

Team Up Derbyshire

September 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](#).

Progressing an enhanced falls response

Place Alliances have been developing their implementation plans for the delivery of an enhanced falls response, via a Team Up approval process. Leads have noted there has been a positive and collaborative effort on engaging at Place level despite tight timescales and resource required. The Falls Learning in Practice Group has identified common themes and developed mitigating actions for universal risks/issues. Work is taking place to ensure there are sufficient resources to develop the plans further, as well as identifying areas where more work is required on sourcing an appropriate service provider. Areas are being encouraged to have plans in place as quickly as possible to avoid any impact on winter preparedness.

Falls Prevention Programme Group to support Place work

A Falls Prevention Programme Group has been established with representatives from across the system, aiming to support Local Place Alliances in embedding an integrated falls prevention offer. The Group wishes to support existing work with a fully developed resource pack, communications and engagement resource, as well as agreed approaches to data provision, recording and metrics.

Expanding the Clinical Navigation Hub

Team Up is keen to progress proposals for a Clinical Navigation Hub-Plus for Derby and Derbyshire as part of our plans for winter 2023-24. The Derby and Derbyshire system currently funds a Clinical Navigation Hub which has codes validated by clinicians to allow some patient cases to be seen without requiring an ambulance. A Hub-Plus would be an expansion of this existing provision into an 'unscheduled care co-ordination hub', helping ensure fewer cases need to go to the emergency department. Funding is being sought to ensure the Hub-Plus is in place for winter 2023-24.



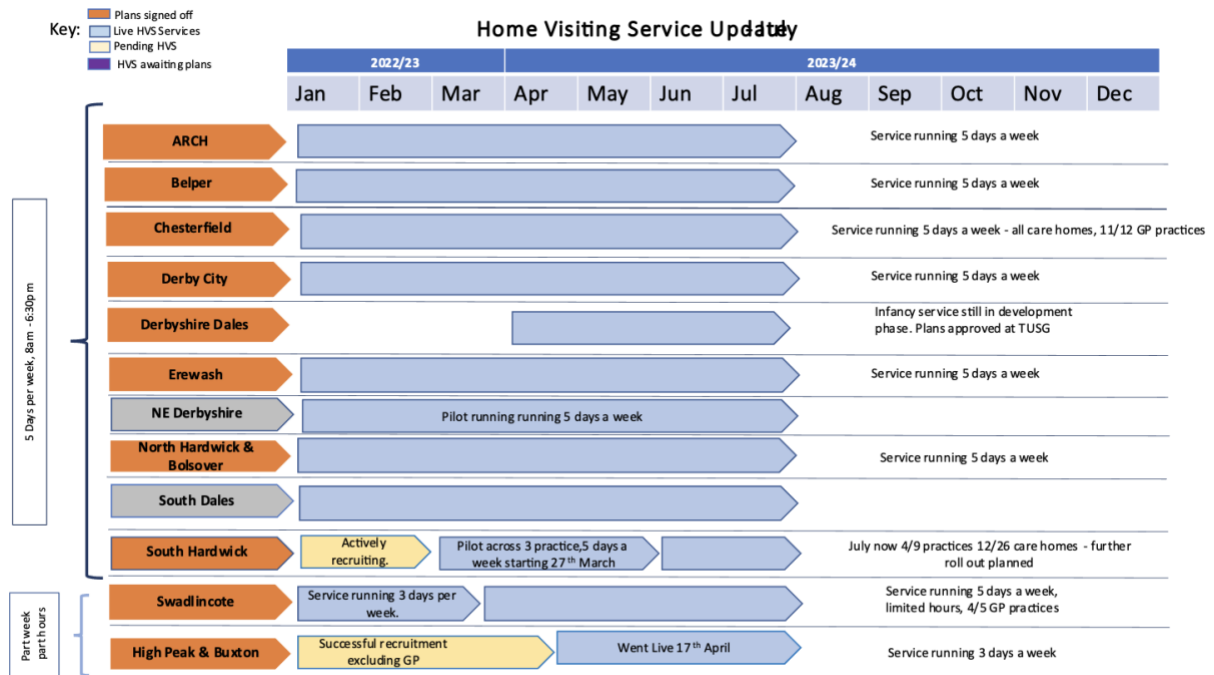
The Derbyshire
VCSE sector
Alliance



Home visiting in the Dales

Reviews of home visiting service plans for Derbyshire Dales PCN (north and central) and South Dales PCN have taken place following recent changes to key personnel and a need to ensure financial sustainability. The Team Up Steering Group has approved the revised implementation plans and will continue to monitor progress in delivery.

The table below sets out progress in delivering home visiting services across Derby and Derbyshire.



