



In this edition:

Congratulations to Lightbulb – LGC award winner | Delayed Transfers of Care (DTOC) | Integrated Points of Access (IPOA) | Steady Steps programme | Your views count | Draft Joint Carers Strategy consultation



Welcome from Dr. Andy Ker

I'd like to start by congratulating the Lightbulb integrated housing support service following the announcement in March that it was the winner of the Public/Public Partnership award at the Local Government Chronicle (LGC) Awards.

Also in this edition we have an update on the work being done by partners on delayed transfers of care. There is further information on the decision to close the Integrated Points of Access (IPOA) programme. Plus details on the Steady Steps 24-week postural stability exercise programme that is available across Leicestershire and Rutland.

I'd also like to remind you that there is still time to share your views on the draft Joint Carers Strategy 2018-2021 before the consultation closes on 22 April 2018 and to encourage you to find out more about the progress of Leicestershire Partnership NHS Trust's (LPT) five-year journey to transform care in all their mental health and learning disabilities services.

Also available in our Resources section is the Better Care Fund (BCF) Plan on a page for 2017-19.

http://www.healthandcareleicestershire.co.uk/download/BCF-Plan-on-a-Page_2017-19.pdf

Further information about our Integration Programme, including the Better Care Fund is available on the Integration Programme main page: <http://www.healthandcareleicestershire.co.uk/health-and-care-integration/>

A presentation highlighting our achievements over the past two years is also available at:

<https://prezi.com/view/4S3DihUulx4Oo860Mrfu/>

For previous editions of this bulletin please follow this link:

www.healthandcareleicestershire.co.uk/health-and-care-integration/health-and-care-integration-newsletters/

Congratulations to Lightbulb – LGC award winner

Lightbulb added another award to its collection when it was announced as the winner of the Public/Public Partnership award at the Local Government Chronicle (LGC) Awards on 21 March 2018.

The Lightbulb project was shortlisted alongside some of local government's most innovative initiatives, and won the Public/Public Partnership category for its work in supporting vulnerable people to live in their homes as safely as possible.

The judging panel thought Lightbulb was a superb example of a council seeing the potential of housing interventions upon health and social care. Delivering outcomes at scale, this project provided system leadership on a county-wide basis.

Following the roll-out across Leicestershire in October 2017, 89 per cent of service users have reported an improvement in their physical and mental health under the new scheme. Plus a reduction to just one fall for every 17 residents saves the local health and care economy £21,000 per year.



Back in September, Lightbulb was named 'Best Collaborative Working Initiative' by the Association for Public Service Excellence and was commended at the Home Improvement Agency Awards.



Photo: courtesy of LGC

The complete list of winners can be found by visiting awards.lgcplus.com

More information on Lightbulb is available on our [website](#) or contact Teresa.Neal@blaby.gov.uk or call 0116 272 7687.

Delayed Transfers of Care (DTOC)

As reported in the November newsletter, Health and Care partners across LLR are working hard to deliver improvements to transfers out of hospital and reduce delayed transfers of care (DTOC).

A patient is defined as ready for transfer when:

- A clinical decision has been made that patient is ready to transfer;
- A multi-disciplinary team (MDT) decision has been made that patient is ready for transfer;
- The patient is safe to discharge/transfer.

DTOC data is captured in three categories:

- Patients who are delayed due to NHS reasons;
- Patients who are delayed due to Local Authority reasons;
- Patient whose delays are jointly attributable.

NHS England set challenging targets for each area to be achieved by November 2017 and then to maintain this level throughout the rest of the year. In Leicestershire, we were required to achieve a rate of no more than 6.84 delayed bed days per day per 100,000 population. The table below shows actual performance between November and February against the target.

	NHS Delays	LA Delays	Joint Delays	Total
Target for November	3.78	1.33	1.73	6.84
Performance at November	5.80	1.20	0.99	8.00
Performance at December	7.29	0.45	1.09	8.82
Performance at January	6.91	0.83	0.83	8.57
Performance at February	7.84	0.58	0.97	9.38

In February 2018 there were 1,445 days delayed. This is 9.38 average days delayed per day per 100,000 population. Despite not meeting the national target for 2017/18, health and care partners across Leicester, Leicestershire and Rutland have worked tirelessly to deliver significant, measurable improvements to transfers out of hospital and reduce DTOCs, achieving a stepped change in performance.

The section below from our March 2018 DTOC Health and Wellbeing Board report indicates the difference this has made.

Analysis of the data for the first half of the year to October for Leicester and Leicestershire shows the following reductions in DTOC for patients and numbers of bed days delayed:			
Category	25 weeks to 26 Oct	17 weeks from 26 Oct to 22 Feb	% difference
UHL average number of bed days delayed	311	210	-32%
LPT average number of patients delayed	56	27	-52%
LPT average number of bed days delayed – Learning Disabilities	1,003	807	-20%
LPT average number of bed days delayed – Mental Health	977	244	-75%
LPT average number of bed days delayed – Community hospitals	424	104	-75%
LPT average number of bed days delayed – Mental Health Older Persons	99	73	-26%

This step change is attributed to concentrated efforts from all partners to reduce DTOC's. This includes LPT restructuring staffing to focus on complex patients with a long length of stay, focusing matrons on wards to look at Census data directly and reviewing all end to end processes to improve patient flow.

