

Health and Care Integration



Stakeholder e-bulletin

December 2018 edition

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Welcome from Dr Geoff Hanlon



Welcome to the latest edition of the integration bulletin. This is the first since I took over from Dr Andy Ker as Chair. We have a bumper edition which starts with an update from the Unified Prevention Board on its work during the last 12 months, including support for the Integrated Locality Teams (ILTs). There is also news from the Hinckley and Bosworth ILT which is one of the three early implementer sites.

Leicester City CCG has recently launched the News Parks People Zone and is also working with De Montfort University to recruit volunteers for their “70 for 70” project.

On 30 November partners across the county came together for a Loneliness Summit organised by Leicestershire County Council and the University of Leicester’s Unit for Diversity, Inclusion and Community Engagement (DICE). The key messages of the county’s Health and Wellbeing Board Winter self-care campaign are - get out, share experiences and get active as well the promotion of ways to reduce feelings of loneliness and isolation. There is a timely reminder from the Warm Homes Service on the impact the free advice they offer can have on the health and wellbeing of local residents and the 2018 annual report of the Director of Public Health was presented to the Health and Wellbeing Board on 29 November.

Congratulations go to Blaby District Dementia Action Alliance who have been working closely with East Leicestershire and Rutland CCG on winning the ‘Dementia Friendly Rural Community of the Year’ in the Alzheimer’s Society’s Dementia Friendly Awards.

The Leicestershire Children and Families Partnership has developed a new campaign on School readiness aimed at parents to encourage families to work together with early years providers, 0-5 services and schools to ensure the best start in life for young children across Leicestershire. And finally we hear from the Health and Care Integration Team’s intern on her experience of working with the team.

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/>

Also available in our Resources section is the latest version of the Better Care Fund (BCF) Plan on a page for 2017-19: <http://www.healthandcareleicestershire.co.uk/wp-content/uploads/2018/10/BCF-Plan-on-a-page-2017-19-rev.102018.pdf>

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:

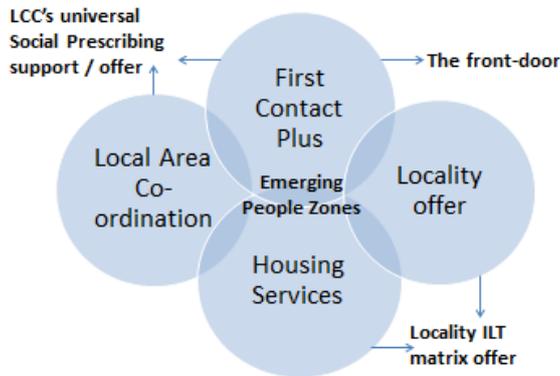
www.healthandcareleicestershire.co.uk/health-and-care-integration/health-and-care-integration-newsletters/

Unified Prevention Board update

The Unified Prevention Board (UPB) oversees the development and delivery of prevention activities underpinning the health and wellbeing strategy for Leicestershire and ensures the prevention objectives of the Sustainability and Transformation Partnership (STP) are jointly delivered across Leicestershire across a wide range of partners.

During the past 12 months, the Board has focused on developing the asset based offer in localities around tier 0 and tier 1 for prevention. This has included a Social Prescribing offer which includes First Contact Plus and Local Area Co-ordination.

Leics locality prevention offer



This diagram shows the prevention model and how the component parts work together:

One of the key programmes of work for the UPB is developing the wrap-around prevention offer to support Integrated Locality Teams (ILTs). ILT's are a multi-disciplinary approach to delivering health care to patients who are in one of three cohorts (frail, five or more long-term conditions and high cost care needs). The UPB will help support patients by ensuring that prevention services are available and aligned to their care needs so that they are able to stay in their own homes and prevent further acute care. News on the pilot for ILTs being developed in the Hinckley locality is available in this newsletter.

The UPB prioritised the delivery of a workplace health programme, led by Leicestershire and Rutland Sport. A few of their achievements are listed below:

- Workplace Challenge web based tracker
- Workplace Challenge Games
- Audit of Public Sector partners
- Funding Partnership between Public Health - Leicestershire County Council and District Councils
- Online Workplace Health Needs Assessment produced
- Delivery led by LRS in partnership with LA partners
- Bespoke Improvement Action Plan
- Shared Workplace Charter

The campaign aimed to target 100 businesses and so far there have been 1,066 responses from 24 organisations with an average response rate of 40%. This has enabled us to gather some in-depth insight to health and wellbeing issues. The top priorities/issues being:

- Poor sleep management
- Low physical activity levels
- Poor fruit and veg consumption
- Lack of knowledge / education from line managers – impact on support being given

As the work continues throughout 2018/19 the programme will aim to address these priorities with organisations to achieve better outcomes for the Leicestershire workforce.

