

Better Care in Hull

NHS
Hull Clinical Commissioning Group



Newsletter

Spring 2015

Welcome to the first edition of the **Better Care in Hull** newsletter. The aim of this newsletter is to introduce the **Better Care in Hull** programme and keep you regularly updated on key developments in health and social care locally.



What is Better Care in Hull?

Better Care in Hull is a programme aimed at improving the ways health and social care services work together to provide care for residents in the city. **Better Care in Hull** is Hull City Council and NHS Hull Clinical Commissioning Group's shared vision of integrated services across the city's providers of health and social care, which include hospitals, community health services and social care services.

"People in Hull will expect better care and better care will be organised around them"

Better Care in Hull is underpinned by a national initiative known as the 'Better Care Fund', which sees £5.3bn allocated specifically for the transformation and integration of health and social care services across the UK.

It is important to stress that the Better Care Fund is not new money. This money is already being spent on health and social care services in Hull. A single pooled budget supports the NHS and local authorities to work more closely together around people, placing their well-being as the focus of health and care services.

The **Better Care in Hull** single pooled budget is around £11.3m for 2014/2015 and £30.8m for 2015/2016.

Our **Better Care in Hull** programme plan, which outlines how we will deliver eight identified schemes to transform local health

and social care, was submitted in 2014. Our final plan was approved as an 'exemplar'

Better Care in Hull will focus on services for older people in the first instance. We'll look at how we can make it easier for older people to access health and social care support in their local communities whenever they need it - including weekends. Older people in Hull have told us that it's important to them to be able to stay in their own homes and remain independent for as long as possible and this will be at the centre of any service that we provide.

Better Care in Hull is part of the city's ambitious Hull 2020 programme and the City Plan. For more information on Hull 2020 see page 4 or visit www.hull2020.org For more information on the City Plan visit www.hullcc.gov.uk

Better outcomes:

"I could decide the kind of support I needed and how to receive it"

Better Care in Hull is at the start of its journey. Our schemes are in development and future issues will update on progress and related issues including the implementation of the Care Act 2014 and the city council's Adult Social Care Review.

Better Care in Hull has a shared vision **'People in Hull will expect better care and better care will be organised around them'**

Our intention is that local health and social care services will not look the same in five years' time. Health and social care organisational boundaries will be broken down to ensure that care is well co-ordinated across different care settings.

People will have more choice and control to support them to stay in their own home. They will have the resources to self-care and the information to access coordinated care when they need it. People will have a better understanding of their local services because people in Hull will be consulted and more involved in the development of health and social care services in their city.

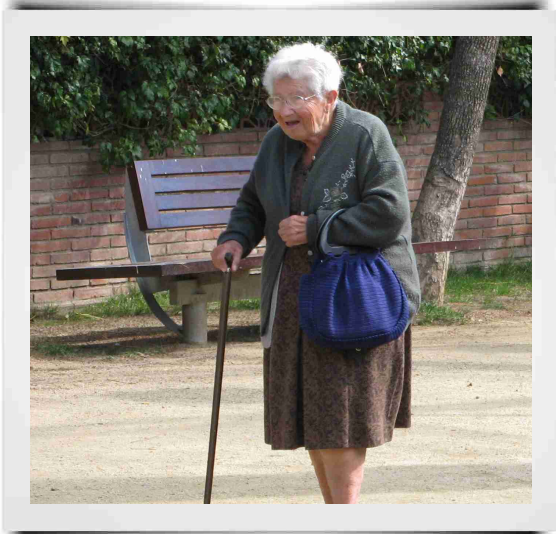
*Better transition between services:
"When I moved between services or settings, there was a plan in place for what happened next"*

The key aims for Better Care in Hull are:

- Person centred coordinated care and support across health and social care
- Reduced emergency department attendances
- Reduced emergency and unplanned admissions to hospital
- Shared information across health and social care organisations
- More people receiving care in their own homes and reduced admissions to care homes
- High quality, equitable services across the city, seven days a week

