Joined Up Care Derbyshire

July 2021 newsletter

Joined Up Care Derbyshire is the name for Derby and Derbyshire's Integrated Care System (ICS). This newsletter is currently produced every quarter and will increase to bi-monthly shortly. Past editions can be found here.

Derbyshire's Integrated Care System (ICS) Explained

Derbyshire's Integrated Care Systems (ICS) is called Joined Up Care Derbyshire (JUCD) and is a partnership that brings together providers (those who deliver services) and commissioners (those who plan and buy services) with other local partners to collectively plan health and care services to meet the needs of the local population. There are 42 Integrated Care Systems in total, which cover all parts of England.

The central aim of an ICS is to join up care across different organisations and settings to provide people with more convenient and personalised care for their health and wellbeing. Working across NHS, local councils and other sectors, including the voluntary and community sector, the fire and rescue service, and the police, the ICS will tackle the main causes of lower life expectancy within our communities and improve the things that contribute to healthy life expectancy during the course of people's lives.

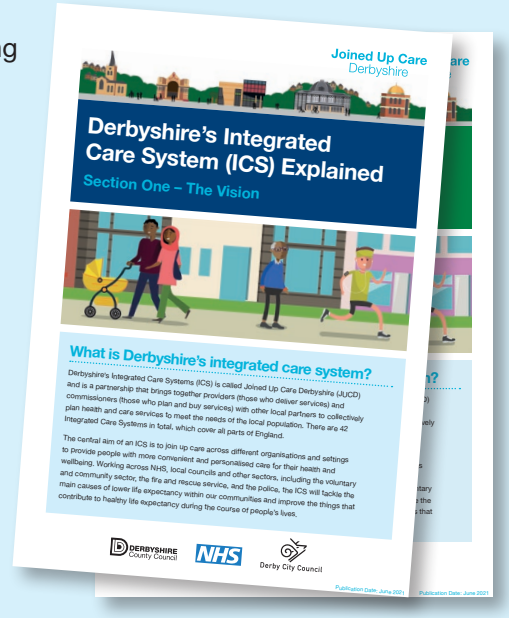
Derbyshire's ICS builds on work that began in 2016 when Joined Up Care Derbyshire was set up to be a Sustainability and Transformation Partnership (STP). The aim was to develop long term plans for the future of health and care services in Derbyshire and break down historic barriers between services that were resulting in people experiencing disjointed care, such as health and care services, physical health and mental health services, and family doctor and hospital care. For many people navigating this complex system of services could feel like a maze at times, having to make multiple journeys to various places to undergo numerous tests, assessments and check-ups and see many different types of professional.

DERBYSHIRE County Council NHS Derby City Council

Becoming an ICS brings with it further opportunities to build on the work already started and change the way health and care services in Derbyshire are planned, paid for, and delivered.

We know that lives are not determined by NHS or social care services alone; these services are the safety net for some of life's challenges. Where people live, their education and a range of other factors, all contribute to our health and care needs throughout life. Making sure people have the best start in life, are able to develop throughout their younger years and are supported in older age is essential to our aim of people living longer and healthier lives in Derby and Derbyshire.

At no time has the case for collaboration been more relevant than during the Covid-19 pandemic. The response to the pandemic has rested on organisations working together to address a public health emergency, ensuring essential services continued, and people remained well in their communities. This has led to a reinforced belief in the benefits of collaboration, and a determination to retain and build on the progress that has been made during the pandemic.



To help people to understand more about Derbyshire's ICS we have developed an ICS Explained Guide, which will address different aspects of the ICS in more detail.

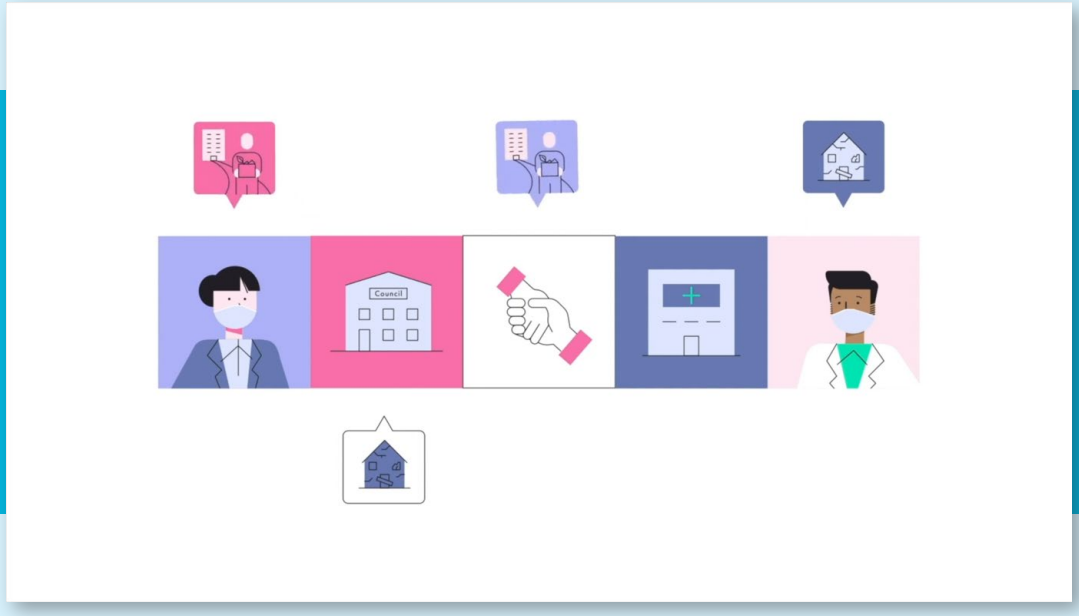
The first two sections of this guide were recently launched during one of our Derbyshire Dialogue sessions that took place on the 24th June, attended by 200 + people. Section one explains the vision for Derbyshire's ICS, and section two goes into more detail about how we will make it happen. You can find section one here, and section two here.

