

Team Up Derbyshire

May 2023 bulletin of Team Up Derbyshire



This latest bulletin from Team Up Derbyshire brings together news from the programme and updates from the Team Up Steering Group. Team Up Derbyshire is an ambitious programme in Derby and Derbyshire that is creating one team across health and social care who see all the people in a neighbourhood who are currently unable to leave home without support. For more information, visit the [Joined Up Care Derbyshire website](#).

Continuing the Team Up transformation

Team Up Derbyshire is currently changing the way we care for all the people in a neighbourhood who are unable to leave home without support. It is now an opportune time to review progress to date and work out the next steps on this transformation journey. As such, Team Up has brought in Newton Europe, specialists in operational improvement, to help diagnose issues and pinpoint the areas where there is the biggest potential to make a difference to services, the provision of care and the health and wellbeing of our population group. The company has previously worked with 40 local authorities including Derbyshire's children's services and adult social care services. The reason for this work is that we want to help those people facing progressively rising needs to remain independent. We want to support more people to return to their best life after a crisis or escalation in needs, with increased access to reablement services. We know there are opportunities to make a big difference – it is a case of capturing the big ideas and putting them into action.

A core offer of Team Up is the urgent community response (UCR) service. This provides crisis response care within two hours of referral and reablement care (support to help people live at home) within two days of referral. UCR brings together home visiting services, rapid response nursing and therapy services, adult social care rapid response services, and falls prevention and falls recovery services. Improved care and support for individuals through this programme will likely see a reduction in ambulance call-outs, emergency hospital admissions and the need for long-term residential care. We need to ensure that our approach is both transformational and sustainable. This means we must consider the health and care system as a whole, how the various parts of the system interact and influence each other, and how the decision-making of thousands of individuals who make up our system contributes to the service and people's outcomes. Newton Europe is helping us by carrying out research into the way the system currently works and holding workshops to investigate issues and future opportunities. This will lead to a realistic, practical transformation plan that is owned and supported by frontline staff and management. The key focus will be on what new or different ways of integrated working will result in the most benefit for local people across Derby and Derbyshire. It is expected the initial phase of research and engagement will last for about eight weeks from this Spring, with implementation set to last for up to 18 months.



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Integrating community services

The Team Up Steering Group has been updated on the continued integration of community health and social care services in Derby City. The Team Up approach can currently be seen in the support provided to assist people being discharged from hospital, the urgent community response service and home visiting services that are delivered in the city by Derbyshire Community Health Services (DCHS), Derby City Council (DCC), primary care networks (PCNs) and via working with wider partners within the city. Daily and weekly meetings routinely take place about the demand for support and the capacity to respond, including discussions on discharge planning and any specific operational pressures. There is an integrated health and social care team on site at Perth House and some joint training and recruitment has taken place. There are further potential benefits to be gained from working as a unified team as it is acknowledged, for example, that the main providers remain separate organisations with their own processes and working culture. Key aims in the future include the aim of reducing the different referral points needed and promoting more the concept of 'no wrong door'.

Establishing an enhanced falls response

A draft specification has been produced for an enhanced falls response service. This specification aims to provide an equitable provision for those who have fallen and who cannot be recovered without professional support. It is designed to address *both* the need for a reactive, timely, community-based falls recovery response and a proactive, meaningful, and holistic risk assessment. In drawing up the specification, a number of potential risks and have been identified, along with areas of mitigation. The specification is going to a number of different groups and forums for review and approval.

Advancing plans for home visiting in the Dales

Proposals are being progressed for Team Up home visiting services in South Dales PCN and Derbyshire Dales PCN areas. The South Dales PCN plan has been positively received and already had approval from the Team Up Steering Group and Team Up Learning in Practice Group (TULiP), subject to a few issues being addressed. Derbyshire Dales PCN has been asked to continue its proposals as a pilot arrangement, prior to working up a more robust model. This development marks a landmark for PCNs with all now having a home visiting service in place. More than 24,000 home visits have taken place over the past year.

Improving the IT infrastructure

Discussions are ongoing between Team Up and digital leads about the best ways of supporting primary care networks (PCNs), GP practices and place areas with their IT infrastructure and digital needs. Currently, approximately 85% of the electronic patient records are managed through the TPP SystmOne system. The remaining patient records are managed through the EMIS system, and within local authorities via Mosaic and Liquid Logic. The next step will likely see the Integrated Care Board (ICB) draft a memorandum of understanding with the PCNs, identifying key points to be addressed.

Further information

For further information about Team Up Derbyshire and Ageing Well, please contact:

- Helen Baxter, Deputy Ageing Well Programme Manager, helen.baxter@nhs.net
- Team Up Derbyshire [website](#) and Team Up Derbyshire [blog](#)