Our eight Better Care in Hull schemes are:

1	Prevention and community hubs	Our community hubs will provide more integrated services across health and social care and could also include services provided by the voluntary sector and community groups. They will differ in each area in order to best meet the needs of the local population and to make best use of the existing resources.
2	Primary care and self care	We will support much more proactive management for patients with long term conditions in primary care with a named single point of contact
3	Falls	We will develop early support and intervention services across health and social care to reduce the projected level of falls and support people to continue to be active and independent.
4	Reablement	We will provide short term support to help people after a period in hospital to learn or re-learn the activities they need for everyday life
5	Ambulatory care	A range of services will work together in hospital to enable patients to have their condition rapidly assessed, investigated and treated without being admitted to the hospital ward.
6	Residential and home care	We will provide appropriate alternatives to residential care by expanding home care and extra care services and support
7	Long term conditions & dementia	We will create a more integrated network of care and support for patients with long term health conditions and their carers
8	Mental health	There will be better integration of mental health services between health and social care



Better Care in Hull aims to deliver better co-ordinated care services to meet the needs of local people like Dorothy.

Dorothy (82) lives alone in sheltered housing and has family who live nearby, and a number of friends who support her. Dorothy is getting a bit unsteady on her feet and has had a few falls at home and her family is concerned. Dorothy agrees that she is a bit forgetful at times but she is very much in control and wishes to retain this independence.

Better care planning:

"I know what is in my care plan. I know what to do if things go wrong"

Dorothy has a history of urinary tract infections. Recently she had a fall resulting in a head injury but did not lose consciousness and used her lifeline to raise the alarm. The wardens called for an ambulance and Dorothy was taken to A&E.

Best outcomes for Dorothy	How Better Care services can help get the best outcomes
To get out of hospital as soon as possible and return to her own home	<p>Assessment and discharge planning An outcomes based assessment commences on Dorothy's arrival in the frailty area of the ambulatory care unit at Hull Royal Infirmary. She is clinically assessed by a geriatrician and her immediate medical needs are met. Health and social care staff working within this area of the hospital are involved from the early stages to ensure relevant information about Dorothy is available to support her recovery.</p> <p>This will help Dorothy feel more confident that health and social care staff have the latest information about her condition. It also means that if she feels unwell she knows she has a plan in place for her return to home which will be followed up the next day by social care.</p>
To receive regular therapy to continue recovery and be fully independent again.	<p>Housing and aids Rapid assessment by a team working in the community is carried out to establish whether Dorothy can go home with rehabilitation. Her housing scheme warden and occupational therapy team are fully involved from the outset to ensure any equipment or adaptations needed are in place, in liaison with the local falls service.</p>
To be in control of her future	<p>Voluntary sector contribution Links are made with local voluntary organisations that can provide support and companionship for Dorothy when she returns home. Her GP recommends a 'social prescription' and Dorothy is offered a six week programme of activity based on her interests. It includes some light physical activity, joining a singing group and a lunch club. Dorothy is beginning to feel more confident and that she can manage now and in the future. If she needs help or advice she knows who to ask and that it will be readily at hand.</p>

Meet the team

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Better care in emergencies:

"I could plan ahead and stay in control in emergencies. I had systems in place so that I can get help at an early stage to avoid crisis"

One of the eight work streams within the **Better Care in Hull** Programme is reviewing how we deliver services for people with long term conditions including dementia. There are many groups across Hull working to make Hull a "dementia-friendly city" including the Dementia Academy, the Dementia Action Alliance, and Dementia Programme Board at Hull and East Yorkshire Hospitals.

The challenge

One of the key challenges is to avoid duplication and ensure actions are prioritised to provide the best service improvement for people with dementia and their carers. A new dementia partnership group has been established. This brings together the key dementia decision-makers from across the city from March 2015, with the aim of supporting partners to integrate with the **Better Care in Hull** and the Hull 2020 transformation programme.