Joined up communications across partners has been a priority for the UPB since 2017, with partners joining together to integrate campaigns with a focus on prevention. To date this has covered a range of different campaigns including:

- Carillon Wellbeing Radio
- Winter wellbeing
- Flu and infection prevention
- Falls
- Quit Ready
- Suicide prevention campaign 'Start A Conversation'

Of particular focus was the development of the self-care campaign whose ongoing messages have so far focused on three key areas, healthy living, self-care options and long-term conditions. Some of the key outputs of this work are detailed below:

- It launched in February 2018 and ran for seven weeks with a focus on promoting a healthy lifestyle and reducing the risk of diabetes) whilst introducing new messages linked to reducing loneliness and staying active, in body and mind.
- A 'toolkit' including social media messages, graphics for use on Facebook and Twitter plus downloadable posters were distributed amongst partners.
- Winter 2018 campaign activity levels through tweets from the Health & Wellbeing Board account (@leicsHWB) using the #selfcareforlife #leics were positive with 2,990 impressions and a total of 31 engagements.
- Traffic to the campaign page was also encouraging with data showing the page within the top 10 visited on the site and an increase in unique visitors spending at least three minutes on the page itself.

The UPB has a full programme of work for the rest of 2018/19. Alongside the current developments in support of ILTs, the Board is supporting the prevention priorities within the Sustainability and Transformation Partnerships for Leicester, Leicestershire and Rutland. This will include ensuring that our prevention services adopt the 'Making Every Contact Count' methodology which maximises every opportunity to engage with customers. The Board is also supporting the research and development of a model that aims to reduce the number of patients attending GP practice for non-medical reasons, by ensuring our prevention offer supports this objective, this project is being run in conjunction with the Local Government Association, along with a programme to support the measure the effectiveness of prevention on reducing health inequalities.

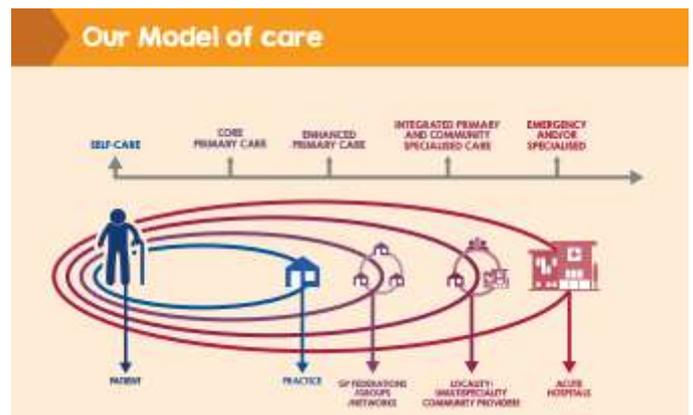
For more information contact Lisa.Carter@leics.gov.uk

Integrated Locality Teams

Improving the health and wellbeing of our diverse population in Leicester, Leicestershire & Rutland (LLR) is centred on our Integrated Locality Teams (ILTs).

Our model of care has been evolving over recent years and has four key components:

- Keep more people well and out of hospital
- More care closer to home
- Care in a crisis
- High quality specialist care



Twelve ILTs have been established across LLR to provide more coordinated and comprehensive support in the community. These teams are comprised of GPs, community nurses, social care staff and partners from a number of organisations including the voluntary sector.

Currently, three early implementer sites in Leicester City, Rutland and West Leicestershire are setting up improved methods of multidisciplinary working, so that care is planned, co-ordinated and delivered more effectively for patients, families, carers and the professionals supporting them. For Leicestershire our early implementer site is in Hinckley and Bosworth (see further details below).

Through the use of the ACG Risk Stratification Tool, the teams proactively identify patients and deliver a range of interventions to improve their care and support in the community. These include reviewing care plans, undertaking medication reviews and agreeing who to contact and what to do if the patient's condition deteriorates.

If an admission to hospital is needed, the ILTs will liaise with those involved in hospital discharge arrangements to ensure patients are supported when they return home.

Across LLR there are a range of existing community based services provided by agencies and voluntary sector groups which focus on prevention and wellbeing. Each ILT will advise patients, carers and their families on what is available in their area and assist them to make maximum use of these.

In West Leicestershire, the Hinckley and Bosworth ILT are setting up multi-disciplinary team (MDT) working at a neighbourhood level, focusing on a practice population of 45,000 people. Dr Darren Jackson, Senior Partner at

Barwell and Hollycroft Medical Centres and Clinical Lead for Hinckley and Bosworth Medical Alliance commented that:

“The Hinckley early implementer site is focused on proactively identifying and supporting people in a more coordinated way, whilst trying not to lose sight of the bigger picture of making the best use of all the health and social care teams within our sub locality, to meet the needs of the local population. We will use risk stratification to identify and support patients with complex needs. Following a review and assessment, an urgent or planned MDT will be arranged, bringing together general practice, community nurses, adult social care, therapies and other partners including local area coordinators and the voluntary sector.