You can find out more information about Derbyshire Dialogue, including a recording of the session that took place in June about the ICS here.

You can also watch a short video here which explains Integrated Care Systems.

These are the first steps in a comprehensive Communications and Engagement Strategy for the ICS which we will be implementing over the course of the next 12+ months.

The purpose of the strategy is to identify how the Derbyshire ICS will communicate, engage, consult and co-produce the solutions to our transformation, recovery and other agendas in partnership with the citizens of Derbyshire. You can find a summary of the strategy on the following two pages.



Communications and Engagement Strategy

Overarching Aim for Communications & Engagement

Joined Up Care Derbyshire (JUCD) is the health and social care partnership in Derby and Derbyshire for adults and children. Communications and engagement will emerge from the pandemic on a stronger footing than ever before, and with a renewed sense of its role in the strategic delivery of our partnership. Communications and engagement play an important role in ensuring JUCD operates in the interests of citizens, engendering transparency and trust in our work. Our approach will ensure that we are engaging with citizens at a formative stage as we seek to improve local health and care.

Our approach

Our ambition is that staff and citizens should know what and who Joined Up Care Derbyshire is when asked. We wish to engage with everyone at every level, creating opportunities where they do not exist for those voices that aren't always heard; we know that citizens must be empowered to help shape and deliver our strategy.

We will speak with citizens to gain insight into their needs and use data to ensure our work is tailored and targeted. Our engagement with our citizens will be continuous, and not tokenistic, and our planning approach will support us to ask local people what they think before we make decisions of significance.

We will invest in our communications and engagement to ensure it can achieve the required and desired results, driven by learning and evaluation, and we will always use existing and tested opportunities to engage and communicate, seeking to identify the best partner with the best relationship to lead the conversation. We will work as partners to amplify our collective messages.

Our priorities & activities

We will use traditional methods through which to communicate and engage with local people, but we have identified six important development areas to take bigger steps to benefit the partnership.

Patient and Public Involvement

Ambition: We will embed engagement at the heart of planning, priority setting and decision-making securing the voices of citizens and staff through the building of relationships and trust, bringing citizens into the discussion rather than talk to them about the decision.

Activities:

- Incorporate our engagement model in the new ICS structures, especially within our place partnerships and alliances, in line with new legislation.
- Begin to use our new engagement platform, start our second Citizen's Panel recruitment drive and set targets to measure how well our services integrate.

Staff Engagement and Communication

Ambition: To engage partnership staff more deeply, where they can understand their role within the JUCD system and how their views can help shape it.

Activities:

- Agree on staff engagement mechanisms and opportunities across all partners, including an agreement with the People and Culture Board on priorities.
- Work across NHS and Local Authority Teams to better understand culture and targeting of appropriate messaging.

Stakeholder Relationships

Ambition: To ensure local citizens and stakeholders are supported to understand what JUCD is, what it is doing, how they can shape it or benefit from it and (if they wish) understand how it works. To recognise that relationship building is important to increase trust and improve participation and needs to be considered on a planned, systematic, and continuous basis, with the required investment of time. To be recognised as an open and transparent health and care system that belongs to the communities and people we serve.

Activities:

- Stakeholder mapping and action planning at ICS level and Place/Neighbourhood level.
- Establishing core stakeholder communication channels for the ICS, building on existing approaches.
- Setting plans to reach out to the unengaged, particularly those affected by inequalities, with a focus on community empowerment and innovative approaches.

Health Campaigning and Behaviour Change

Ambition: We will run programmes that talk to citizens and communities where we see lower life expectancy and higher inequalities, guided by data and evidence, gathering insight that informs our work and supports improvements to health and care. We will work harder to reach into, understand and support the needs of groups that are seldom heard, including young people, and support a movement that empowers local citizens to see themselves as the primary source of their health.

Activities

- Confirm a funded, insight-driven work programme to support health campaigning and behaviour change priorities, and the recovery and transformation of services.

Digital Communications and Engagement

Ambition: To embrace digital media and tools that bring the JUCD strategy to life, with engaging online content derived through excellence in production, driven by a clear communication and engagement programme.

Activities

- Develop the new ICS digital channels including websites and move social media output onto a new plain of social engagement and listening.
- Further embrace the use of video communications and other digital approaches, whilst not widening health inequalities.

Outcomes

We seek the following outcomes through this work:

- Better health and care outcomes for people through a joined-up communication and engagement approach
- A partnership approach to communications and engagement that adds value
- Delivery of successful, targeted, and integrated communications and engagement based on clear methodologies and outcomes reflecting the programme priorities and people's needs
- A stronger voice for those who are seldom heard
- Co-produced activity where possible
- Quality evaluation and monitoring
- Compliance with statutory duties.