Feedback is shown below from some individuals and family members/carers who have experienced home visiting services.

I was concerned about my mum's health as she was not herself and we needed medical advice. An ambulance to ED was not necessary so we spoke to the GP. Mel gave mum a thorough examination and realised mum was dehydrated. She had a patient and caring manner, and it made a great difference to us. By the next day mum was much improved. Thank you for all your help. High Peak HVS

Acute Home visit patient feedback from Oakhill practice. She said she was so impressed that she only rang the GP at 8.30am and was visited before midday. I explained our service and she thinks it is great as housebound patients, such as herself, are getting a quick, prompt visit. Chesterfield HVS

"My mental wellbeing had been rapidly deteriorating just before Christmas. I was connected to Charlotte just at the right time as I had virtually given up the idea of trying to cope. Now with Charlotte's support, my future is looking a lot brighter and the person I once was is slowly returning" Derby City HVS

Very helpful and lovely people. They checked me out from top to toe and set my mind at rest. They listened to me and then asked my opinion. High Peak HVS

Very pleased and impressed with speed, efficiency of the service provided from initial phone call. Ongoing I have received excellent care from Phil and Cath. High Peak HVS



Establishing priorities for care homes

The Enhanced Health in Care Homes programme team has met to review the terms of reference and membership of the Care Homes Steering Group, for discussion at their September meeting. The team has reviewed its work programme and agreed to focus on a limited number of priorities each year to ensure effectiveness in delivery and enable the best use of resource. Current priorities are the care home falls project, care home engagement, continued support for managing deterioration and frailty training for homes, and quality of the Enhanced Health in Care Homes Directed Enhanced Service provision.

Some key care home metrics are shown below.

Care Homes



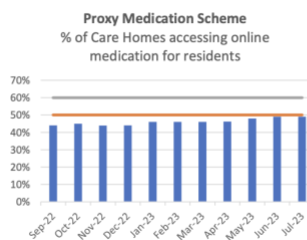
26% of care homes have attended training for **Managing Deterioration**



13% care homes trained on **Falls Lifting equipment**, wider roll out to start soon



49% of all care homes are trained for **Proxy ordering**



Increase in care homes and care providers on **digital social care record** and **NHS Data Security and Protection Toolkit (DSPT)**

Data Source: EHCH Monthly report- July 2023

Promoting Team Up opportunities

A new promotional webpage has been set up on the Joined Up Care Derbyshire website bringing together the roles being advertised by PCNs for home visiting services.

The page is located within the Joined Up Careers section at <https://joinedupcareers.co.uk/vacancies-teamup/> - setting out the benefits of living and working within Derby and Derbyshire and the many career opportunities within Team Up, such as community GP, advanced clinical practitioners and enhanced clinical practitioners. Publicity across traditional and digital media is highlighting this new web page.

Our latest blog post – hear Gemma’s views on gaining accreditation for integrating services in the community

Gemma Cooke, Integrated Community Manager for Derbyshire Community Health Services, based in Chesterfield, talks about her role and the challenges and opportunities in bringing teams together, in the latest [Team Up blog post](#).

Improving people's lives – a case study



A visit to NHS organisations in Derby by Chris Hopson, Chief Strategy Officer at NHS England, saw him introduced to Team Up in the city with colleagues being given the opportunity to explain the Team up journey and the value of working at system level, some challenges, their roles and share patient stories.

During the tour, he learnt of a patient case study of a life being hugely improved thanks to the Team Up Approach.

It concerns a man who we shall call 'George' who had been introduced via community care to Charlotte, a Derby City Council Local Area Coordinator funded through Team Up. George had been diagnosed with colitis, has had increasing levels of anxiety and had not left his home in three years. George was feeling isolated from his family and had been talking of taking his own life.

Charlotte and George spent time getting to know each other. George felt the biggest barrier to going out was the fear of being incontinent in public. They worked together to find appropriate incontinence products to help make George feel more comfortable. Over five months, they made small steps together to get out of the house, starting with small walks out of the front of the house.

George is now attending the community care 'Coffee and Company' group independently and has started going back to a social group he had not visited for three years.

George is no longer 'housebound' which required health professionals to visit at the home for all appointments. He is able to access the GP practice independently. He also has the confidence to do his shopping and reconnect with his family.

George said: *"My mental wellbeing had been rapidly deteriorating just before Christmas. I was connected to Charlotte just at the right time as I had virtually given up the idea of trying to cope. Now with Charlotte's support, my future is looking a lot brighter and the person I once was is slowly returning."*

Further information

For further information about the programme management of 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](#)

For clinical advice/referral enquiries, please contact your GP Practice who will be able to put you in contact with the team in your area.



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