

Health and Wellbeing Strategy 2016-2020 Outcome Progress Highlight Report

Completed by:	Uzmah Bhatti	Reporting period:	From:	September 2016	To:	March 2017
Board meeting:	29 th March 2017	Next meeting at which this Priority Outcome will be discussed:		November 2017		

Priority Outcome: Individuals and groups will have the confidence to make healthy life choices and access services at the right time to benefit their health and wellbeing

Themes:

1. **Services will work better together through the continued integration of health and social care that is designed around the citizen, personalised and coordinated in collaboration with individuals, carers and families**
2. **Individuals and groups will have confidence to make healthy life choices and access services at the right time to benefit their health and wellbeing**
3. **Citizens will have knowledge of opportunities to live healthy lives and of services available within communities**
4. **We will reduce the harmful effect of debt and financial difficulty on health and wellbeing**

For information

Key Progress to bring to the Board's attention:

Progress on metrics in this reporting period:

1. Increase in effectiveness of reablement .

The integrated reablement and urgent care services are now operational; this means that flexibility of the service offer ensures that citizens receive a level of intervention to meet their individual needs.

Challenges and Concerns

Whilst the commissioning budget for reablement and urgent care services is a joint budget (via the BCF pooled budget) the provider budget and contracting arrangements remain separate. This is limiting the level of integration at a provider level despite an operating model being agreed.

Potential actions and support

A review of the integration of these services is being planned and a paper will be presented to the Health and Wellbeing Sub- committee. This will present options for future commissioning to drive more successful integration.

2. Reduction in delayed transfers of care.

Quarter 3 saw an improvement in performance led by a reduced number of days delayed being recorded at the both the main acute and mental health providers within the locality. Significant work on discharge pathways has been

	<p>undertaken to help deliver this improvement in performance.</p> <p>3. A decrease in the percentage of citizens who report, through the Citizen Survey, that they struggle to keep up with bills and credit commitments.</p> <p>This will be measured through the Citizen Survey. Figures for the latest survey are still being finalised and as such there is no data available.</p> <p>4. An increase in the percentage of citizens who report, through the Citizen survey, that they know where to go for advice, help and support if they are experiencing financial hardship.</p> <p>This will be measured through the Citizen Survey. Figures for the latest survey are still being finalised and as such there is no data available. This will be the first year of reporting on this measure and as such, 2017/18 results will set a benchmark.</p> <p>5. PHOF – Children in low income families (all dependent children under 20)</p> <p>Recent updates on PHOF set the current figures as 33.6% of children live in low income families; this is an increase from the previous year (31.6%).</p>
<p>Key progress on delivery of action plans themes in this reporting period</p>	<p>1. Assistive Technology</p> <p>The provision of assistive technology is a key element of social care and health integration plans. There are now over 8,000 citizens who have an assistive technology package in their home, with an additional 4,000 citizens with a simple pendant alarm. From January 2017 the separate assistive technology services – Telecare and Telehealth – were integrated into a single Assistive Technology Service delivered through Nottingham on Call, Nottingham City Homes. This means a single contact point for all enquiries therefore less duplication and confusion for citizens and professionals. The integrated Service provides all installation and monitoring as well as training, advice and information. There are still further developments to be carried out and take up initiatives to deliver, for example increasing take up for those with mental health issues and from BAME communities. However the establishment of a single Service is seen as a success and should be celebrated.</p> <p>2. Looking After Each Other/ Self Care</p> <p>Bulwell and Bulwell Forest self care pilot completed 30th January. Final evaluation underway (external evaluators) and draft report due by end of March 2017. Sign off and headline evaluation findings due to be presented to Integrated Care Board in May. Social Prescribing was an early success and City wide primary care roll out completed March 2017. Next steps to integrate mental health into the model and increase access outside of primary care.</p> <p>3. LION – Online directory</p> <p>Background</p> <ul style="list-style-type: none"> • Meets a statutory requirement of the Care Act 2014 to have a comprehensive on-line directory of information, advice and guidance for citizens • Part of our overall strategy to reduce demand on care services – as a key purpose of it is to actively promote self-care

- Stand-alone website, developed jointly with the CCG, containing children and adults health, social care and activities
- The amalgamation of four online directories
- Funded by the CCG and NCC

Vision

Short term:

- Web based health and social care directory to bring together a variety of services available to Nottingham citizens
- Developing an 'app' type product

Long term:

- LiON becomes a citizen hub, recognised and advertised.
- LiON will contain local information as well as health and social care information – therefore citizens are familiar with the layout before they hit crisis
- LiON will become sustainable (or certainly help towards its costs) by providing advertising space for 'safe' businesses.
- LiON continue to grow and evolve as more businesses are added

Current Position

- Currently live for children's and providers to register the details
- Target for 17/18 was to have 500 providers registered, currently we have 1000 providers registered
- Will go live for citizens spring/summer

4. Financial Resilience

A recent Health and Wellbeing Board development session focussed on the links between poverty and health. The main issue to note from the session is that people are accessing advice services, which we know to be effective, only when they are in crisis. If people accessed advice services earlier, a good deal of this crisis could be avoided, including the significant negative effects of poverty on health. It was noted that there needs to be better awareness among frontline staff of the signs of financial hardship and where to refer people to services that can support them when they are in financial difficulty.

5. Integrated H&SC Point

Citizen Advice Service went live in January 2017. This service element delivers an advisor manned telephone service in response to citizen's requests to be able to speak to a person to ease navigation through the health and social care options offered by this service. The model is designed to ease future integration of mental health. Metrics agreed to measure effectiveness in terms of reduced hand-offs.

6. Next phase integration

There has been significant progress made in the City within Adult Integrated Care. Successes include the creation of the Care Delivery Groups bringing together services in neighbourhoods, the integration of the reablement and urgent care services and a revised Health and Care Point for simpler access and navigation to services. We will build on these achievements to take integration to the next phase which will include joint prioritisation of resources, avoiding duplication of commissioning of services and targeting of resources to meet shared priorities and outcomes. In order to deliver this next phase of integration a new commissioning model will be needed. This will involve an alliance agreement between commissioners and providers to overlay traditional commissioning contracts. This next phase of integration in the City

	is seen as a stepping stone towards the longer term delivery of the Greater Notts Plan.
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Amendments to the action plans (report appendices) the uptodate action plans will be included as appendices.	
	None at this time

For consideration/discussion

Key risks and issues (these can form the basis of specific recommendations to the board on the coversheet so that the recommendations are points of action relating to things we need the boards support with to deliver the action plans).	

Other points for the attention of the Board.	