Provider Collaboration at Scale

The Government's White Paper on Health and Social Care Reform has cemented the movement towards collaboration and integration of the provision of services, rather than competition. There are two forms of integration which will be underpinned by the legislation: the integration within the NHS to remove some of the cumbersome boundaries to collaboration and to make working together an organising principle; and the integration between the NHS and others, (principally local authorities), to deliver improved outcomes to health and wellbeing for local people.

Joining up the provision will happen in two main ways:

Through place-based partnerships, for example between primary, community, local acute, and social care services to:

- support and develop primary care networks
- simplify, modernise and join up health and care locally;
- understand and identify people at risk;
- coordinate the local contribution to health, social and economic development.

At scale, through provider collaboratives, where similar types of provider organisations deliver a common set of shared objectives to achieve:

- higher quality services;
- reduced unwarranted variation;
- reduced health inequalities;
- better workforce planning;
- more effective use of resources;
- enhanced productivity and sustainability;
- increased resilience.

Provider collaboration is seen as a critical component of effective system working, with a recognition that collaboration may look very different across different kinds of services. NHS England and the Government have stated that they now want to take forward proposals to legislate to clarify the central role of collaboration in driving performance and quality in the system, rather than driving it through competition. This would represent a major policy change.

In Derbyshire we have agreed that our initial focus will be on four areas:

1. Acute hospital services, with a particular focus on urgent care and planned care
2. Mental Health and Learning Disability Services, where we have already seen excellent collaboration across system boundaries
3. Ambulance and NHS 111 Services, which are already commissioned across multiple systems
4. In hours and out of hours primary care.

We are in the process of working with service providers to identify existing collaboration, which we would not wish to replace or duplicate, and the real new opportunities where further collaboration will have a direct benefit on patient care. We know there are examples of services sharing good practice and working mutually towards common goals, but there is much more to be done on specialist workforce collaboration, understanding where collaboration can improve care pathways (especially in complex areas such as frailty) and how collaboration can accelerate our efforts to recover services following the pandemic. This work will continue through the summer where we will identify our priorities for focussed attention.

Supporting People with Weight Management

Live Life Better Derbyshire, Livewell and Tier 3 Weight Management Services
It's well known that excess weight increases the risk of developing many potentially serious health conditions. Over the last year, obesity has emerged as a known risk factor for severe COVID-19, which has led to the government launching a new obesity strategy. It has never been more important to ensure that services are in place to support people with weight loss. Across the county and city, we have 3 well established services which work together to support people to lose weight:

Live Life Better Derbyshire is referred to as a 'tier 2' service and provides free weight management support for 12 months. It offers:

- Education and tailored support for individuals wanting to lose weight and improve their health
- Information on nutritional and behavioural elements of weight management
- A friendly Health Improvement Advisor to discuss individual circumstances, needs and requirements
- Weekly information on portion sizes, food labels, balanced diets and understanding eating triggers
- The opportunity to access activity sessions that are suitable for all ages and abilities
- Both group and one to one support options available.

To access the service, you will need to:

- Have a Derbyshire postcode or be registered with a Derbyshire GP
- Be over the age of 16 with a BMI of 25+.

We accept professional or self-referral via the website or telephone 0800 085 2299.

Livewell is Derby city's tier 2 service.
It provides support to adults and children for up to 12 months to help them lose weight, become more active and improve their health. It includes a specialist programme for people with learning disabilities and a partnership with Derby County Community Trust to deliver the Live IT weight management programme for children and families. Focussing on long term behaviour change, Livewell combines one to one and group support with exercise sessions and educational courses to support people to better their health outcomes, particularly in areas of the city where healthy life expectancy is lower. Currently, adults start the programme through virtual meetings or individual video calls but face to face sessions are set to start in July (subject to stage 4 of lifting lockdown being approved).

People can self-refer through the Livewell website or by calling 01332 641254.

Body Mass Index (BMI)
The body mass index (BMI) is a measure that uses your height and weight to work out if your weight is healthy.

You can find a useful BMI calculator here.

Tier 3 Weight Management Service. This is community-based and supports adults across both the county and city who have a BMI of 50 + or 35 + with specific comorbidities and who are motivated and committed to losing weight. Ideally, people will have already accessed the tier 2 services outlined above.

The service offers comprehensive one to one support from a multidisciplinary team of psychologists & psychotherapists, dietitians, physicians, and weight management advisers, who have specialist skills and experience in helping people manage their weight. Using a personalised, lifestyle-based approach, we aim to help people understand the underlying issues that can cause weight gain and to choose a better informed approach to their eating and general lifestyle. The service also works to ensure people are as well prepared as possible before referral to bariatric services (known as Tier 4) if they opt for surgery.

Find out more about Tier 3 here.

NHS Charities Together (NHSCT)

NHS Charities Together is the national charity caring for the NHS, made up of 240 NHS charity members based with hospitals, mental health, ambulance, and community health services across the UK. The funds raised by NHS Charities Together enable the health service to go above and beyond what would otherwise be possible. Remember Captain Tom, the inspirational veteran who raised over a staggering £32.8 million for the NHS. There are ways you can help to, find out how here.

NHS Charities Together (NHSCT) have ringfenced £445,533 for use by Derbyshire's Integrated Care System. This funding aims to support partnership working across geographical areas that support communities impacted by Covid-19. The expectation is that this funding should be used for projects that benefit all or many of the NHS Trusts and the wider Voluntary, Community and Social Enterprise (VCSE) sector providing health interventions in the local area.

