

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Health and Wellbeing Board
Date:	13 December 2018
Title:	CQC Local System Review – 3 months on
Report From:	Director of Adults' Health and Care

Contact name: Graham Allen

Tel: 01962 847200

Email: graham.allen@hants.gov.uk

1. Recommendations

- 1.1 That the Health and Wellbeing Board note the update on the action plan for the 3 month gateway. At the Board meeting there will be a brief overview presentation on the Action Plan, with a focus on the Patient Flow and Onward Care work stream.
- 1.2 That the Health and Wellbeing Board should receive a further update in March 2019 to report on the 6 month gateway.

2. Executive Summary

- 2.1 The purpose of this briefing paper is to provide a summary of the progress made in relation to the CQC Local System Review action plan. As a result of the CQC Local System Review in Hampshire (published on 22 June 2018), a high level 12 month action plan was developed. The action plan has actions to be achieved at 3 month, 6 month and 12 month points. This paper provides an update at the 3 month gateway.
- 2.2 In summary, progress is being made both strategically and operationally to address the key issues faced by the system. This is especially important in the context of Delayed Transfers of Care (DToC) performance and winter pressures. There are a number of areas of work that all inter-relate and a number of initiatives underway or recently started. The creation of the Improvement and Transformation Board and the system appointments of Debbie Butler, Director of Transformation, Patient Flow and Onward Care and Juanita Pascual, Clinical Lead, are helping to bring some coherence and much needed focused capacity to address the CQC Review findings.

3. Action Plan Update (October 2018)

- 3.1 Appendix 1 contains an update to all the actions due for completion in October 2018. The identified leads and representatives from all organisations were invited to submit action plan updates and the appendix provides details of the updates received.
- 3.2 This information is extracted from the overall action plan which also contains details of the actions due in a further 3 months and 9 months time.

- 3.3 In addition to the information provided for the 3 month update the following have been confirmed as areas of progress:

Strategic Vision, Leadership and Governance

- Health and Wellbeing Board – Engagement with system leaders and key groups has been taking place over recent months, to identify draft priorities for the new Health and Wellbeing Strategy. Work to develop a draft Strategy is well underway, with Clinical Commissioning Group partners involved in the drafting process. A draft Strategy for consultation has been prepared for the Board to sign off on 13 December.

New governance arrangements to feed into the Health and Wellbeing Board have also been put in place, with the first meetings of the Improvement and Transformation Board (ITB) and the Integrated Commissioning Board (ICB) having taken place in September. Over the next 3 months, suitable reporting mechanisms to the Health and Wellbeing Board are being introduced to improve the Board's ability to shape and monitor progress on key activities. Further development of the Health and Wellbeing Board and its architecture will be considered as part of the implementation of the new Strategy.

- Financial Management – Work is in progress: the iBCF is a core programme of the ICB and there are opportunities for further pooling of resources being explored through the ICB: the first priority is for Learning Disabilities & Mental Health placement funding.

Communication and Engagement

- Promoting roles and sharing information – work is also underway to ensure there is effective and coordinated communication across the system, the system has agreed that the County Council's Partnerships in Care Training (PaCT) newsletter and [webpages](#) will be the hub and main source of sharing information and resources with providers. Governance structures have been signed off and the first newsletter was sent out in November 2018.
- Stakeholder engagement – Joint messaging and campaigns are already happening across Hampshire, coordinated through the Hampshire and Isle of Wight Communications and Engagement Network and as part of the development of the new Health and Wellbeing Strategy, the Board Manager will look to build on this existing joint working.
- Carers Strategy – Two engagement events have been held with users, carers and other agencies in the last quarter. Strategy subgroups are currently being set up for the next quarter and will include actions to improve the support that is available to link carers to services and to manage their health and wellbeing.
- Accessibility of information – the continuous development of [Connect to Support Hampshire](#), building on the recently launched app, other multi-media and technology are being explored on the site including Artificial Intelligence – all of which are being designed to ensure as many people as

possible are able to access the good quality advice and information in order to make good decisions about any support that will help them to remain independent.

A workshop is also planned for professionals in the New Year to increase awareness of this key source of information and to explore how to refine the content/functionality so that it works equally well to meet the needs of professionals as well as the public.

Access and Transfer of Care

- Safe Discharge pathway – DToC reduction targets and winter pressure challenges are being worked on comprehensively across the different systems. Reduction targets linked to additional reablement and home care provision and an improved, slicker pathway in respect of access to residential and nursing beds are being finalised. This has resulted in clear monthly trajectories being in play from the beginning of November to cover the immediate winter period. The trajectories will be supported by a number of transparent delivery milestones.
- A series of engagement events took place through October with internal staff, key organisations and local authorities to look at improving the use of social work capacity targeted to reduce length of stay.
- Continuing Health Care – An education programme will be developed once the new pathways are agreed across all stakeholders.
- Integrated Intermediate Care – There has been some progress at both a strategic commissioning and operational level which was reported to the ICB in October. There is an increasing need to focus on the operational service to ensure that the out of hospital system is as best placed as it can be to support the DToC reduction work and able to cope with the pressures that the winter will bring.

Collaborative working

- We are developing plans and implementing a range of solutions to support more flexible working and to improve information sharing across the STP.

Workforce Planning

- A Workforce Strategy paper has been presented to the ITB, with a focus on development of a strategic system wide relationship with the independent sector. A work programme will emerge which will deliver the key outcomes in the CQC action plan.

4. Governance arrangements

4.1 The CQC Local System Review action plan will be governed by the Health and Wellbeing Board and progress updates shared at the newly formed Improvement and Transformation Board and the Integrated Commissioning Board.

5. Conclusion

- 5.1 Progress has been identified in relation to the areas identified by CQC as requiring improvement. Suitable arrangements are now in progress to continue addressing the actions identified and further updates will be made available in March 2019.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	no
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	no
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Other Significant Links

Direct links to specific legislation or Government Directives	
The review was carried out under Section 48 of the Health and Social Care Act 2008 .	<u>Date</u> July 2008

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

There are no equalities impacts arising from this covering report.

2. Impact on Crime and Disorder:

2.1. Not applicable.

3. Climate Change:

a) How does what is being proposed impact on our carbon footprint / energy consumption?

No impact identified.

b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No impact identified.