

Updates on changes in health and social care

Community Works Briefing August 2016

Contents

Background.....	2
Legislation and Plans	3
o The Care Act	
o The NHS Five Year Forward View	
o The Sustainability and Transformation Plan	
Proactive Care	6
o Place-based care across six clusters in Brighton and Hove	
Commissioning.....	8
o Co-commissioning	
o Integrated Commissioning	
o Locally Commissioned Services	
Information and Advice.....	9
Patient Participation Groups.....	11
Keeping People Well Programme.....	12
o Befriending	
o Social Prescribing	

Background

This Briefing Paper is an overview of the ongoing changes in health and social care. It is an update of the Community Works Changes in Health and Social Care Briefing Paper August 2015 <http://bit.ly/2aNWvsS>

Read together these two briefing papers provide a comprehensive overview of the local and national context and how these changes provide both opportunities and challenges for both health and social care and the voluntary and community sector (VCS).

The changes at both national and local levels including the impact of the decision for Britain to leave the European Union, the changes in leadership of political parties and the likelihood of an early general election will continue to impact the development of health and social care. Whilst it is a time of flux and change there is much work going on locally to develop and clarify plans for health and social care. The core values of 'wellbeing' alongside 'whole person' care inform the development and provision of health and social care. Work is ongoing in Brighton and Hove to deliver a more integrated model of care based on whole person assessments that aim to understand the person in their own context.

Community Works has been funded to enable the voluntary and community sector (VCS) to contribute to health and social care integration plans. If you would like to be part of this work please get in touch with our Project Leader, Kaye Duerdoth kaye@bhcommunityworks.org.uk.

Legislation and Plans

The Care Act

The Care Act 2014 aims to consolidate numerous social care laws and provide a more coherent approach to adult social care, offering clear and fair support. It also treats carers as equal to the person they care for – putting them at the centre of the law and on the same legal footing. Many have commented that the Care Act has resulted in the largest change to health and social care legislation in 60 years. The Care Act focuses on 5 key areas of health and social care:

- Prevention – the provision of services, facilities or resources which will prevent, reduce or delay the need for care or support for adults or carers.
- Integration – collaboration across health and social care providers to promote wellbeing and improve the care of adults in need of care and carers in its area.
- Information, Advice and Advocacy - – the provision of information and advice relating to care and support for adults and support for carers including independent financial advice and advice on choice and types of care.
- Diverse Care Markets - In order to ensure that people are able to access care and support services to meet their needs, there must be a range of high quality services in every area.
- Safeguarding - a new statutory framework protects adults from neglect and abuse. Safeguarding adults' boards will be set up in every area

More details of the Care Act are in the Community Works Changes in Health and Social Care Briefing Paper August 2015 <http://bit.ly/2aNWvsS>

What does The National Health Service Five Year Forward View say?

The National Health Service (NHS) Five Year Forward View sets out how health services need to change over the next five years in order to improve public health and service quality while delivering financial stability. Its aims are that:

- more attention be given to prevention and public health to help people live healthier lives
- the barriers are broken down between family doctors and hospitals, between physical and mental health, between health and social care. This requires new models of care which are more integrated and fit the needs of local populations
- when people do need health services, patients will gain far greater control of their own care including the option of shared budgets combining health and social care
- fulltime unpaid carers in England will get new support
- the NHS will become a better partner with voluntary organisations and local communities.

www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf

What is The Sustainability and Transformation Plan?

Locally the Sustainability and Transformation Plan (STP) covers all of Sussex and East Surrey. This area is referred to as the local footprint and called the Sussex and Surrey STP. It covers a population of around 2 million people and includes 23 organisations. Local organisations include

- Brighton & Hove Clinical Commissioning Group
- Brighton & Hove City Council
- Brighton & Sussex University Hospitals NHS Trust
- South East Coast Ambulance Service (SECAMB)
- Sussex Partnership Foundation NHS Trust
- Sussex Community Foundation NHS Trust.