To access the funds JUCD needed to submit a proposal for consideration. The development of the process was done in full co-production with the VSCE sector and was overseen by Vikki Ashton-Taylor, ICS Director, Ifti Majid, Chief Executive Derbyshire Healthcare NHS Foundation Trust (DHCFT) and Cath Benfield, Deputy Director of Finance Derbyshire Community Health Service NHS Foundation Trust (DCHS) as DCHS Charitable Trust was identified as the lead charity for Derbyshire.

An initial system-wide workshop was held which brought together colleagues from the NHS, the VCSE, local authority, public health, and key ICS work-stream leads to identify the key priority areas to be addressed in the bid. Following this workshop, four priority areas were agreed upon: -

1. Support for Carers (with the focus on BAME communities)
2. Helping the Helper (mental health and wellbeing of staff and communities)
3. Community Resilience (community hubs)
4. Tackling the Digital Divide in Derbyshire

Expressions of interest were invited from VCSE organisations as to how they could support these priority areas. This was widely promoted through the local communication infrastructure. There was an overwhelming response to the expressions of interest with over 70 being submitted.

Following this process, organisations were brought together under four workstream leads to develop ideas on how working collaboratively together, the collective skills and expertise could be best used to support the priorities identified.

This led to the development of an outline grant proposal which was submitted to NHSCT in February 2021. Feedback from NHSCT was very positive and as a result, JUCD were invited to develop a full grant application.

Each workstream was allocated an equal proportion of the available funding, circa £110k, in order to work up a full application. Each of the 4 bids were combined to produce the final application. This was submitted on 7th May 2021 in line with the submission deadlines set by NHSCT. The timeline for notification of a decision is by the end of July 2021, although there might be a delay due to capacity issues at NHSCT.

Overview of Project Areas:

Support for Carers (with the focus on BAME Communities) - Lead Organisation Derbyshire Carers Association

Covid-19 has increased the caring burden for all Carers but especially those in BAME communities. Many have had to provide many additional hours of care for loved ones during the crisis, often without the usual help from family and friends, with limited or no support from local services. There has also been fear and anxiety about the health of those they care for, as well as the potential impact on their capacity if they themselves contract the virus. Many carers have also been financially impacted and seen their health/wellbeing decline. As a result, many of those providing care have been left exhausted, socially isolated and close to burnout.

The main aim of this project is to support and improve the health and wellbeing of carers in BAME communities across Derby & Derbyshire. The project will build on previous work across Derby City and Derbyshire County to establish the needs and carer support for a range of BAME communities. By ensuring carers from different BAME communities are effectively supported, it will help sustain the health and wellbeing of both carers and the people they care for.

Helping the Helper (mental health and wellbeing of staff and communities) - Lead Organisation Inspirative Arts Derby

The Covid-19 pandemic has been a national crisis, affecting everyone - we have all had a lot to deal with personally, practically, and emotionally. There is sound evidence that those in a caring/frontline role have been faced with double the impact, coping with the ways the pandemic has affected their own lives and dealing with the stress and difficulties of those they support. People in management roles have faced the additional stress of redesigning services, struggling with a loss of income, meeting increased demands, and ensuring staff, volunteer and client safety throughout.

This project will create a responsive, sustainable support mechanism for the third sector, enabling our workforce to stay healthy and well, ensuring safe, effective service delivery and reducing staff absence and turnover. This will significantly assist social prescribing work in Derby City and Derbyshire County, enhancing the quality and sustainability of third sector service delivery.

Community Resilience (Community Hubs) - Lead Organisation Monkey Park CIC

Before the pandemic, several community hubs were open or taking shape across the county and city. They were playing an increasingly important role in health improvement, through gathering people, enabling peer support and facilitation of social groups. Hubs play an increasingly important role in health improvement, through gathering people, enabling peer support and facilitation of social groups.

This project aims to both support existing hubs and develop new hubs. The aims are to map, connect and support existing activity while also aiming to support at least one new Community Hub in each of the Derbyshire Districts and Derby City. The project will connect the people involved and enable shared learning which will be used to influence strategic decisions at a system level. It is anticipated that this work will lead to a better organised, more accessible, effective health and wellbeing system that involves and is responsive to local people.

Tackling the Digital Divide in Derbyshire - Lead Organisations Derbyshire Dales CVS, North East Derbyshire DC and Rural Action Derbyshire

Around 7.5% of the UK population, (around 1.9 million households), do not have access to the internet. Many more people struggle to use the internet independently so choose not to because of a lack of confidence or safety fears. The Covid-19 pandemic has heightened this digital divide further and has changed the pace and scale of digital use significantly. During lockdown the inability to use digital devices to chat with friends and family online, or order goods and services has been a massive factor in social, financial, cultural, and economic exclusion.

This project aims to bring together a range of schemes aimed at addressing digital exclusion, to provide a consistent framework of support to help people get online to access services digitally, to interact with friends or family safely and to connect communities reducing social isolation and loneliness. A key part of the project is to help community facilities become more sustainable by introducing digital hubs for community learning, supporting the local economy and groups.

