

## Executive response in respect of Integration of Health and Social Care Overview and Scrutiny Enquiry

Date received by Executive: **20/06/17**

Date of response to Executive: **01/08/17**

Lead Members responsible for preparing response:

Cllrs Hegley & Spurr

Lead Director responsible for supporting preparation of response:

J Ogley, Director of Social Care, Health & Housing

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
1.	<p>That all partners of the health and social care sector adopt and demonstrate a commitment to delivering the following five principles:-</p> <p>Our residents will be at the centre of decision making</p> <p>Health and care will be accessed as close to home as possible</p> <p>Residents will be able to self serve and manage their health and care</p>	Yes	<p>Executive members agree with the five principles. These principles should form the basis of the vision for Integration of services for Central Bedfordshire residents and should also influence how services are commissioned and delivered. The vision for integration will be produced as part of the Better Care Fund Plan for 2017-2019 and the Central Bedfordshire "Out of Hospital" Strategy</p>	<p>Julie Ogley (CBC)</p> <p>Donna Derby (CCG)</p>	30/09/17

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
	<p>Funding and resources should be available at the right time and right place, particularly in relation to locality working.</p> <p>Health, care, and housing colleagues will work together to deliver one plan to meet the needs of our residents</p>		<p>Multi disciplinary working in the Localities/Quadrants to include: social care, housing, community health, mental health, and primary care services. Planning is underway for an interim co-location of the Ivel Valley Place Based Team at the Biggleswade Hospital site by 30/11/17.</p> <p>Multidisciplinary place based working will be embedded in Chiltern Vale, West Mid Beds and Leighton Buzzard localities over the next two years.</p>		
2.	<p>Services should be developed to support people to stay well and take increased responsibility for their own health and wellbeing.</p>	Yes	<p>The Council has a strong focus on helping people to help themselves. This approach extends into supporting people to self manage and to improve their health and wellbeing.</p> <p>More focus on early intervention and prevention, particularly through promotion of healthy lifestyles.</p> <p>Further development of Village Care type approaches with primary care</p>	<p>Celia Shohet</p> <p>Jane Moakes</p>	30/03/18

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
3.	All partners and stakeholders should adopt the principle that, where appropriate care is planned with a mix of care professionals working together. People should feel they are in control and able to coordinate delivery of services to achieve the best outcome for them. (National Voices 2013).	Yes	Developing multidisciplinary working is important to secure integrated outcomes. This will be achieved through the Integration and Better Care Fund Plan priorities, as well as the STP Primary Care Home model – which is promoting more person-centred approach to care.	Julie Ogley Donna Derby	30/03/18
4.	As one of the front line priorities in the STP is prevention – there be a greater focus on early intervention and promotion of self management.	Yes	See 2 above. There will be a focus on public health interventions; use of social prescribing and assistive technology to help people remain healthier and independent for longer.	Julie Ogley Celia Shohet	30/03/18
5.	Primary, community, mental health and social care should be developed to support people in community based setting and ensure continuity of care in their localities remains a primary focus.	Yes	This recommendation emphasises the importance of integrated health and care hubs in each of our localities supported with multidisciplinary working across the range of professionals involved in health and care services. See 1	Julie Ogley	30/11/17

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
6.	Complexity of access to hospital services should be addressed through development of more local and appropriate health and social care services that are less dependent on acute hospital provision.	Yes	The strategy setting out a Central Bedfordshire approach on Out of Hospital Services is being produced.	Julie Ogley Claire Steward/ Donna Derby	30/09/17
7.	Integrated health and care hubs should be developed to provide a focal point for the provision of out of hospital care services in each of the localities.	Yes	Executive members agree with this recommendation. The range of hospitals accessed by Central Bedfordshire residents often presents challenges in understanding and managing patient flows into and out of hospitals. This can lead to variations in quality and ease of access to the supporting range of health and care options for people. Integrated Health and Care Hubs in each locality aligned to Spokes will best meet the health and care needs of the Central Bedfordshire population. Ivel valley Hub – funding to be determined by: November 2017 Chiltern Vale Hub – funding to be determined by November 2017	Julie Ogley Marcel Coiffait	31/03/20

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
8.	The Council and the CCG should explore the opportunity to use local assets to support the development of Integrated Health and Care Hubs.	Yes	<p>The Council is already working with the CCG to explore the use of local assets to deliver the integrated health and care hubs. Officers have already secured some funding from the One Public Estate and NHS England to produce the Business Plans for the Hubs in Central Bedfordshire.</p> <p>Require the Directors of Community Services and Directors of Social Care, Health and Housing to produce a plan for delivery of the hubs in conjunction with NHS colleagues. Timetable to be determined.</p>	Julie Ogley Marcel Coiffait	Click to enter date
9.	Integrated Health and Care Hubs should provide services across the age spectrum and other community related services for children and older people.	Yes	<p>The Integrated health and care hubs will be focal points for local communities accessing services, potentially including wider community/neighbourhood services across the generations.</p> <p>Further work will be undertaken with Children's Services and wider Council colleagues to establish what each Hub will provide..</p>	Julie Ogley Marcel Coiffait Sue Harrison	31/03/18

