



Shropshire Clinical Commissioning Group



## Health and Wellbeing Board Meeting Date: 12<sup>th</sup> September 2019

### Item Title Shropshire Care Closer to Home – Update Report

**Responsible Officer** Lisa Wicks Shropshire Clinical Commissioning Group  
**Email:** Lisa.Wicks@nhs.net

---

#### 1. Summary

This paper provides an update on the Shropshire Care Closer to Home programme.

#### 2. Recommendations

The Health and Wellbeing Board is recommended to note the information and progress outlined in the report.

### REPORT

#### Programme Phases & Progress Updates

##### Phase 1

Phase 1 is presently operational in the form of the Frailty Intervention team (FIT) based within the A&E Department of Royal Shrewsbury Hospital. A phased launch has taken place at Princess Royal Hospital in Telford and the service is now running 5 days per week at both sites with recruitment underway for a Consultant Geriatrician to complete the team.

##### Phase 2

The pilot for the Phase 2 model of Risk Stratification and Case Management which was due to start in June at the 8 identified pilot demonstrator sites experienced a slight delay. This was due to issues with identification of the relevant workforce required, ensuring all training was in place and working through a number of challenges surrounding Information Governance, IT and data sharing. The official start date was re-set as Monday 19<sup>th</sup> August at seven of the eight sites: the final pilot site will go live in mid-September when the identified Case Manager is available to take up the post. These pilots will run until March 2020 and this includes a period of robust evaluation.

Multi-disciplinary teams made up of colleagues from Shropshire Community Health NHS Trust, Shropshire Council and Midlands Partnership Foundation Trust with

support from voluntary and community organisations have been established at each site. The teams are working together to provide proactive support to patients at risk of an admission to hospital with multiple long-term conditions or social care needs; these patients will have a Case Manager who will coordinate their care and develop a care plan and if appropriate an emergency treatment plan.

### **Phase 3**

The draft models for Phase 3 services including Hospital at Home, DAART, Rapid Response and Crisis were approved by Shropshire Clinical Commissioning Committee in June 2019. A three-month period of impact assessment with all providers to ensure the new models align with existing services and pathways is now nearing the end and the results of this will be consolidated and shared with stakeholders.

### **Enablers**

The Communication and Engagement team have developed a weekly Care Closer to Home newsletter which is now well established and reaches over 200 people. The 'What Matters to You' events continue to take place where the programme team visit different areas of the county to talk to people about health and social care services in their area and answer any questions about the Care Closer to Home programme. These events have been well attended and further dates have been scheduled for the rest of this year.

The Care Closer to Home IT group continues to look at software options to enable two-way flow of data across all partner organisations, as well as a standalone shared care plan which can be accessed by all professionals involved in the care of people being case managed. A manual workaround solution is in place for the pilots until a long-term solution can be reached.

### **Next Steps**

Much work has been undertaken over the past few months by Shropshire Council colleagues to develop a current Joint Strategic Needs Assessment taking into account data from a number of sources in order to provide a comprehensive overview of current health and social care needs of the local population, disease prevalence and profiling as well as predicting health and social care needs for the next 15+ years.

The first draft of the JSNA is complete and the programme team are working closely with Public Health colleagues to update and refresh data contained within it. Clinical input is being sought to identify the key themes in advance of a public event scheduled to take place in early December, where we will share the findings from this document and discuss in detail what the data indicates for the population of Shropshire. Once complete, the JSNA will enable work to begin on developing requirements for Step-Up Community Beds.

**List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)**

**Cabinet Member (Portfolio Holder)**

**Local Member**

**Appendices**