The other organisations from across Sussex and East Surrey STP are

- Coastal West Sussex CCG
- Crawley CCG
- CSH Surrey
- East Surrey CCG
- East Sussex County Council
- East Sussex Healthcare NHS Trust
- Eastbourne Hailsham Seaford CCG
- First Community Health Care
- Hastings and Rother CCG
- Healthwatch East Surrey
- High Weald Lewes Havens CCG
- Horsham & Mid Sussex CCG
- Queen Victoria Hospitals NHS Trust
- Surrey & Sussex Local Medical Committee
- Surrey and Borders Partnership Foundation Trust
- Surrey and Sussex Healthcare NHS Trust
- Surrey County Council,
- West Sussex County Council
- Western Sussex Hospitals NHS Trust

The key aims of the STP are:

- an improved approach to prevention and self-care including public health
- place-based models of care integrating primary, community, social care, mental health and community and voluntary sector organisations
- an acute service and network that supports quality, performance and provider financial sustainability
- provider productivity improvements across the STP geographical areas.

Work streams have been set up to support ongoing development of each of these areas.

The Sussex and East Surrey Footprint Area organisations have drafted a work in progress document outlining the gaps and the issues across the patch. This includes information specific to Brighton & Hove and has been submitted to NHS England. In September more detailed STP plans will be produced as well as a communication and engagement strategy detailing intentions and plans to engage more broadly with patients and the public in all areas.

Brighton and Hove CCG intention is that the STP will provide an opportunity to improve the health of the population, improve our approach to prevention, make the best use of resources across the STP and improve the quality of services. This includes:

- locally delivered, fully integrated care
- a focus on prevention and proactive care through multidisciplinary locality teams with a shift in investment towards General Practice and Community and away from reactive, high cost treatment in high cost care settings
- more collaboration to network services
- implementation of systematic long-term programmes of performance improvement.

The arrangements developed so far for the STP are as follows:

A Chair and Responsible Officer have been assigned. The Chair of the Sussex and East Surrey STP is Michael Wilson who is Chief Executive of Surrey and Sussex Healthcare Trust (SASH). The Senior Responsible Officer is Wendy Carberry, Chief Operating Officer at High Weald Lewes Havens (HWLH) Clinical Commissioning Group (CCG). A Programme Board of all the Chief Officers and Chief Executives of the 23 organisations has been set up.

The STP places engagement with patients, carers, the VCS and local communities as a central part of ongoing work. With this asset based approach there will be clear opportunities for the VCS to be more integrated in the development and delivery of health and social provision. The challenges include working out how VCS organisations can

- be involved at every level of the health and care system,
- complement each other as well as other health and social care providers
- continue to be resourced as demand increases.

Proactive Care

Place-based care across six clusters in Brighton and Hove

The place-based model of care in Brighton and Hove is built around six clusters. Each cluster has a multi-disciplinary team of health, social care and VCS people including

- GPs
- GP Practice Managers
- Community Nurses
- Pharmacists
- Physiotherapists
- Occupational Therapists
- Adult Social Care
- VCS organisation representatives

Members of these multi-disciplinary teams are developing ways to complement each other and maximise the effectiveness of the teams. They are working together to respond to whole person assessments which explore what matters most to people. This includes strengthening sign posting and linking with VCS organisations.

Brighton and Hove City Council Public Health and NHS Primary Care have worked together to produce an overview of the population and health needs for each cluster.

A summary of the priority health needs and the GP Practices in each cluster are grouped in the following table. For more detailed information about the priority health needs see Community Insight Brighton and Hove <http://brighton-hove.communityinsight.org/>

Cluster	The priority health needs identified	GP practices in the cluster
1	<ul style="list-style-type: none"> ○ isolation ○ lifestyles ○ mental health ○ multi-morbidity 	<p>Centre and out to the east of the City</p> <p>Albion Street Ardingly Court Boots North Street Brighton Homeless Practice Lewes Road North Laines Park Crescent Pavilion St Peters</p>
2	<ul style="list-style-type: none"> ○ cancer ○ child needs ○ healthy lifestyles ○ housing ○ smoking 	<p>Far east of the City</p> <p>Broadway Regency Ridgeway Rottingdean and Saltdean School House Ship Street St Lukes The Avenue Whitehawk Avenue Willow House Woodingdean Medical Centre</p>
3	<ul style="list-style-type: none"> ○ cancer ○ binge drinking ○ isolation ○ housing ○ student and child needs 	<p>Centre and out to the north of the City</p> <p>Preston Park Beaconsfield Medical Practice Warmdene Stanford Medical Centre</p>
4	<ul style="list-style-type: none"> ○ cancer ○ binge drinking ○ isolation ○ mental health ○ older people 	<p>Far west of the City</p> <p>Links Road Hove Medical Centre Hangleton Manor Mile Oak Medical Centre Wish Park Portslade Health Centre</p>
5	<ul style="list-style-type: none"> ○ drinking ○ environment ○ fuel poverty ○ housing ○ transport 	<p>Centre and out to the universities</p> <p>Carden Brighton Station Health Centre, Montpelier New Larchwood The Haven Seven Dials Medical Centre, University of Sussex Health Centre</p>
6	<ul style="list-style-type: none"> ○ cancer ○ housing ○ isolation ○ lifestyles ○ mental health ○ multi-morbidity ○ poor living environment 	<p>West of the City</p> <p>Central Hove Benfield Valley Healthcare Hub Hove Park Villas Brighton Health & Wellbeing Centre Matlock Road Sackville Medical Centre Charter Goodwood Court Medical Centre</p>

