8 Unique pilot reducing waiting list for spinal surgery**

- 5.8.1 Devon's NHS has reduced the number of patients waiting a long time for spinal surgery by nearly 80% between May 2023 and January 2024 by revolutionising the approach to caring for patients.
- 5.8.2 NHS organisations in the county have worked with the NHS England Getting It Right First Time (GIRFT) team to implement the One Devon Elective Pilot programme for spinal surgical services in the county to improve the ways of working.
- 5.8.3 In October 2023, a dedicated spinal surgical service was established at the Exeter Nightingale Hospital and made available to all appropriate patients on spinal referral pathways across Devon. Further information can be found here: [Unique pilot programme reducing waiting list for spinal surgery in Devon - One Devon](#)

## 5.9 Dentistry

- 5.9.1 NHS Devon took on commissioning for dentistry in April 2023. The previous nine years it was commissioned by NHS England.

### **National recovery plan**

- 5.9.2 We are reviewing our plans in light of the newly published national [Dental Recovery Plan](#) on 7 February 2024, and welcome the new focus this has placed on NHS dentistry. We will continue to develop our local plans, aligning to the national priorities, and ensuring the needs of our local communities are being prioritised. The plan covers a range of areas, including:

- Recruiting more workforce, including providing targeted funding for dentists to work in areas that have historically struggled to recruit and retain staff
- Raising the minimum Unit of Dental Activity value to £28
- Offering dental practices a new patient premium payment to treat patients who have not been seen for over two years
- Offering one-off payments of up to £20,000 for around 240 dentists working in under-served areas

### **Devon developments**

- 5.9.3 Cornwall and Devon share a dental helpline which patients can access via NHS111 and are then put through, where possible, or are given the dental helpline number to call.
- 5.9.4 Through the helpline people can access urgent or stabilisation advice, or appointments, if appropriate, and put themselves on a waiting list of those seeking a regular NHS dentist.
- 5.9.5 As part of the national recovery plan announcement, it was also announced in Parliament that Devon would be one of 15 ICBs that would be receiving a dental van sometime over the next year (no timeframe available yet).
- 5.9.6 The van will go to more rural and coastal areas. Staffed by NHS dentists, they will offer check-ups and simple treatments such as fillings.

5.9.7 The [One Devon website](#) has a dedicated information for patients with local information about NHS dental services, which is regularly updated with key information and signposting.

5.9.8 There are plans for dental campaigns to be rolled out nationally with local authorities that will focus on prevention and good dental health

## **6) Options / Alternatives**

N/A

## **7) Consultations / Representations / Technical Data**

N/A

## **8) Strategic Plan**

N/A

## **9) Financial Considerations**

N/A

## **10) Legal Considerations**

N/A

## **11) Environmental Impact Considerations (Including Climate Change, Sustainability and Socio-economic)**

N/A

## **12) Equality Considerations**

Impact assessment was conducted for the North Devon Link Service

## **13) Risk Management Considerations**

N/A

## **14) Summary**

That the Health and Adult Care Scrutiny Committee note the contents of the report to support its work.

### **Name**

Tandra Forster, Director of Integrated Adult Social Care, Devon County Council

Steve Brown, Director of Public Health, Devon County Council

Dr Nigel Acheson, Chief Medical Officer, NHS Devon

**Electoral Divisions:** All

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

Cabinet Member for Public Health, Communities and Equality

**Local Government Act 1972: List of background papers**

Background Paper Nil

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