Within UHL the development of the Integrated Discharge Team (IDT) and the utilising the Red2Green process, which looks at patient delays on a daily basis, has also positively impacted on delays.

Across partners two multi-agency discharge events were held over two weekly periods (December and January) to look at all delayed patients using escalation calls for all partner involvement. This included transport providers, adult social care and housing.

There continues to be system-wide approach across partners to improve managing transfers of care, with further

work to be undertaken. An action plan for 2018/19 has been developed and is currently in the process of being finalised. Subject to further national guidance, targets for 2018/19 may be adjusted, with further improvements required.

[Jude Emberson](#), Health and Care Integration Manager

Integrated Points of Access (IPOA)

The Integrated Points of Access (IPOA) programme aimed to simplify the numerous points of access across Leicester, Leicestershire and Rutland (LLR) and bring them together into a single point of access for community services. Following discussion at the Leicestershire Integration Executive and IPOA Board meeting in March, it was agreed to close this programme of work.

The IT systems used by the organisations involved are not currently compatible. The programme considered how to achieve some information sharing between the systems; however the predicted results were unsatisfactory without full integration between all systems. At this point in time, that cost is prohibitive and so, it was agreed to close the programme, due to NHS partners being unable to proceed with their share of the investment.

Programme closure activities are now in progress. A lessons learned workshop will take place in May. The LLR IM&T Board will review the position within the next 12 months, once further progress has been made on technology solutions supporting the integration of health and care.

[Mark Dewick](#), Integration Programme Manager

Steady Steps courses underway across the county

Since their formal launch in February, 14 free Steady Steps courses have started with 167 people aged 65 and over starting their journey towards improved balance and stability and a better quality of life.

The Steady Steps 24-week postural stability exercise programme is aimed at people aged 65 and over, who are at risk of falling or who have previously fallen. Steady Steps is funded by health and care partners and is coordinated and delivered by Leicester-Shire & Rutland Sport with support from the localities across Leicestershire and Rutland.

Pre-booking is required for all Steady Steps courses and local inclusion criteria are applicable. Due to the nature of the programme there will be a final intake date for all programmes. The start dates for courses may vary across Leicestershire and Rutland, visit www.lrsport.org/steadysteps for full details of all available courses including dates, times and locations.

The falls services provided by Leicestershire Partnership Trust and University Hospitals of Leicester are still available for more frequent fallers or people needing further investigations.

[Lucy Baginskis](#), Sports Development Officer, Leicester-Shire & Rutland Sport

Your views count: all-age mental health and learning disabilities transformation

Leicestershire Partnership NHS Trust (LPT) is on a five-year journey to transform care in all their mental health and learning disabilities services through improvements co-designed with service users, carers, staff and other stakeholder.

LPT's transformation programme will address increasing demand and capacity issues to improve quality, efficiency and overall experience for all. LPT is committed to bringing service users and staff along on their journey to design excellent services.

This journey began with partners across Leicester, Leicestershire and Rutland with the Healthier In Mind engagement campaign. LPT is now embarking upon its own 'All-age transformation'. Stage one of the programme has been running over the last few months and LPT has engaged many people through numerous events and meetings, on what they consider excellent services would look like. These have formed a set of principles that set out what LPT

need to deliver through the transformation changes.

LPT are now running a number of co-design weeks themed around access, assessment, treatment and discharge, to hear views from all our stakeholders, using events and online surveys.

To get involved in helping LPT shape how future mental health and learning disabilities services could be delivered or for more information email MHLDTransformationTeam@leicspart.nhs.uk or visit the webpage to give your feedback <http://www.leicspart.nhs.uk/InvolvingYou-Engagement-AllAgeTransformationofmentalhealthandlearningdisabilitiesservices.aspx>

Still time to share your views on the draft Joint Carers Strategy 2018-2021

People have **until midnight on 22 April** to share their views on the draft Joint Carers Strategy 2018-2021 drawn up by Leicester City Council, Leicestershire County Council, Rutland County Council and the Clinical Commissioning Groups (CCGs) for Leicester, Leicestershire and Rutland.

This strategy is for all unpaid carers who are caring for someone who lives in Leicester, Leicestershire or Rutland and seeks to improve services for them through the work we carry out with our partners. It sets out a shared vision and priorities for recognising, valuing and supporting carers.

Key priorities of the strategy have been identified to support carers to continue in their caring role and to maintain their own health and wellbeing.

Partner organisations involved in the development of the strategy include Healthwatch (Leicester, Leicestershire and Rutland), Alzheimer's Society, The Carers Centre, Voluntary Action South Leicestershire (VASL) Barnardo's and Age UK Leicestershire.

To view the draft strategy and complete the online survey visit

<https://www.leicestershire.gov.uk/have-your-say/current-consultations/draft-joint-carers-strategy>

Contact us



Follow us on Twitter **@LeicsHWB**

See our website: www.healthandcareleicestershire.co.uk

Download our [Better Care Fund plan on a page for 2017-19](#)



Better care **together**

To find out more about Better Care Together – Leicester, Leicestershire and Rutland's five year health and care strategy visit www.bettercareleicester.nhs.uk

For enquiries about this bulletin please email BetterCareFund@leics.gov.uk or call 0116 305 5749