We will also focus upon ensuring better coordination of care for patients with frailty, discharged from hospital without ongoing care arrangements in place. Through a care coordinator contacting patients within 48 hours of discharge and running through a checklist to ensure good holistic care, we are hoping to avoid unnecessary readmissions, ensure better preventative care and improve patient satisfaction.

We will bring together different health and social care agencies and identify better ways of working, including more coordinated care for patients at home or closer to home.”

For more information regarding the Hinckley and Bosworth ILT model and other ILT developments across Leicestershire contact Steve McCue, Service Improvement Manager at West Leicestershire CCG at steve.mccue@westleicestershireccg.nhs.uk

Launch of the New Parks People Zone

The New Parks People Zone was officially launched by Lord Bach, Police and Crime Commissioner for Leicestershire on 10 November with an event held in the heart of New Parks at the Western Fire Station on Aikman Avenue.

The event offered demonstrations and activities aimed at bringing the community together “working as one”, highlighting life skills to help local people feel safe and secure and information on lifestyle choices to encourage a healthier life. These included a demonstration of the rescue of casualties trapped in a car, training for people of all ages in First Aid, football and the chance to make a healthy fruit smoothie powered by stationary cycling

There will be three People Zones across the city and county – the other two being in Loughborough and Hinckley. People Zones will be partnerships between local public services such as Ambulance, Fire, Police and NHS with local communities and voluntary organisations.

Recruiting begins for “70 for 70” project

Leicester City CCG is forming a partnership with De Montfort University to recruit undergraduate volunteers to support older people and those living alone. The “70 for 70” project will look to recruit at least seventy student volunteers to work with GP practices to offer social inclusion activities and practical help with small household tasks.

The volunteers will be managed by the existing university programme – “DMU Local”. We expect that volunteers will find the experience as enriching as the beneficiaries and look forward to developing a comprehensive offer based on the feedback of those involved.

Mark Pierce, Senior Strategy and Implementation Manager, Leicester City Clinical Commissioning Group, Mark.Pierce@leicestercityccg.nhs.uk

Loneliness summit

A summit on tackling loneliness and social isolation in Leicestershire was held on Friday, 30 November, at the University of Leicester. Leicestershire County Council and the University of Leicester’s Unit for Diversity, Inclusion and Community Engagement (DICE) brought together partners in the public, voluntary, business and education sectors to better understand the impact of loneliness.

The summit was organised as part of the county council’s new initiative to work with partners to help residents become better connected and improve lives – and reduce the demand on public services. It provided partners with

an opportunity to learn, share good practice, and encourage agencies to work together to provide effective solutions to the issue.

Examples of how the council and its partners already tackle loneliness include:

- Social workers supporting vulnerable children, adults and families;
- Emergency services providing joined up advice on, for instance, trips and falls, fire safety and home security to keep people safe and living independently; and
- The council's network of 'local area coordinators' who connect and support people in communities.

There is increasing evidence that loneliness impacts health, wellbeing and independence. The Jo Cox Commission talked recently about levels of loneliness across all age ranges that are 'worryingly high.' For more information about the Jo Cox Commission visit: www.jocoxloneliness.org/

Winter Self-Care campaign launched

Get out, share experiences and get active are key messages of the new 2019 campaign.

Aimed at people of all ages across Leicestershire, the self-care campaign will be raising awareness on topics such as diabetes, healthy eating and high blood pressure.

The promotion of ways to reduce feelings of loneliness and isolation is another key element of the campaign from the county's Health and Wellbeing Board.

Information and support on self-care will be shared throughout the winter period and continue during 2019 to support people in improving their health and wellbeing now and preventing illness further down the line.

For more information, visit the self-care link on <http://www.healthandcareleicestershire.co.uk/>

Warm Homes Service helps residents stay warm and well



Leicestershire County Council is urging residents to take advantage of their Warm Homes service (operated by First Contact Plus) which offers free impartial advice to help people ensure their home is warm and comfortable.

To find out more or to refer someone to the Warm Homes Service call 0116 305 4286, alternatively you can encourage patients or service users to self-refer online by visiting www.firstcontactplus.org.uk and clicking on 'self-referral'.

The service recently helped a Loughborough couple make heating their home easier and more affordable. Full funding was found to obtain a new, first-time, gas central heating system. The visiting Warm Homes officer, Alex, also helped the couple check their energy tariff and identified a saving of over £500 a year with another energy supplier.

