

HWB16c

Report to the Health and Wellbeing Board, 17 December 2020

Report from	Adults with Support and Care needs Joint Management Group
Report Date	1 December 2020
Dates of meetings held since the last report:	29 September 2020 26 November 2020
HWB Priorities addressed in this report	<ul style="list-style-type: none"> • Living Well
Link to any published notes or reports:	November meeting papers: here
Priorities for 2020-21	<p>Adults with long-term conditions, physical disabilities, learning disabilities or mental health problems will live independent, healthy lives and achieve their full potential.</p> <p>To do this we will:</p> <ul style="list-style-type: none"> • Identify key groups and design integrated services to meet their needs • Improve the satisfaction of service users • Improve access to health screening programmes to reduce health inequalities • Improve access to mental health support • Increase the number of people supported at home • Increase the number of people taking part in meaningful activity • Improve the quality and sustainability of care providers in Oxfordshire • Involve more local people and organisations in the development of services

1. Progress reports on priority work to deliver the Joint HWB Strategy

Priority 1	Identify key groups and design integrated services to meet their needs
Focus	Update draft Adults' strategy bringing together social care priorities with those in NHS ten year plan
Deliverable	Adults with Care & Support Needs Strategy & Implementation plans
Progress report	<p>We are bringing together different plans, including the draft strategy for Adults with Care and Support Needs and the Oxfordshire response to the NHS Long Term Plan, to create one Oxfordshire strategy with implementation plans sitting under it for developing integrated services to meet the needs of vulnerable adults.</p> <p>The Adults' strategy was co-produced with individuals receiving services and other plans were produced with considerable</p>

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	engagement with people. Early in 2021, the draft integrated strategy will be shared with people who use the services to ensure that the new combined strategy still reflects what people are telling us.
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Priority 2	Improve the satisfaction of service users
Focus	Deliver outcomes to improve satisfaction
Deliverable	See work on Priorities 3-7
Progress report	<p>During the development of the draft Adults' strategy, people told us that they want:</p> <ul style="list-style-type: none"> • Improved quality of care and support • Increased independence • To be part of communities and connected to people • To be well and healthy <p>We are working to achieve these outcomes as part of the work on Priorities 3-7. By doing this we aim to improve the satisfaction of people who use services.</p> <p>The next annual survey which measures peoples' satisfaction will be run in February 2021 with results reported in May.</p>

Priority 3	Improve access to health screening programmes
Focus	Reduce health inequalities: people with a learning disability have higher obesity rates and a lower life expectancy than the general population
Deliverable	Increased number of people who have a learning disability or a serious mental illness who receive an annual health
Progress report	<p>This has been affected by COVID in several ways: GPs capacity to deliver health checks has reduced, and people, especially those shielding, are less likely to want to visit their GP surgery.</p> <p>The value of health checks, and financial incentives available for GPs to complete them (through a national LD DES and QOF QI for 2020-2021) has been extensively promoted to surgeries. Alternative ways of collecting data have been explored, for example sharing information with permission where people may have been in contact with other health services.</p> <p>We are working closely with GP surgeries to help increase the uptake of health checks and improve the accuracy of practice registers including communications checking on what the obstacles are for the surgeries. There is a QOF QI webpage with useful resources for practices and training is being offered across the county.</p>

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Priority 4	Improve access to mental health support
Focus	Psychological therapies, Emergency Department Psychiatric Service, people in homelessness supported housing accessing mental health services
Deliverable	Improvements in the number of people seen and speed of response
Progress report	<p>The number of people using the TalkingSpace service dropped in April and May but access is now back to normal and exceeding current local target of 20.5%; rate for Sept was 21.7%.</p> <p>The Wellbeing service set up in response to the pandemic, Mind Mental Health information line, saw a marked increase in enquiries in September (912 in August, 1172 in September).</p> <p>Current work streams:</p> <p>Covid:</p> <ul style="list-style-type: none"> • TalkingSpace working with Oxford Health community directorate; new service Getting Oxfordshire Back on It's Feet now accepting referrals • Long Covid service development plan – TalkingSpace part of working group, first meeting 18/11/20 • Covid training undertaken by all TalkingSpace staff so they can adapt operational protocols. • TalkingSpace staff attending the national webinars and also contributing to some sessions • Data now recorded (via PCMIS) re Covid related cases. <p>Staff wellbeing:</p> <ul style="list-style-type: none"> • Working across the Buckinghamshire Oxfordshire Berkshire region to establish staff resilience hubs; staff will be directed for interventions to IAPT • TalkingSpace continue to prioritise NHS and care home staff <p>Publicity:</p> <ul style="list-style-type: none"> • National campaign promoting mental health launched 16/11 /20

Priority 5	Increase the number of people supported at home
Focus	Reduce the number of people in care homes and admitted to specialist in-patient beds
Deliverable	<ul style="list-style-type: none"> • Less than 200 people with learning disability and/or autism living in residential care by March 2021 (currently 226) • Less than 50 people with a serious mental illness living in residential care by March 2021 (currently 35) • 6 people or fewer with learning disabilities and/or autism admitted to specialist in-patient beds • % adults living at home is higher than national average 81% (currently 91%)