This project will coordinate a range of digital champions and digital hubs projects across Derby and Derbyshire, connecting and liaising, providing technical advice and ensuring that provision meets digital safety and safeguarding standards. The project will also provide capital equipment to support digital champions, including loan devices such as tablets and chrome books, prepaid SIM cards as well as potentially more expensive digital infrastructure such as fibre installations, superior quality Wi-Fi routers and other hardware.

Shared Electronic Care Record for the residents of Derby and Derbyshire

A new multi-million-pound initiative to generate a shared health and social care digital record for each Derbyshire and Derby city resident is now gaining momentum.

There is a national requirement to develop these shared care records by September 2021 and Derby and Derbyshire is on track to deliver the first step of its solution in line with the national ambition.

IT solutions firm, Orion Health, has been awarded the contract and work is underway to implement a fully secure shared care record for everyone living in the area, on behalf of the public sector partnership, Joined Up Care Derbyshire (JUCD).

It will mean that health and social care professionals working across all Derbyshire and Derby city's NHS and local authority social care organisations will be able to access the same records to support their care of individual patients. Other benefits include:

- Professionals can work more effectively and efficiently if they can share relevant information among agencies providing support
- Sharing records means health and social care workers have the most up-to-date information about their clients and patients
- Service users won't have to provide the same facts repeatedly
- Patients won't have any unnecessary clinical tests.

Various work is underway to ready ourselves for launching this initiative by September. A publicity campaign is being planned to ensure local citizens are informed before the new shared care records system goes live so individuals are aware of their choices when it comes to consent.

Project leaders have held very positive meetings with social care colleagues and the suppliers of their existing digital systems. This is to support the testing of data flows between the Orion Health shared care record solution and general practice systems EMIS and TPP.

Work has also started on a training strategy – Orion Health has engaged 'Ideal Training' to develop and deliver training to all staff who will be using the new system across JUCD.

We'll continue to provide regular updates as this exciting project progresses.

Voluntary, Community, and Social Enterprise (VCSE) Leadership Programme

I'm Wynne Garnett the Programme Lead for the VCSE Leadership Programme. I'm engaged on a freelance basis for 12 months until the middle of April 2022. The role is to help the VCSE sector engage effectively in the developing Integrated Care System (ICS). The programme is running in other regions and has been rolled out by NHS England in conjunction with the National Council for Voluntary Organisations (NCVO). I work for a Steering Group that is composed of both VCSE bodies and statutory partners.

I'm passionate about the value and contribution of the VCSE and have worked in and with it all of my working life as a Chief Executive, Trustee and Volunteer. I spent twenty years working initially as the Chief Executive of Mansfield CVS, where I was heavily involved in regeneration and health and social care partnerships (including a secondment to develop joint planning processes) and then as the Chief Executive of Engage East Midlands, the regional VCSE network. For the last 12 years, I've worked as a consultant and am also presently the East Midlands Development Partner for the Lloyds Bank Foundation COVID support grant programme.

I believe that the VCSE sector can make a huge contribution to health and social care in all its diverse forms. It can help with delivering services, supporting and promoting preventative approaches, providing access to and perspectives from particular communities, raising service needs and priorities, supporting self-care and as has been seen during the pandemic, harnessing the energy and potential within communities. The new Integrated Care System is still being developed and these discussions and a new duty to collaborate provide opportunities for the VCSE sector to play its role as a strategic partner.

Although early days, my work is likely to involve promoting the VCSE sector contribution, exploring training in areas such as leadership and collaboration, looking at how VCSE groups can make the right connections to the Integrated Care System, identifying good practice, providing engagement guidance and looking at how we might measure successful engagement.

Wynne can be contacted by email: wynnegarnett@googlemail.com

The Life and Death Podcast

As part of Dying Matter Awareness Week, which is a chance for organisations, individuals, and partners to come together to open up the conversation around dying, death and bereavement, Ashgate Hospice developed a series of podcasts that cover honest conversations about life, death and so much more. The host, Stephen Rumford, talks to people who have experiences of death and dying to get a deeper understanding of what life and death mean to them.

These are still available for you to listen to and can be found here.

Health Inequalities Focus for Visit

NHS England Chair Lord David Prior and Amanda Pritchard, Chair and Chief Operating Officer at NHS England toured Derbyshire on Thursday 13 May to hear about the range of schemes taking place to tackle health inequalities across the County. Hosted by Dr Bola Owolabi, a GP at Creswell Primary Care Centre, former Deputy Medical Director at Derbyshire Community Health Services NHS Foundation Trust, and now Director of Health Inequalities at NHS England, the visit took in stops at two GP practices in north Derbyshire, Creswell Primary Care Centre and Rectory Road Medical Centre in Staveley, who have taken steps to understand the inequalities affecting their patients and to use different ways to work with patients to address them.

After a socially distanced trip down the A38, Royal Derby Hospital then hosted three discussions, with Directors of Public Health Robyn Dewis and Dean Wallace joining Dr Chris Clayton to outline the overall strategic approach to tackling health inequalities in Derby and Derbyshire, doctors from RDH discussing their work in addressing health inequalities from an acute trust perspective, and a briefing on the work of the Strategic Discharge Group, which has been successful in streamlining how patients are cared for on their journey through the local health system. This was brought to life through a visit to the Discharge Assessment Unit at the hospital, where staff were able to describe the fully joined-up approach to discharge planning and care pathways which has seen such success in recent years.

The visitors were impressed with the approaches being taken across the different settings and were grateful to the partners across the system for delivering a comprehensive visit programme.