New Primary Care Dementia Lead for Hull

Dr Angharad 'Hari' Symes is the primary care lead for Dementia in Hull. Hari's particular interest in the diagnosis, treatment and care of people with dementia formed as part of her earlier junior doctor positions in elderly medicine and psychiatry, and she incorporates this learning and experience in her general practice work.

Her particular focus is on improving links between primary and secondary care and how they can work in a much more integrated way. This includes promoting increased use of the Dementia Audit Toolkit that has been developed to support the implementation of NICE guidelines for the treatment and care of people with dementia.

Hari says: "I love working with older people. It can be overwhelming and frightening to receive a diagnosis of dementia and there is a lot more that can be done within the health community to improve patient experiences in dementia health care.

"We have an excellent psychology-led memory service, but I want to make sure this translates to improved waiting times and rates of diagnosis. We are looking at different models around the

country and we want to find out what works best for Hull. We want to listen to the experiences of GPs and other clinicians in Hull and use this insight towards improving timely diagnosis of dementia."

Hari also works as a locum in Hull and East Riding and is part of the 'visiting doctor' scheme supporting frail elderly patients with cognitive impairment who are at risk of emergency admission.

She is studying towards a post graduate certificate for GP Special Interest in Dementia at Bradford University.

Contact Hari at Angharad.symes@nhs.net



Dr Angharad 'Hari' Symes
Primary Care Dementia
Lead for Hull

Celebrating later life in Hull



Better Care in Hull team members supported the Older Peoples' Partnership's very successful week-long celebration in October 2014. The celebration week really demonstrated the positive impact of cultural activities on mental and physical wellbeing, as well as helping to reduce loneliness and isolation.

It was an opportunity to ask participants about health and social care developments across the city including the proposed Integrated Care Centre in East Hull.

A Singing Journey - the NHS Hull CCG led 'Intergenerational Choir' project has brought young and older people together to feel the

health, wellbeing and social benefits of singing.

Choir member Joyce who belongs to the Pickering and Ferens Homes, Age UK and Pearson Primary Intergenerational Choir has seen benefits of being part of the project, saying: "I love coming to sing because it helps with my breathing and I enjoy meeting new people and the children."

This fantastic project has seen fourteen groups forming five choirs in preparation for a grand finale to be held at Hull City Hall in March 2015.

www.hullccg.nhs.uk
www.hullcc.gov.uk

Work starts on Hull's Extra Care housing scheme

Work on the city's flagship Extra Care housing scheme, for people who may need additional support to live independently, gets underway this spring.

The new £80m development will provide 316 Extra Care apartments for vulnerable adults, including older people, working age people with disabilities/mental health problems and people with dementia. As well as being set in an environment where residents will feel safe, the individual apartments give residents their own home with 24-hour care, and support services should they need them.

Three facilities at Hall Road, Leads Road and Hawthorn Avenue (pictured) are due for completion in 2016/2017. The scheme is being built, maintained and managed by Riverside for Hull City Council and funded by the Department of Health through a Private Finance Initiative (PFI).

For more information contact the Extra Care PFI Project team on 01482 300 300 or extra.care@hullcc.gov.uk



Hull 2020

Making a better future together

Better Care in Hull supports the ambitious programme of transformational change across the city known as Hull 2020.

Hull 2020 is a partnership of key public service organisations: **NHS Hull CCG, Hull City Council, Humberside Police, Humberside Fire & Rescue, Healthwatch, City Health Care Partnership, Hull & East Yorkshire Hospitals NHS Trust, Humber Foundation NHS Trust** and **Yorkshire Ambulance NHS Trust**.

The Hull 2020 vision is:

In 2020 we will work together better to enable the people of Hull to improve their own health and wellbeing and to achieve their aspirations for the future.

Find out more about Hull 2020 and the Hull 2020 champions programme at www.hull2020.org or email HULLCCG.contactus@nhs.net