

## ASCH Improvement and Change Portfolio – July to September 2019 Update

**Programme 1 – Improve wellbeing through prevention and promoting independence**

**Programme Outline:** This programme will embed prevention into clinical and social care pathways, promoting independence and preventing future or long-term service need. There will be a focus on working with partners and wider stakeholders to develop and deliver healthy environments and communities, promoting health, wellbeing and independence. A review will take place of our employment offer to scope out work required from a social care and public health perspective to improve access to employment for disabled people/people with long term health conditions and support them to be economically active in their local communities.

**Overview of progress:** The Department is on track to deliver this programme.

Key Milestones	Implementation Date	Status	Updates, Exception Detail and Mitigations
Roll out the three-tier conversation so that more people will be supported to resolve their care needs as early as possible. <b>Saving Target:</b> £735k	March 2021	On Target	
Increase the number of people who benefit from short term services to help them regain skills and confidence or recuperate after an illness. <b>Saving Target:</b> £2.067m	March 2020	On Target	
Provide a therapy lead approach to assessment and support planning to maximise people's independence.	March 2020	On Target	
Implement a multi-agency strategy that aims to reduce the risk of abuse and/or neglect of adults with care and support needs.	Nov 2019	On Target	
Nottinghamshire Employment and Health Strategy	March 2020	On Target	
Work to standards laid out in the Wellbeing at Work toolkit for enhancement of staff wellbeing. For commissioned services, service specification will include requirements to adhere to Wellbeing at Work, adopting a Making Every Contact Count type approach and sign up to the tobacco declaration.	March 2021	On Target	
Within Adult Social Care and Health, frontline staff will be supported to have healthy conversations with people.	March 2021	On Target	
Implementation of the new Carers Strategy with partners to enable carers to access good quality advice, information and support. <b>Savings Target:</b> £80k	December 2019	On Target	Status moved from "At Risk" in Q1 as per following: <ul style="list-style-type: none"> <li>The new Carers Hub and Carers Engagement service contracts have now been commissioned with an implementation date set of 1<sup>st</sup> December 2019. The Hub will have a key role identifying carers, and providing information, advice and support.</li> <li>A revised, more personalised carer's assessment process is currently being developed and will be implemented in December 2019.</li> <li>Staff guidance is being updated alongside training and communications to staff, which will start in November 2019</li> </ul>

**Programme 2 – Develop our integrated health and social care system**

**Programme Outline:** This programme will work with health partners to develop and evaluate new models of care that meet both the social care and health needs of people across the county. It will consider the priorities in the NHS 10 Year Plan and forthcoming Adult Social Care Green Paper. Action Plans will be developed to address any population health challenges and Public Health reserves used to test out innovative approaches to emerging population health needs.

**Overview of progress:** The Department is on track to deliver this programme.

Key Milestones	Implementation Date	Status	Updates, Exception Detail and Mitigations
Agree prevention and early intervention pathways of care following the ambitions within the NHS 10-year plan and ensure Integrated Care System (ICS) workstreams and organisational workplans incorporate effective measures to improve prevention and population health.	March 2021	On Target	
Work with NHS colleagues to ensure that the Joint Strategic Needs Assessment (JSNA) properly supports timely, evidence-based decision-making in the emerging Integrated Care System (ICS) functions.	January 2020	On Target	
Support Health and Wellbeing Board partners to implement place-based plans to contribute to food, environment and physical activity objectives, which will support residents to reduce their risk of obesity and diet related diseases.	March 2021	On Target	
Implement the Integrated Care System Mental Health Strategy to achieve agreed actions working in partnership with health colleagues and providers as well as voluntary and community sector providers.	2024	On Target	
Embed alcohol risk identification and brief advice provision in the wider workforce by providing training for 693 professionals, to help motivate at-risk drinkers to reduce their alcohol consumption and so their risk of alcohol related harm.	March 2020)	On Target	
Support delivery of trauma-informed services, by training staff to Implement the Routine Enquiry into Childhood Adversity (REACH) approach. This will ensure that 300 frontline workers are provided the skills to enquire into previous childhood trauma when assessing needs of adults for services. Anticipated benefits of this approach include	March 2020	On Target	