Derbyshire Care Homes Remote Monitoring

Joined Up Care Derbyshire, the county's Integrated Care System (ICS) and the East Midlands Academic Health Science Network (EMAHSN), the region's innovation arm of the NHS, are working with Leicester-based Spirit Digital to test and spread innovative health and care solutions, via their remote monitoring platform, CliniTouch Vie.

The platform is designed to identify early signs of deterioration in care home residents, enabling care home staff to escalate and communicate in an appropriate and timely manner. Designed to monitor for signs of early deterioration and improve resident outcomes, the platform has been augmented with functionality to meet the specific needs of both care home residents and staff.

Using CliniTouch Vie, carers take residents' regular vital signs readings (including respiration, oxygen saturation, blood pressure, heart rate, temperature and assessment of their consciousness level, including any new onset or worsening confusion) and answer personalised questions to identify changes in residents' everyday wellbeing on a digital device. These readings are provided directly to specialist clinical staff, who can then remotely connect with the care home staff to provide health and wellbeing advice for residents or intervene when more urgent care is needed.

As part of the trial, an education and training portal will be provided for all care home staff using the technology to ensure complete confidence in using the platform.

The project has engaged several care homes across Derbyshire and after receiving training and support are moving to 'go live' with the platform.

An evaluation, in conjunction with the University of Lincoln, has begun of the early-adopter care homes and the results will be used to provide evidence for a large-scale deployment of this digital approach to show the benefits to the health and care system in Derbyshire, across the East Midlands and, potentially, a national scale.

Other areas across the Midlands already have evidence to show the success of utilising the platform, with CliniTouch Vie effectively deployed to provide virtual remote monitoring for patients in Lincolnshire and Leicestershire throughout the COVID-19 pandemic.

One example is Manor Care Centre, a care home in a small village in Lincolnshire that has been working collaboratively with its local GP practice to provide continuity of care for its 40 residents throughout the pandemic. The centre used CliniTouch Vie to remotely monitor the residents, enabling the GP clinical teams to monitor and assess health and wellbeing data in advance of the weekly ward round.

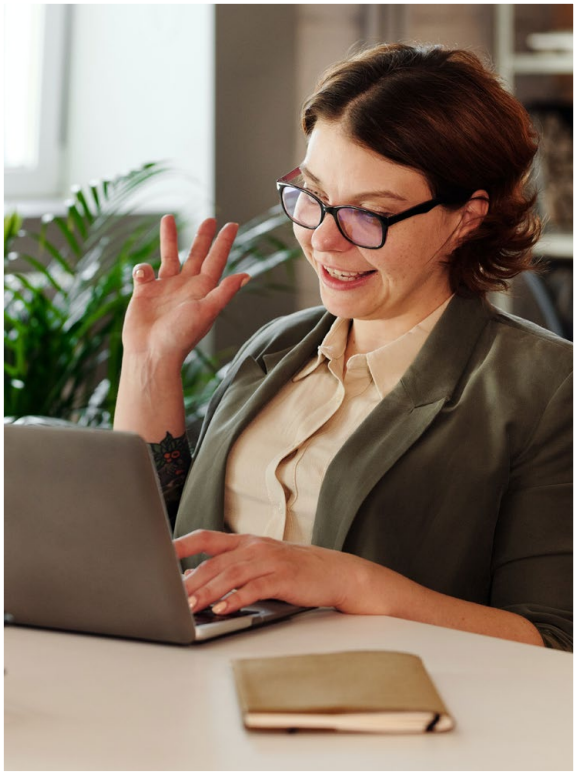
Kay Harrison, Care Home Manager at Manor Care Centre, explains: *"During COVID-19, it has become increasingly evident that digital technology such as CliniTouch Vie has a huge role to play in supporting the care and safety needs of patients in the community and clinical teams. On the one hand, we needed a solution to deliver care safely for our residents during the pandemic, but the benefits in practice have greatly exceeded both our and our residents' expectations to the point where it is absolutely the way forward, with or without COVID."*

Feedback from primary care supporting the care homes has shown the benefit of this system-wide joined-up approach to remote delivery. Dr Amit Rama, GP Clinical Lead at Rushey Mead Health Centre in Leicester, has been using CliniTouch Vie at two of the practice's nearby care homes to monitor around 60 care home residents remotely since June 2020.

Introduced to help the NHS manage its COVID-19 response, CliniTouch Vie's digital remote monitoring technology has enabled the GP teams at Rushey Mead Health Centre to provide brilliant remote care, helping to ensure vulnerable patients remain safe and minimise avoidable hospital admissions. Additional benefits have been: better use of clinical time and resources, more confident and empowered care home staff, and the ability to capture richer patient data, including dementia reviews, mobility and early warning signs of deterioration.

For general practice and care homes in Derbyshire who are keen to work with Spirit Digital, please contact Dawn Atkinson, Head of Programme – Derbyshire Digital workstream dawn.atkinson6@nhs.net

Future Talent, Future Heroes': New chapter for health and social care work experience



Joined Up Careers Derbyshire are working in partnership with Springpod to revolutionise the health and social care work experience offer.

Gaining work experience in health and social care can be challenging - places are limited and age restrictions can often apply, not to mention the extra challenges that come with Covid-19!

By providing interactive, innovative and completely virtual work experience programmes, students gain insight into different health and social care careers from real people working in Derbyshire.

