

## SEPT

### TRANSITION of BEDFORDSHIRE COMMUNITY HEALTH SERVICES

#### 1.0 INTRODUCTION

The purpose of this report is to provide the Social Care, Health & Housing Overview and Scrutiny Committee with an update on the transition of Bedfordshire Community Health Services to the South Essex Partnership University NHS Foundation Trust (SEPT). The areas included in this report are:

- Organisational Changes
- Performance
- Financial
- Assurance
  - NHS Constitution
  - CQC
  - Quality Initiatives; Customer Reputation, Back to basics, Building on Success, Safety Express (this is not an exhaustive list)
- Integration/Partnership

#### 2.0 BACKGROUND

Responsibility for Bedfordshire Community Health Services transferred from NHS Bedfordshire to SEPT with effect from the 1<sup>st</sup> of September 2011.

The preparedness work which had been undertaken ensured a seamless transfer to SEPT as the new responsible organisation on 1<sup>st</sup> September 2011.

#### 3.0 ORGANISATIONAL CHANGES

The values and vision of SEPT resonated with the existing values in community services but has strengthened the intent further.

SEPTs vision is:

The patient at the centre  
Integrated community team around the patient

The strategic aim of SEPT is to ensure:

- Care closer to home
  - Reducing emergency admissions
  - Reducing new and follow up out-patients
- Integration of children's services and adults services
- Improving Health and reducing Health Inequalities
- Improving Patient satisfaction through personalisation and choice
- Maximising value of the public purse with emphasis on acute and community productivity

SEPT Community Services in Bedfordshire (SEPT CSB) has already begun restructuring to ensure the organisation moves towards integration. This will be undertaken through a phased approach and presently is consulting on the first phase of this restructure which aims to enable community services to move to a locality based model.

The remit of the integrated team will be to:-

- Meet the needs of the population
- Develop stronger relationships with GPS
- Maximise value for the public purse

#### **4.0 PERFORMANCE**

Performance monitoring and management arrangements have continued through transition and are now being reported through the new corporate arrangements.

SEPT Community Services in Bedfordshire has and continues to have an excellent performance delivery record. All 18 week targets are being delivered and there are no outstanding issues or performance exceptions.

#### **5.0 FINANCIAL**

There are no financial implications on presenting this update report. Any financial implications arising through the period of integration will be addressed through normal governance channels within SEPT.

#### **6.0 ASSURANCE**

- **NHS Constitution**

SEPT Community Health Services in Bedford is fully compliant with the requirements of the NHS Constitution. All services have met 18 week compliance with recognition from the Strategic Health Authority and with a special mention for Wheelchair Services who were the only wheelchair service to achieve 18 weeks across the East of England.

- **CQC Registration Standards & Commissioning Contracts**

Work in relation to the transition and integration of SEPT Community Services Bedfordshire included ensuring robust approaches to compliance with Care Quality Commission requirements and standards, monitoring of contract delivery and performance against action plans. There are no outstanding CQC issues.

- **Quality Initiatives**

- **First Class Care**

Community Services launched a campaign about valuing the fundamentals of care. It focuses energy and attention on the skills, attitude and practices we expect of nurses, allied health professionals and health care assistants. It covers code of behaviour, record keeping, dignity, safeguarding, falls, skin care, hydration and nutrition, medicines management and infection control. SEPT BCHS will continue to focus staff on these areas to ensure they are part of the holistic care given.

- **Customers/Reputation**

Relationships with GPs and other key stakeholders are on the whole very good and continue to be 'built upon'. A visiting schedule to all 56 GP practices has been discussed and agreed with the Chief Executive. There are many other work streams in place to continue enhancing organisational reputation. The organisation will continue to ensure that service development and transformational work is aligned to commissioning intentions and priorities.

- **Involvement of Service Users/LINKS**

LINKs have been kept fully informed and involved in relation to the transition to SEPT. LINKs senior members are involved and are committee/group members for the transformation and QIPP agenda. The Executive Director of SEPT CHSB and members of his senior team have regularly supported and presented at LINKs events.

- **Building on Success**

The acquisition of community services in Bedfordshire is already facilitating patient focused benefits an example of this being the dietetic team providing nutrition and hydration advice to elderly mental health patients.

SEPT CHSB has been nominated and received several awards for innovation and best practice in areas such as the prison. Telehealth, best practice etc, it will continue to identify and ensure delivery of best practice.

- **Safety Express**

Safety Express was the title of the National Project, Quality, Improvement, Preventative, Productivity (QIPP) safe care work stream within the NHS and was seen as a 'call to action' for all NHS staff. The purpose was and is to ensure safer more reliable NHS care with improved outcomes at significantly lower cost. Safety Express is one of a series of patient driven projects.

SEPT Community Health Services Bedfordshire was nominated as 1 of 10 host organisations within East of England Strategic Health Authority (EoE SHA) to work across the health economy. From this work CHS received two shortlisted nominations and were 'highly commended' for both areas for whole health economy engagement and inspirational individual by the Department of Health. Whilst the initial programme of work was for a 9 month period, this is now being taken forward as part of DoH 'Harm Free Care' and the plan is to continue working with colleagues from health and social care in increasing patient safety across Bedfordshire.

## **7.0 INTEGRATION/PARTNERSHIP WORKING**

There is a national drive to "realise administrative cost savings, and achieve greater alignment with local government responsibilities for local health and wellbeing". SEPT although focusing on internal integration is also in discussions with Local Authorities to explore natural synergies across services which will reduce duplication, contribute to the cost saving agenda and improve patient outcomes.

SEPT Community Health Services in Bedfordshire have already commenced an integration pilot with Central Bedfordshire Local Authority across the rehabilitation and re-enablement teams. The focus of this pilot is outlined below:-

- Continue developing the integration of re-enablement and rehabilitation services across health and social care, building upon key relationships already built and lessons learnt.
- Alignment of process and staffing for localities.
- The final vision would be the production of a single pathway and single point of accesses with one management team across health and social care.
- A two stage project over two year plan to develop both stages:
  - Stage 1: aligning and centralising the single point of access and end handover assessment. Bring in integration at the start and end of the pathway, with communication throughout.
  - Stage 2: full integration throughout the pathway with one management structure.

## **8.0 CONCLUSION**

There is recognition that the current National Health & Social Care agenda is both complex and challenging however SEPT is determined to grasp this opportunity to work with partners to drive improvements in service delivery which will benefit the population we serve.

**Richard Winter**  
**Executive Director of SEPT Community Health Services, Bedfordshire**