improved engagement in services and improved health and social outcomes.			
Increase the number of people who receive support to manage their own health and well-being.	March 2020	On Target	
Increase the number of people who benefit from personalised approaches through an increase in personal health budgets and personalised care and support plans.	March 2020	On Target	
Roll out the best conditions needed for integrated health and social care frontline older adults' teams and pilot new approaches including joined up assessments.	March 2020	On Target	
Work together with health colleagues to reduce Nottinghamshire delays to discharge to the national target and implement the 'Discharge to Assess' model. Maintain excellent social care delays performance and improve the effectiveness of hospital discharge processes.	March 2020	On Target	

### Programme 3 – Delivering high quality public health and social care services

**Programme Outline:** A key part of this programme will be to work with independent care and support providers to understand their pressures and to ensure the fees paid for care services reflect the cost of delivery of good quality care. The main projects that will deliver this work are increasing home care capacity and sustainability of care providers; review of older people's care home structure, and a review of residential care for younger adults in accordance with the savings and efficiencies programme.

The Public Health budget is invested in a range of evidence-based services which fulfil statutory duties and deliver clear public health outcomes and good return on investment for public money. This programme will also include supporting recruitment and retention of staff and building a sustainable workforce with both the independent sector and internally for home-based care.

**Overview of Progress:** The Department is on track to deliver this programme.

Key Milestones	Implementation Date	Status	Updates, Exception Detail and Mitigations
Managing and shaping the social care market.	Ongoing	On Target	
Develop an ICT/Digital strategy to improve the customer experience and increase the efficiency and effectiveness with which we work.	March 2020	On Target	
Review Home First Response Service (HFRS), Short Term Assessment and Reablement (START) and homecare to ensure maximum effectiveness.	Commenced & ongoing	On Target	
Confirm commissioning strategies for Housing with Care (HWC) to offer a range of housing options which will help people who are aged 65 years and over to stay as independent as possible for as long as possible. <b>Savings Target: £456k</b>	March 2022	Experiencing Obstacles	External consultants have been supporting the Council to understand the national and regional picture and how this is reflected in the Council's delivery of HWC.  Following on from the consultants work an initial paper identifying issues with the HWC project was presented to Adults Senior Leadership Team (SLT) in August 2019. Further work is due to be presented to SLT in November 2019 which will aim to outline a way forward for delivering a comprehensive HWC portfolio of schemes as well as identifying where there is the potential for achieving savings. The potential savings opportunities that originally were identified need to be revised to reflect a more accurate picture of deliverability. This revised savings plan will link in with the revised direction of travel ensuring that the delivery of HWC is based on a robust model.
Confirm commissioning strategies for Housing with Support (HWS) to offer a range of housing options which will help people under the age of 65 to stay as independent as possible for as long as possible. <b>Savings: £2.960m</b>	March 2023	On Target	
Increase the number of Shared Lives placements we can offer, helping people with long term care needs live with support in a home environment.	October 2019	On Target	
Establish an integrated wellbeing service which delivers improved healthy lifestyle outcomes for groups with the greatest need.	April 2020	On Target	
Establish an all-age substance misuse treatment and recovery service that tackles inter-generational substance misuse through a family-based approach. Recovery outcomes include successful completions, improved mental wellbeing, increased engagement in education, training and employment and improved housing and accommodation where a need is identified.	April 2020	On Target	
Attract and recruit people with the right qualifications, skills, knowledge and experience to work in frontline social care roles in the Council and home care.	March 2020	On Target	
Commercialisation of the Council's directly provided Social Care services.	Summer 2022	Experiencing Obstacles	County Enterprise Foods (CEF) are working with ICT to explore and develop the service more efficiently through the use of technology. One of these projects is to improve the current website to make it easier to market CEF and improve the service for customers who wish to order online and pay for their meals in

			<p>advance. The service has recruited a marketing officer to help increase sales to existing customers and to market the service to new customers.</p> <p>The required surveys for Brooke Farm have been completed and works are expected to be completed by the end of the year. Project development details are being finalised, however, there are still costing issues to be determined. The Retail Manager is focusing on the product mix and pricing strategy.</p>
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