Future Talent, Future Heroes is made up of 10 hours of interactive content, including project work, assignments, and professional workshops.

All content is designed to broaden awareness of the hundreds of careers, entry routes and development opportunities health and social care has to offer. But it also allows students to develop key skills, gain real-life experience (albeit via a virtual platform) and is a great addition to the CV!

Applications for the first programme - launched 1 June 2021 - are now live and open to students across Derbyshire. The capacity for each programme is 250 places.

There has been significant interest in the programme, with over 360 applications received so far. Candidates unsuccessful in their application for the first programme will be considered for the second programme taking place later in the year.

For more information, visit the Joined Up Careers website:
Work Experience :: Joined Up Care Derbyshire (joinedupcareers.co.uk)

Active at Home Guides

Booklets supporting people to be active at home have been distributed to vaccination hubs in Derbyshire recently. Even as restrictions are eased, this is a handy guide with simple activities that can be done at home, in limited space and with no equipment, along with tips to improve mental health. It is aimed at older adults and people with limited mobility.

You can view and download the guide here.

Specialised Vaccination Hubs

Many people will be aware of the amazing work being carried out at vaccination centres across Derbyshire, where hundreds of COVID-19 vaccinations are given each day.

Less well known, however, is the role of vaccination clinics offering a more specialised environment for those who need it – whether due to a learning disability (LD), neurodiversity such as autism, or severe mental ill-health.

Some of these individuals are more likely to require a calm, supportive environment, more time for their appointment, and the presence of healthcare staff they know – staff who are aware of and can specialise in adjusting the vaccination process to their needs and offer reasonable personalised adjustments.

One such clinic is a specialist vaccination hub in Derby at Derbyshire Healthcare NHS Foundation Trust. Since it opened in February, the hub has received some very positive feedback – including this compliment from one parent:

"My son has severe learning difficulties and has not been able to tolerate any vaccinations or blood tests since he was a child. After an unsuccessful attempt for him to have the vaccine at Derby Arena, I was given a contact at the Derbyshire Healthcare Hub, who was extremely helpful and understanding. An appointment was made for my son to have his vaccination at the LD-focused clinic at the Hub, and it was successful due to the patience, understanding and experience of the team. I cannot stress enough how invaluable this service has been and I am so grateful."

When it is required, the hub's vaccinators also do home visits and hospital ward visits to ensure that people can be vaccinated. One parent who had a home visit for their autistic son said, *"Everything went extremely well and if this service wasn't available, then we would not have had the COVID vaccine, so we are extremely grateful."*

Derbyshire Healthcare Executive Director of Nursing and Patient Experience Carolyn Green said: *"I am delighted that we have been able to support our service users and community to have the crucial COVID-19 vaccination in situations where some of them might have found it challenging to access other sites. Along with other, larger sites in Derbyshire, the vaccination hub at one of our Trust centres is playing an important part in rolling out the COVID vaccine quickly and efficiently. Many thanks to all colleagues who have supported this project."*

Developing a more integrated care approach in Chesterfield

Staff from across health and social care are exploring new ways of working together in Chesterfield as part of the Team Up Derbyshire programme.

A workshop on integrating Chesterfield health and social care was held on Tuesday 18 May, hosted by Dr Ian Lawrence, clinical lead for Team Up and the Ageing Well programme, and Linda Elba-Porter, service director adult social care transformation, Derbyshire County Council.

The event marked the start of a joint programme of work between health and social care colleagues to look at how we deliver urgent services for older people in Chesterfield. Attendees considered how we might deliver services better using the ambitions of the Team Up Derbyshire approach and the local authority's Better Lives programme.

Team Up Derbyshire aims to create one team across health and social care who see all housebound patients in a neighbourhood. It is not a new or 'add on' but a teaming up of existing services. Better Lives has set out a vision to support local people to be as independent as possible and to have control over their lives – to live their lives in their way.

Workshop delegates were asked to consider the current local offer to the public and patients and how we can improve services for local people and make them easier to access. The session finished with attendees working out the joint next steps to be taken.

Dr Ian Lawrence said: *"It was great to see such energy and enthusiasm for working together. If that event is anything to go by, people in Chesterfield who need health and social care services will very soon have a much more streamlined and seamless experience."*

Team Up Derbyshire

Find out all about Team Up Derbyshire

Team Up Derbyshire is set to transform the way health and care services are provided to housebound patients across the city and county. This team is not a new or 'add on' service – it is a teaming up of existing services – with general practice, community, mental healthcare, adult social care and the voluntary and community sector all working together. But what is Team Up Derbyshire and what is the Ageing Well programme that forms part of this approach? What does it mean for staff and local residents? A new webpage on the **Joined Up Care Derbyshire website** seeks to provide helpful information to answer these questions. The webpage explains the various aspects of the programme and has a simple introductory flyer to view. To contact Team Up Derbyshire for further information, please email Dr Ian Lawrence - **ian.lawrence@nhs.net** - or Angela Wright - **angela.wright14@nhs.net**

BREAKING NEWS...

NHS England has released its latest guidance on the set up of statutory ICSs. Entitled the ICS Design Framework, more detail is included on the make-up of the ICS NHS Body, the expectations around developments of our place partnerships and indications around the flow of finances. The document was published in the middle of June and the ICS Board are currently reviewing the detail and taking stock. The initial view is that the framework is very complementary to the plans we are already considering for Derbyshire.

