

**North Tyneside Health and Social care Integration Programme – Programme Board Update**

Board Name	Older People	Board Representative	Lesley Young-Murphy	Date of Update	September 2015
Objective	Action(s)	Start Date	End Date	Current Position / Issues	Issues for Board Discussion
<b>CarePoint</b> – establish a 24/7 enhanced access point to ensure that “1 contact is all it takes from the referrer”	Design and implement revised referral protocols	Apr 15	Sep 15	Work is under way to establish computer access protocols and information sharing agreements; develop multi-agency referrals forms; and investigate secure email. Direct referrals between hospital ward staff and reablement are now in place; direct referrals between OTs and reablement are planned.	
	<ul style="list-style-type: none"> <li>Bring together AART, Hospital to Home, hospital social work, and reablement services as a multidisciplinary team, operating from a single location</li> </ul>	Apr 15	Oct 15	Pathways from NSECH to NTGH and Newcastle Hospitals had been reviewed  Now awaiting confirmation of accommodation on NTGH site	
<b>Review existing Intermediate Care and Rehabilitation beds</b> with a view to moving to a locality based model of service provision commissioned from the independent sector.	Phase 1: analysis of current usage and develop future options	Aug 15	Nov 15	Commencement of this project was delayed from April 14 to Aug 14 to take account of the impact of opening of NSECH	
	Phase 2: Carry out decommissioning of any services to be discontinued, and commissioning of new services, in line with Phase 1 recommendations if agreed.				
<b>Optimise</b> the effectiveness of the home based <b>Reablement Support service</b> , by reviewing the skill mix within the term	<ul style="list-style-type: none"> <li>Older Persons Programme Board to consider proposed action plan on 21/9/15</li> </ul>	Apr 15	Dec 15		
<b>Optimise the use of Volunteers</b> , reducing the reliance on statutory services:	Undertake a strategic review of volunteer programmes across health and social care	Aug 15	Nov 15		
Design a <b>common approach to care planning</b> with the older person at the centre	Establish working group; develop planning passport; consult with stakeholders	June 15	Dec 15		
<b>Maximise the use of technology</b> with telecare and telehealth	<ul style="list-style-type: none"> <li>Deliver training package for referrers; deliver communications campaign for stakeholders</li> </ul>			Continued growth of calls to CareCall service.. 99% of these calls are completed without invoking a further healthcare response such as ambulance or A&E	
<b>Resolve inconsistent service delivery</b> for North Tyneside GP Registered Patients with a Newcastle postcode & those in the North West locality.				CCG is preparing a paper for CCG Clinical Executive on options for commissioning a unified mental health service for older people	
Develop joint commissioning	<ul style="list-style-type: none"> <li>Conclude a formal agreement</li> </ul>		April 16		

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frameworks	between the CCG and the Council for arrangements for management of the Continuing Health Care budget				
Provide a proactive care programme and avoid unplanned admissions	<ul style="list-style-type: none"> <li>Implement the national scheme for a GP-led proactive care programme, with additional input from geriatricians, pharmacists, and community nursing</li> </ul>	April 15		Service live – no issues	
Strengthen <b>End of Life Care</b>	<ul style="list-style-type: none"> <li>Align care homes to GP practices</li> </ul>	April 15		Service live with participating GP practices ensuring a tailored package of support and care centred on the residents as an individual.	
	<ul style="list-style-type: none"> <li>Provide a specialist end of life nursing service to nursing homes</li> </ul>			Service currently in place with care homes; pilot service in place evaluating resource requirements for roll-out to nursing homes.	
	<ul style="list-style-type: none"> <li>Provide a hospice at home service</li> </ul>		Sept 15	Staff recruitment under way	
Implement a <b>Falls Pathway</b>				Service live – no issues	
Implement <b>Seven-Day Social Work</b>				Service live – no issues	
Provide an <b>immediate response and overnight home care service</b>				Service live – no issues	
Provide a <b>community navigators service</b>				Service live – no issues	
Commission “ <b>Living Well at Home</b> ”, an improved homecare service				Service live – no issues	
Commission “ <b>halfway to home</b> ” beds				As an interim measure we are spot purchasing beds in the independent sector and using the OT and Physio from reablement to support placements.	

Engagement Activity			
Title and Purpose of Activity	Target Group	Details of Activity	Outcome of Activity
Reviewing patients experience of integrated care	700 people who had attended outpatient clinics	<p>A survey was issued to 700 people who had attended outpatient clinics. The response rate was 21%, There were 27 questions which were linked to NICE guidance and the National Voices messages.</p> <p>In addition, a set of guided conversations were held with patients</p>	Focus for improvement : people want better access to care that feels personal to them, they would like info that is very easy to understand, they'd appreciate more emotional support and help to manage their own care.