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
10.	Discussions with partners including the BCCG on how the Council's community transport facilities can be used to supplement the needs of localities should be reopened.	Partially	Officers will engage NHS Partners to determine the potential for an integrated approach to community and patient transport.	Marcel Coiffait Julie Ogley	31/03/18
11.	There should be closer alignment of mental health with physical health care and the relationship between health providers and social care/mental health teams must be enhanced through improved communication and joint care delivery.	Existing practice	The importance of mental wellbeing and link to physical health is recognised. Community, mental health and social care colleagues are forming the multidisciplinary place-based teams working together to deliver seamless care to people. The alignment of mental health and physical health care will be further set out in the BCF Plan.	Patricia Coker	11/09/17
12.	Continue to involve the public in managing their own care through public health information on lifestyle, health and wellbeing.	Yes	See above The BCF Plan for 2017/19 will include a focus on self management and the promotion of healthy lifestyles	Celia Shohet Patricia Coker	30/03/18

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
13.	A single point of contact for residents to ensure that care needs can be assessed once and save patient time should be established.	Yes	Implementation of place-based multidisciplinary teams and later, the Integrated Health and Care Hubs will support this ambition. Work is also ongoing to develop integrated care pathways.  Discussions with CCG and other health partners to determine potential for SPOC and timeline completed.	Julie Ogley	31/03/18
14.	Ensure that where appropriate telemedicine, telehealth and support for Carers is aligned with self management. Consider ways in which people can be empowered to better manage their own care needs.	Yes	We are expanding the use of assistive technology to promote self care and independence and will continue to work with CCG/STP partners to further this.  It is important to facilitate greater awareness of the range of assistive technology opportunities amongst health and care professionals and customers.  There will be investment in developing and promoting the use of assistive technology through the Better Care Fund Plan.	Julie Ogley Richard Carr	30/03/18

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
			<p>A Market Position Statement is also being produced.</p> <p>The Council's and Health's digitisation journey is to deliver self service/self management for residents.</p>		
15.	Explore the potential added value of universal services, both council led and voluntary sector, to support social prescribing.	Existing practice	<p>It is important to use the wide range of services delivered and commissioned by the council to promote wellbeing and support independence. Officers are working across directorates to join up opportunities.</p> <p>Discussions underway to determine a Central Bedfordshire approach for social prescribing supported by the Council and BCCG.</p> <p>In interim pilot in Ivel Valley Locality/Quadrant</p>	<p>Julie Ogley</p> <p>Jane Moakes</p> <p>Donna Derby</p>	31/03/18

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
16.	Address the issue of data sharing to enable integrated working.	Yes	<p>This work is now being led through the STP to develop integrated shared care records across the system. The work will also address the challenges of data sharing and information governance. Phase 1 which includes an options appraisal will conclude in Qtr3.</p> <p>LGA funding has been secured to work with some Care Homes in Central Bedfordshire on Sharing information and integrating services. This will include mapping the state of readiness of Care Homes for digital systems. This work will begin in September 2017.</p>	Julie Ogley Patricia Coker	29/06/18
17.	Through the STP, continue to focus on increasing investment in community based interventions and the development of integrated health and care hubs.	Yes	An STP wide approach has been adopted to support the delivery of Integrated Health and Care Hubs. Officers have applied for additional capital funding through the STP.		31/03/20

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
18.	The Council and CCG should explore the opportunity of joint commissioning to deliver improved and integrated outcome for people.	Yes	The Directors of Social Care, Health and Housing; and Director of Commissioning at the CCG are pursuing this.  Proposals agreed October 2017	Julie Ogley Donna Derby	31/10/17
19.	Using the STP priorities to transform services and free up hospital based specialist resources to provide complex care and support in the localities.	Yes	We are working closely with the STP, particularly in key priorities areas for primary, community and social care to determine what services can be delivered out of hospital and from the integrated health and care hubs.	Richard Carr Julie Ogley	30/03/18
20.	Provide community geriatrician in put into the multidisciplinary place based or neighbourhood teams.	Partially	The CCG has provided additional investment to facilitate Geriatrician support into the localities. This will continue to form part of the Out of Hospital Strategy and Primary Care Home model with a range of specialist input to support community based care.	Julie Ogley Donna Derby	31/03/18

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
21.	The Council and the CCG should continue to bring together voluntary groups with community and social care providers at events like the Older People's festival.	Existing practice	This is ongoing.		Click to enter date
22.	Continue to educate staff, professionals and residents in the change of culture and new approach to health and social care services.	Existing practice	This is ongoing.		Click to enter date
23.	Ensure that appropriate Governance arrangements and negotiations with partners are developed	Partially	The landscape for health and care services is changing. With the STP, the focus is now on the 'Place'. Place being local authority footprint. Consequently a 'Place based' Central Bedfordshire Transformation Board has been established. The Board will oversee the delivery of Integration and integrated outcomes on behalf of the Health and Wellbeing Board, as well as, delivering the outcomes of the BLMK STP.	Richard Carr Julie Ogley	31/12/17

Ref	Recommendations of O&S enquiry	Is the recc'n accepted by Exec?	Response including proposed action(s)	Lead(s)	Deadline for delivery
24.	Use funding across the health and care and system to drive a greater investment in prevention	Existing practice	Prevention is a key priority for the Council and the CCG. Prevention is also a key priority for the STP. We are working in partnership with the CCG and Public Health colleagues to invest more in prevention.	Julie Ogley Muriel Scott Donna Derby	30/03/18
25.	Explore the opportunity to widen the role of the Village Care Scheme to work closely with primary care services and the multidisciplinary teams in the locality hubs.	Existing practice	There is real opportunity to expand the concept of the Village Care Scheme to work more closely with GPs and the local communities. Through the Improved Better Care Fund – additional investment has been set aside to develop this approach. See 2 above.	Jane Moakes Patricia Coker Claire Steward	30/03/18