These two improvements combined drastically lowered the couple's electricity bills. As a result their health improved, as their anxiety over high bills reduced and warmer living conditions lessened the impact of the cold weather on their pre-existing cardiovascular problems.

The couple were also advised on how they could better insulate their loft and access priority services from their energy supplier should they ever experience a power cut, which included free gas safety checks.

The couple's level of concern was measured by the First Contact Plus team both before and after the Warm Homes officer's support. During this time it dropped from the maximum rating of 10 out of 10, to a five, reflecting the positive outcomes achieved.

Annual Report of the Director of Public Health 2018

This year's report 'Leicestershire's health - the challenge of frailty and multi-morbidity' looks at two of the fundamental challenges that the health and social care system faces in the future – firstly, the growth in the number of older people and secondly, the growth in the number of people living with multiple morbidity (that is people with two or more long term health conditions).

In Leicestershire, the total number of people with multi morbidity is pretty much the same in those aged under 65 as it is in the over 65's. The report sets out that the growth in multi morbidity, rather than age in itself, is a key driver for demand for health and care services.

Pam Posnett MBE CC, Chairman of the Health and Wellbeing Board said “Getting older shouldn't be seen as merely a burden on services – we should celebrate older people for their huge contribution to all parts of society. However, to reduce the years spent in ill health we need to promote healthy ageing as well as providing appropriate services.”

The agenda, report and decisions of the Health and Wellbeing Board are available [here](#).

Mike Sandys, Director of Public Health Leicestershire, Mike.Sandys@leics.gov.uk

Dementia Friendly Award winners

The Blaby District Dementia Action Alliance has won “Dementia Friendly Rural Community of the Year” in the Alzheimer's Society's Dementia Friendly Awards.

The Alliance has helped more than 9,000 people become Dementia Friends, with over 60 Dementia Champions created to help encourage others to make a positive difference to people living with dementia in the community.

During the last 12 months the Alliance has worked with East Leicestershire and Rutland CCG to sign up six GP surgeries to become Dementia Friendly places. All eight GP surgeries in the district have received dementia friendly sessions.

Support for Carers, the Memory Café and Singing for the Brain are some of the groups supported by the work of the Alliance to increase people's knowledge of local services and information available.

For more information on Dementia Friends sessions, or how your group or business can become Dementia Friendly call 0116 272 7703 or email leisure@blaby.gov.uk or visit www.dementiafriends.org.uk



School readiness campaign urges parents to prepare their children for school

A new campaign developed by the Leicestershire Children and Families Partnership is encouraging parents across Leicestershire to ensure that their children who are starting school for the first time next year are 'ready'.

This forms part of a shared view of “school readiness” where families, early years providers, 0-5 services and schools work together to ensure the best start in life for young children.

A leaflet explaining what it means for a child to be ready for school has been sent to all county parents with children starting school for the first time in September 2019 and includes practical suggestions on how families can get involved in preparing their children for school. For more information or to download the 'Ready for school?' leaflet visit: www.leicestershire.gov.uk/school-readiness

Information about the Leicestershire Children and Families Partnership can be found at www.leicestershire.gov.uk/LCFP



Intern boost to the Health and Care Integration Team

Following the introduction of the DMU Graduate Champions internship scheme, Leicestershire’s Health and Care Integration team welcomed Mariya Sattar into the team on a six-week internship.

The role has a specific focus on the communications and data analysis disciplines within the Health and Care Integration Team.

During her time so far, Mariya has used skills and knowledge acquired during her Psychology degree to benefit a range of projects including supporting a new Loneliness campaign, as well as gaining other essential experience that will help her embark on a successful career.

Mariya says “In a short period of time I have gained a deep insight and valuable experience about the projects members of the Health and Care Integration Team are leading and observed how fluidly they work as a team.”

What’s new?

RoSPA National accident strategy

The new national accident prevention strategy – Safe and active at all ages was launched in October 2018. Leicestershire, Rutland and Derby local authorities are cited in a case study about the implementation of FaME. For more information visit www.rosipa.com/national-strategy/

Leicestershire Housing Services Partnership

The Housing Services Partnership (HSP) is a working group that consists of a wide range of providers and commissioners supporting the delivery of housing services in Leicester and Leicestershire that reports to the Health and Wellbeing Board. The Partnership’s website www.leicshousingservicespartnership.co.uk provides a central point of information and a gateway for access to the relevant work and research that is being undertaken both by the partnership, and their key partners, locally and nationally.

The Leicestershire Virtual School

The Leicestershire Virtual School has recently launched its new website <https://resources.leicestershire.gov.uk/leicestershire-virtual-school>. It is for the use of everyone with an interest in the education of children in care and previously looked after children. You are invited to have a look at the new site and share your feedback.

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