Commissioning

Co-commissioning

Later this year, NHS Brighton and Hove Clinical Commissioning Group (CCG) will decide whether to take on responsibility for commissioning (planning, managing and buying) local GP practice services. While the CCG already has a role under the Health and Social Care Act 2012 to support the quality of GP services in the city, NHS England is currently responsible for funding and managing local General Practice.

With a co-commissioning arrangement responsibility for the following would pass from NHS England to the CCG:

- the management of General Practice contracts – including monitoring the performance of local GP practices and taking actions such as issuing improvement notices and removing a contract;
- approval of practice mergers or changes to individual GP practice boundaries;
- making decisions on payments and schemes that affect local GPs and issues relating to GP practice premises.

The co-commissioning of primary medical services (services provided by GP practices) is one of a series of changes set out in the national [NHS Five Year Forward View](#). Since 2015, over half of all CCGs in England have taken on delegated responsibility for GP services, including two Sussex CCGs – High Weald Lewes Havens CCG and Coastal West Sussex CCG.

Integrated Clinical Commissioning Group and Adult Social Care Commissioning

The plans for integrating commissioning between Brighton and Hove Clinical Commissioning Group (CCG) and Brighton and Hove City Council (BHCC) Adult Social Care are in their early stages. Discussions between the CCG and BHCC are underway to develop their approach to integrated commissioning and how this relates to co-commissioning.

In BHCC there has been some restructuring in readiness for integrated commissioning and they are in the process of recruiting a Manager of Adult Social Care and Public Health as well as a Health and Social Care Integrated Commissioner.

CCG Locally Commissioned Services (LCS)

Locally Commissioned Service (LCS) were previously known as Local Enhanced Services (LES).

Locally Commissioned Services are commissioned by the CCG and [Brighton and Hove City Council \(BHCC\) Public Health Directorate](#). They apply to the provision of services not included in the NHS Standard Contract.

The LCS contract framework includes the following overarching goals.

- Preventing people from dying prematurely
- Enhancing quality of life for people with long-term conditions
- Helping people recover from episodes of ill health or following injury
- Patient experience outcomes - ensuring that people have a positive experience of care
- Treating and caring for people in a safe environment and protecting them from avoidable harm
- Improving health and wellbeing of children and young people
- Delivering comprehensive, equitable and convenient care (right place, right time)

The LCS contract aims to ensure equity across the city through ensuring all of a list of services are delivered equitably through a cluster model. Currently each of the Clusters are developing their action plans, based on public health and other data, to reflect priorities in their areas and how they will deliver the LCS as a cluster rather than each individual practice.

The CCG is working with the cluster managerial and clinical leads to develop and finalise the plans by autumn 2016. This includes work to ensure that patients, carers and the VCS are involved in cluster working across the city. This will initially be carried out through a workshop in early November, looking at public health themes across the city, for example healthy weight and stop smoking and where the VCS, with local people, can support cluster working.

More information about LCS can be found using this link <http://bit.ly/2aUIDLP>

Information and Advice

My Life Directory

My Life Brighton & Hove is an online directory detailing information about health and social care services and organisations in the city. www.mylifebh.org.uk

My Life Directory provides up to date, reliable local and national information. It aims to help people with a health condition or a social care need, their families, carers and health and social care staff to find the information they require to help with everyday living.

The directory is a joint initiative between Brighton and Hove City Council and the Brighton Clinical Commissioning Group. The website has been worked on extensively to ensure it is responsive to users. There is ongoing work to review and improve the information on My Life including how both online and leaflets are reviewed and updated

Quick Reference Guides for Clusters

Community Works has produced Quick Reference Guides for each cluster. These provide an overview of the priority health needs, links to key sources of information and advice and details of services and support which respond to the priority health needs. <http://www.bhcommunityworks.org.uk/gp-clusters/>

Brighton and Hove Connected Community Insight

Community Insight Brighton & Hove allows you to find, explore and use a wide range of facts and figures at different geographic levels for Brighton & Hove and the surrounding area.