Coproducing a new Community Mental Health Offer

In February 2020, NHS England published a new Community Mental Health Framework, which is a 3 year NHS programme aiming to improve care for people with Severe Mental Illness (SMI). Additional funding over the next 3 years, which started in April this year will help us to increase the workforce to transform and deliver redesigned community mental health services aimed at improving the lives of people with long term and/or complex mental health problems.

In recognition of the need to transform community mental health services, over the last 18 months a collaboration of health and social care commissioners, mental health providers, voluntary, community and social enterprise sector (VCSE) and people with lived experience and their carers have been working together to agree on a shared set of values and principles for a prototype of a new and exciting offer for people with severe mental illness (SMI) living in High Peak and North Derbyshire Dales. This co-produced prototype began in September 2020 and was completed in April 2021. It involved working with 12 local people, with a diagnosis of SMI, focussing on putting in place personalised approaches around their individual needs to help them live better lives in their communities. To prepare for this new approach, the collaborative gathered stories from people with lived experience of mental health problems to better understand what was important to them and how they interacted with their local community. This helped to ensure the model was truly coproduced and personalised, and the feedback from people using the service has been extremely positive as a result.

"I love meeting outside and doing different things."

"It is a fresh start for people and gives you a reason to be motivated and help yourself."

"It is clearer about what you want to do rather than what the worker wants you to do and doing different things."

"They ring me a lot. You know they care and it is not just a job for them, it has been amazing."

"I like meeting outside and doing different things rather than sitting in a dark room at a table with a professional. I like to go for walks. I hope this kind of support stays."

"I am more productive and can do more with my days. I feel more positive as a whole. I feel more motivated and my family see the difference."

The next steps are to use what we have learned to expand the model in the High Peak and Derby City this year, with the aim of providing this across the whole of Derbyshire by 2024 in line with the delivery of the new Community Mental Health Framework.

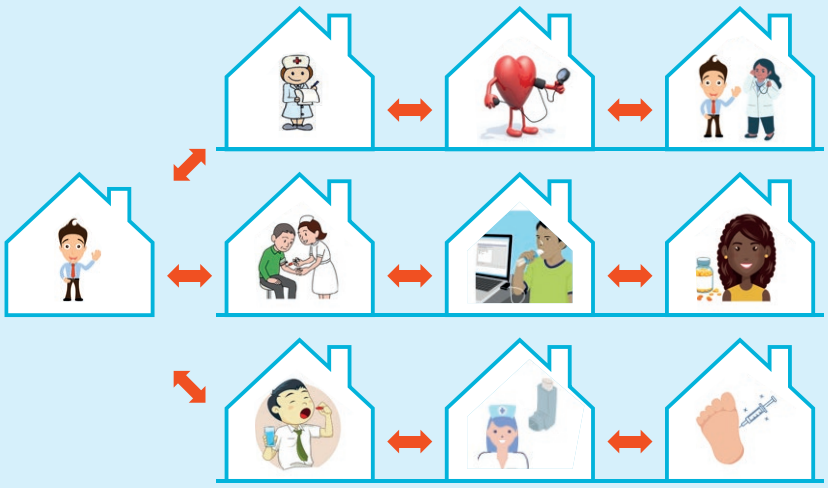
Co-production has underpinned the development and design of this service. We know that to truly meet the needs of people with complex mental health needs, we need to hear what is important to them and co-design the pathways with their full involvement. Not just in terms of seeing them as equal partners and creating a shared vision and values for the service, but also in regards to how we offer support in a personalised way ensuring they are active participants in their care and treatment, not passive recipients.

Long Term Condition (LTC) Hubs

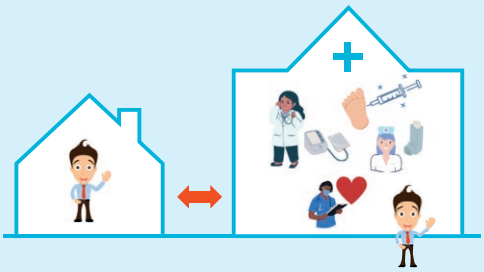
In line with JUCD's ambition to provide tailored care to meet individual needs is the development of Long Term Condition (LTC) Hubs.

A long-term condition (LTC) is an illness that cannot be cured but can usually be controlled with medicines or other treatments. Examples include heart disease, respiratory disease (asthma, chronic obstructive pulmonary disease (COPD), and emphysema), and diabetes. Derbyshire ICS will establish three LTC Hubs providing tailored care to meet individual needs.

How appointments currently work...



How a Long Term Conditions Hub could work...



Patients will be invited to the Hub for a review of their LTCs, and as part of this appointment will be supported to be involved in agreeing a personalised care plan that identifies their individual needs and what support will be put in place to address them. Professionals with different skills will work in collaboration around the needs of the patient.

Although initially in its pilot phase, it is hoped that hubs will be rolled out across Derbyshire.

Personalised care is at the centre of this and many other initiatives taking place in Derbyshire's ICS.

Contact Joined Up Care Derbyshire

Visit the website: joinedupcarederbyshire.co.uk
Email: joinedupcarederbyshire@nhs.net

If you would like to sign-up to receive the Joined Up Care Derbyshire newsletter, please email karen.lloyd24@nhs.net

If you would like to know how you can get involved click here.

Joined Up Care Derbyshire

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