



Health and Wellbeing Board Meeting Date: 5th March 2020

Item Title Shropshire Care Closer to Home – Update Report

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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

The Frailty Intervention Team (FIT) based in the A&E Departments of both Royal Shrewsbury Hospital and Princess Royal Hospital in Telford runs 5 days per week at both sites and the teams continue to report reductions in length of stay, improved discharge and avoidance of emergency admissions amongst over 75's presenting at the acute hospitals.

Phase 2

Case Management has been live since mid-August 2019 at the eight pilot sites and as at December 2019, 202 people were being case managed across the demonstrator sites.

Work has been taking place to evaluate the impact of the teams; a half-day workshop took place in November 2019 with the Care Closer to Home Programme Team, Pilot Implementation Team and the Case Managers to explore and capture direct feedback on how the pilot sites are functioning, identify what is working well and what needs adjusting in advance of full rollout of the Case Management model.

Whilst a more comprehensive evaluation of impact over a longer period is not yet available, case studies, improved outcomes, earlier identification of needs and evidence of admission avoidance is all being captured.

These early indications of success have led the Programme Board to recommend an accelerated expansion and rollout of Case Management across the county. It is recognised that some up-front investment for additional resource will be required to ensure the model of

care is delivered safely and effectively. The CCG Commissioning Committee endorsed the accelerated rollout of Case Management in two steps over the next year:

- Step 1 – From April 2020 employ Case Managers, nursing capacity and admin support to stabilise the pilot sites plus pick up caseload each of a neighbouring GP practice;
- Step 2 – From October 2020 transition staff to work from one of five wellbeing hubs reaching the whole county population. These hubs will accommodate the Case Manager for that area as well as all associated health and social care professionals.

The Programme Team is now working with provider and partner organisations to allocate funding to enable the recruitment of Case Managers and their admin support to start in post in April 2020. Further work is also underway to scope and agree what specific additional workforce is required to support these Case Managers during the expansion to whole county working.

Phase 3

The Programme Team have been working with partner and provider organisations to impact assess the Phase 3 models of care which were approved by Shropshire Clinical Commissioning Committee in June 2019. There have been some delays in this process but the work is now almost complete and an outcome report will go to the CCG Clinical Commissioning Committee who will agree next steps.

Admission Avoidance Team in Shrewsbury Area

The admission avoidance team working to deliver intermediate care and rapid response services, as an interim “rescue” measure, pending full roll out of the Shropshire Care Closer to Home (SCCtH) transformation work was launched on 9th December. As at 28th January the following referrals have been received:

- Total of 45 referrals for the month, of these 37 were prevented from a hospital admission as a result of the intervention from the team

Enablers

A task and finish group are working through the technical aspects of using a Council owned system called Liquid Logic to implement an interim IT solution allowing data flow from partner organisations to enable Case Managers to have an overview of the people they are working with. It is hoped that this will be complete by April 2020 when Case Managers are in post to begin wider rollout of the Case Management model.

Whole system workforce transformation planning has begun with all partner and provider organisations and is being driven by Health Education England and the STP at a system level. This will identify the specific workforce needed to support the transformation of services across Shropshire in the coming months and years.

Next Steps

A public, patient and provider workshop took place on 26th February to explore the findings of the Joint Strategic Needs Assessment and the Programme Team are working with Public Health colleagues to collate the feedback from the event to refine the final version of the document ahead of publication. Once this is complete work will begin on developing the requirements for step-up community beds in Shropshire.

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