The site is supported by Brighton & Hove Connected, Brighton & Hove's Local Strategic Partnership and funded by Brighton & Hove City Council. <http://brighton-hove.communityinsight.org/>

Directory of Health and Wellbeing Services

This directory has been commissioned by Brighton and Hove City Council Public Health Departments <http://bit.ly/1pKiQMY>

Community Works Members Directory

Community Works has nearly 500 VCS members. This directory contains information about where they work and what they focus on www.bhcommunityworks.org.uk/members/

It's Local Actually

It's Local Actually is a directory produced by Possability People for someone who is looking for something to do or get involved with in their area. <https://www.itslocalactually.org.uk/>

Peer Support and Self-Management Services and Support in Brighton and Hove

In January 2016 a mapping exercise took place in Brighton and Hove to collate information about the different forms of peer support available in the city for people with health and social care needs. The mapping primarily looked at two types of support; self- management and peer- support.¹ Work is ongoing to identify and produce a comprehensive list of around 1,500 organisations and support groups offering peer support and self-management in the city. This is the first time that such information will be available in one place.

The mapping project encapsulates the aim of putting people at the centre of their health and wellbeing. As mentioned previously, the Care Act aims to put adults at the centre of their care provision, giving them more choice and freedom so that they are able to get exactly the services that they need and want. This was already happening under the City Council's Direct Payments scheme; however the Care Act now encourages the promotion of these services. In practical terms, this means there are options of what services people can seek out; those provided by Brighton and Hove City Council, the NHS, the community and voluntary sector and privately. Some of these services are free and others are charged for services. Direct Payments enable an individual to take charge of their care planned within an agreed budget.

Support and advice to those who need support accessing the direct payments scheme are provided by services such as

- Brighton and Hove City Council <http://bit.ly/2aFOY2l>
- Possability People <http://bit.ly/2aFOEAY>
- Amaze <http://bit.ly/2aLaXSX>

Currently there is no limit to what care and support can cost; this means that people with very high care needs may have to pay a significant amount towards care. The decision about the proposed 'cap on care costs' which might mean no one will have to pay more than £72,000 towards the care element of the costs of meeting their eligible needs in their lifetime has now been delayed until April 2020. <http://bit.ly/2aLbggC>

¹ Peer support is typically defined as when an individual uses the insights which they have gained from a lived experience to provide support to another individual; examples included peer-support mental health groups. While self-management tends to be more individualist, focusing instead on how an individual can manage their illness, examples included exercise groups and information on how to maintain good health and wellbeing.

Brighton & Hove Community Development Patient Participation Group Support

2016-2018

Brighton and Hove CCG has funded three community development organisations to support the development of Patient Participation Groups (PPGs). The support is shaped by the practices and the PPGs themselves.

Experienced community development workers are helping PPGs establish what they want to achieve, recruit new members, increase their skills and develop their role with their GP surgery. PPGs are interested in being a communication tool to the wider community.

Recent examples of this work include:

- Saltdean, St Luke's and Rottingdean new combined PPG which now has a new PPG notice board and a PPG newsletter. They are doing various community events and activities including a stall in partnership with the Carers Centre at Carer's Week.
- PPG members have attended bespoke training to increase their skills in areas that they have identified.
- All PPG's and their practice managers come together to celebrate their successes at an annual event where the community health chest fund is launched and PPG's learn from each other and decide their priorities for the year. The small community chest fund is to help PPGs achieve their aims and is facilitated by Community Works.
- A PPG toolkit has been produced in consultation with existing PPGs and a separate Social Media guide which PPGs and practice staff can use, available here <http://bhcommunityworks.org.uk/members/advice-support/ppg>.

The work feeds into the PPG Network which the CCG convenes, and helps increase membership of the Network, through supporting new members to attend and be actively involved. The work also connects with Proactive Care around cluster information and community service mapping, to help link in VCS services with Primary Care and to create patient pathways.

During 2016-17, PPG Champions will be introduced within every surgery. A Champion is an individual person trained and supported to be the 'go to' PPG person, supporting each other and their PPG within their clusters. The support will enable PPGs to be informed and involved in cluster developments, learn new skills and support their practice around communication and health priorities.