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Progress report	<p>The number of people with a learning disability has reduced from 245 in April to 226 in October.</p> <p>New supported living services for a total of 22 people are due to open in April 2021, aiming to increase supported living capacity for people who choose to move back to Oxfordshire from out of area care homes. The houses have been identified and support commissioned; reviews of people's support began in November.</p> <p>In November, the number of people with learning disabilities and/or autism admitted to specialist in-patient beds reduced from 8 to 6.</p>
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Priority 6	Increase the number of people taking part in meaningful activity
Focus	Increased number of people in employment
Deliverable	Targeted projects by services including Oxfordshire Employment Service programme focusing on people with autism
Progress report	<p>Oxfordshire Employment Service's Autism programme:</p> <ul style="list-style-type: none"> • 26 people on the programme; currently 17 people included • 11 have gained employment; 1 person referred to internship and 1 left through choice. <p>9.3% of people with a learning disability are in employment, compared to national average of 5.6%</p>

Priority 7	Improve the quality and sustainability of care providers in Oxfordshire
Focus	Support providers to offer good quality care
Deliverable	<ul style="list-style-type: none"> • % of all providers described as outstanding or good by CQC is higher than national average • Providers feel supported through the pandemic to support people safely
Progress report	<p>Considerable support has been offered to providers through the pandemic. A 10% uplift was paid to providers for council funded contracted services in April, May and June. The Infection Control Fund was then used to support care homes, domiciliary care and daytime support providers to fund infection control measures.</p> <p>The Service Sustainability Fund is also available for providers in exceptional circumstances, including where a provider is experiencing issues with on-going financial viability and can demonstrate on an open book basis that they are 'at risk' of failure.</p> <p>Providers have mostly been able to source their own PPE directly; the Council has a stock of PPE available if required.</p>

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Priority 8	Involve more local people and organisations in the development of services
Focus	Co-production of services
Deliverable	Adults' Strategy; redesigned wellbeing & employment offer; people who use services are part of procurement processes
Progress report	<p>Adults' strategy:</p> <ul style="list-style-type: none"> • The draft Adults' strategy was co-produced by the Council and the Clinical Commissioning Group. This gave us extremely valuable insight into what is important to people. • The draft strategy will be brought together with other plans, some of which were developed with considerable engagement with people • We will share this with people who use the services included in the plans to ensure that the new combined strategy still reflects what people are telling us <p>Supported living tender:</p> <ul style="list-style-type: none"> • In September we launched a tender for several large supported living contracts, to recontract existing services as well as expand the supported living provision • We contacted people currently receiving support and had over 60 responses from people who use services and their relatives • From this, 30 people expressed an interest to be on the panel, and 10 people evaluated providers' responses and provided feedback. • People's feedback was used to moderate scores given by officers so that people's views about the providers was used to help select which providers won the new support contracts. <p>Wellbeing & employment:</p> <ul style="list-style-type: none"> • Following co-production work in 2019, we held two stakeholder engagement events in early 2020 as part of the development of future wellbeing and employment support services for people with a disability. • In September, staff workshops were held with the Council's Community Support Service teams to explore continuous improvement ideas. • Key themes have been established from these events, which are being used to develop the Community Support Service, Community Connectors and Oxfordshire Employment Service to ensure: <ul style="list-style-type: none"> ○ Well-being and community connecting will be embedded in the operation of the services, providing a single point of access to the right level of support for people, in line with their strengths and abilities at that point in time ○ Services are aligned to provide a pathway to employment and volunteering support

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2. What is being done in areas rated Red or Amber in the Performance Framework

Indicator	Current figure	RAG rating	Update for this Board
2.3 Improving access to psychological therapies: The % of people who have depression and/or anxiety disorders who receive psychological therapies	16% (July 2020)	Red	National Target is 22%. Local system agreement is target of 19% due to prioritising current resources to support adult mental health teams' core services. Numbers had fallen due to reduction in staff capacity due to COVID-19 but the rate for Sept is significantly improved at 21.7% (this more recent figure isn't yet included in the HWB numbers).
2.8 Number of people referred to Emergency Department Psychiatric Service seen within agreed timeframe: JR (1 hour); HGH (1.5 hours)	85% (JR) 88% (ORH) (July 2020)	Red	In Q1 98% people were seen within agreed timeframes but this dropped in Q2 as numbers of people referred increased.
2.14 The number of people with learning disabilities and/or autism admitted to specialist in-patient beds by March 2020	8 (Oct 2020)	Amber	The number of people in specialist in-patient beds increased slightly but in November this has dropped again to 6 which is the Oxfordshire target.

3. Summary of other items discussed by the group

- a. **Performance, Activity and Finance Report:** At each meeting there is review and discussion of the financial position of the pooled budget and the activity driving it.
- b. **Extension/new Section 75 agreement:** There was a discussion about the existing Section 75 agreement governing the pooled budgets which ends in March 2021.

4. Forward plan for next meeting

For 28th January 2021:

- Service & Resource Planning proposals
- Annual price review

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