Where PPGs are well established, support will be phased out and evaluated, and consideration given to what else is needed to maintain and sustain PPG activity so that it can support Primary Care and patient voice and engagement.

For more information on PPG support, please contact Jenny Moore, jenny@bhcommunityworks.org.uk

Keeping People Well

Keeping People Well is one of the key work streams associated with the Better Care. Better Care is the result of a single pooled budget for health and social care services to work more closely together in local areas which was announced in 2013.

The plan is to establish a prevention programme that reduces the need for more intensive health and social care services and proactively promotes the independence of older people (initially) and their engagement with the community.

Adult Social Care, the Clinical Commissioning Group, Public Health and Community Works, on behalf of the Voluntary and Community Sector, are working together to improve collaboration, remove duplication and make the best use of funding, keeping people healthy and well for longer. In time the commissioning and delivery of the programme across health and social care organisations will be aligned.

There is solid evidence that promoting physical and mental health in older people prevents or delays the onset of disability as do public policy measures, such as promoting an age-friendly living environment. It will also reduce demand on higher end, higher cost services, such as Accident and Emergency, residential care and nursing homes.

The Keeping People Well Programme

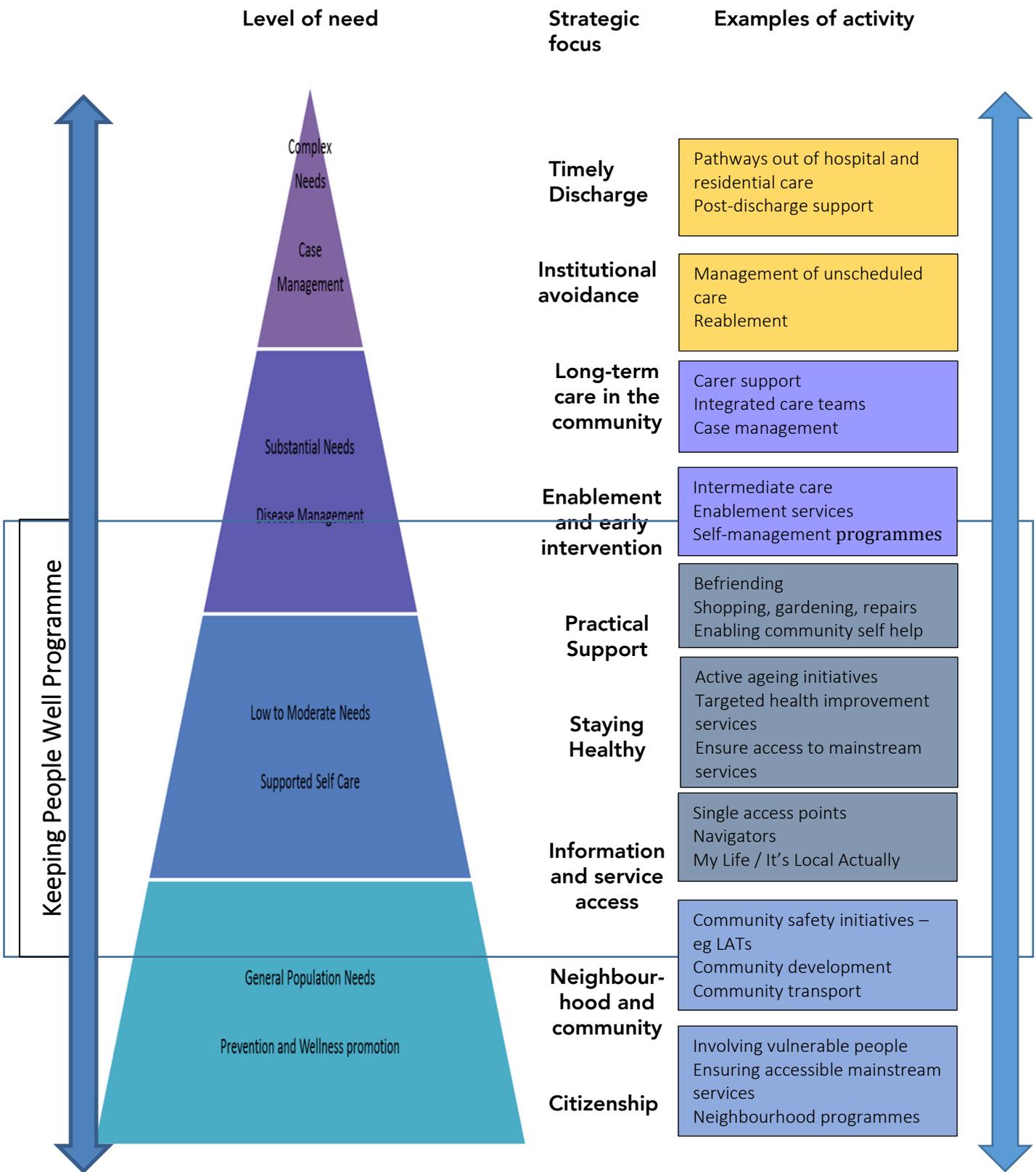
Specifically, the Keeping People Well Programme will support the delivery of some of the key priorities in the Brighton & Hove Health and Wellbeing Strategy including:

- Supporting older people to choose healthy lifestyles
- Preventing falls
- Reducing loneliness and isolation
- Supporting people to live independently at home

The Programme will focus on secondary prevention, targeting people at high risk of developing needs and intervening early as well as strengthening links with other services. This is in line with the Care Act 2014 definition of prevention of

'more targeted interventions aimed at individuals who have an increased risk of developing needs, where the provision of services, resources or facilities may help slow down any further deterioration or prevent other needs from developing.'

Keeping People Well activity



The diagram from the Department of Health / Audit Commission Prevention Framework shows an approach for identifying Keeping People Well activity. Activity will focus on people with low to moderate needs (the centre of the triangle). The programme will identify a range of sustainable services which offer practical support, opportunities for staying healthy, and information and service access.

The programme will take an asset based approach and build on the good practice which already exists. It will also identify and address gaps in provision and improve integration across sectors.

Keeping People Well activities could involve one or more of the following:

- Preventing the person from becoming ill or frail in the first place
- Helping someone manage a condition as well as possible
- Preventing a deterioration in an existing condition(s)
- Active support to help someone regain as much autonomy and independence as possible.

Type of support	Some examples of VCS services
Practical Support	Community Transport, East Sussex Association of Blind and Partially Sighted, Brighton and Hove Community Advocacy provided by MIND and Sussex Interpreting Services.
Staying Healthy	Brighton Housing Trust, the Trust for Developing Communities and the Carers Centre
Information and Access Services	Citizens Advice Bureaux, Fareshare, Speak Out, MIND mental health information and Money Advice Plus

Some organisations work cross all three areas such as Impetus who provide community navigation; advocacy, support and information and the Neighbourhood Care Scheme. Possability People offer a hospital based Link Back Service, disability advice and practical support. Age UK B&H services include Horizons helping older people before and after hospital visits, information and advice and nail cutting.

These examples are for illustration only, they are not a comprehensive picture of the work of the VCS.

Developing New Services

Current services have been broadly mapped and gap analysis has identified the initial need to develop befriending, social prescribing and falls prevention work streams.

Falls

The Better Care Board is currently considering funding for a Falls Prevention Programme.

Befriending

The Better Care Board agreed funding to expand the befriending offer in the City because the current service can't meet the demand and there are different levels of service across the City.

Initially this will maintain and expand befriending via the largest befriending organisations in the City. It will also support work with the Befriending Coalition to develop good practice and connections between providers and explore how a pilot referral hub might work. A formal procurement process will commence in September 2017 with a commissioned service starting in April 2018.

Social Prescribing

Social Prescribing *'involves access to a range of non-clinical interventions and activities which can impact positively on individual wellbeing and resilience. It therefore provides a mechanism for people to stay well and to get well.'*

Health Education England - March 2016

There are a range of social prescribing activities across the City including informal signposting, web directories such as My Life, Its Local Actually and MIND's Directory of Services and more supported social prescribing such as AgeUk B&H Care Coaches, Possability People's Link Back, Impetus's community navigation and befriending services, Telecare, community development work approaches and the Sussex Armed Forces Network.

From August 2016, the Better Care Board is funding a holistic social prescribing pilot in the City. Initially it will build connections between Impetus's Community Navigation Service and Possability People's Link Back Service. It will also explore connections between social prescribing providers across the City.

This will enable a citywide service specification for social prescribing to be drawn up by the Clinical Commissioning Group with the procurement process commencing in September 2017 for a commissioned service starting in April 2018.