



**In this edition:**

**Better Care Fund Plan performance update | Integrated Locality Teams (ILT) update | Launch of Leicestershire's Children and Families Partnership Plan | Assistive Technology | The impact of housing support for patients leaving hospital | Warm Homes Service | Digital Resource for Carers in Leicestershire | Shaping the future of adult social care**



**Welcome from Dr. Andy Ker**

This edition provides updates on Leicestershire's Better Care Fund Plan performance and progress for delayed transfers of care (DTC) and details the work of the Discharge Working Group in relation to our 2018/19 targets.

We also have news on the Integrated Locality Teams programme, the launch of the Children and Families Partnership Plan and how the assistive technology project is looking at enhancing the local service by maximising the opportunities offered by new technology.

There is a summary of the impact of the Housing Enablement Team on outcomes for patients leaving hospital and a case study from the Warm Homes Service demonstrating the effectiveness and benefits that the service can offer to households across the county.

Plus we also have news on the free Digital Resource for Carers which has been developed by Leicestershire County Council in collaboration with Carers UK. The county council is also asking people who want to share their experiences, views and skills to help them shape adult social care in Leicestershire in the future to come forward and get involved.

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](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/](http://www.healthandcareleicestershire.co.uk/health-and-care-integration/health-and-care-integration-newsletters/)

---

**Better Care Fund Plan performance update**

The Better Care Fund (BCF) is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing, and independently in their communities for as long as possible.

The BCF policy and original BCF plan was implemented in 2014. The current BCF Plan covers both 2017/18 and 2018/19 and was submitted to NHS England on 8<sup>th</sup> September 2017, in line with the national timetable, which continues to develop the work within the integration programme.

The plan is measured against four nationally prescribed outcome metrics. For Leicestershire, the latest progress against the delayed transfer of care target is provided below:

## Delayed Transfers of Care (DTC)

The Government's mandate to the NHS for 2018/19 has set an overall ambition for reducing delays to around 4,000 hospital beds occupied by patients delayed without discharge by September 2018. For Leicestershire, the target has been set to achieve a rate of no more than 7.88 average days delayed per day per 100,000 population by the end of September and that this level should be maintained or exceeded thereafter. This equates to no more than 15,642 total delayed transfers of care during the whole of 2018/19.

The target is split between NHS, Social Care and jointly attributable delays. The table below provides a summary of performance for 2017/18 and the planned target for 2018/19:

	Category	2017/18 Target	2017/18 Actual	RAG At Q4	2018/19 Target
Delayed transfers of care from hospital per 100,000 population	NHS	5.04 (10,066)	6.83 (13,637)	R	5.50 (10,913)
	ASC	1.38 (2,756)	1.13 (2,261)	G	1.25 (2,487)
	Joint	1.53 (3,056)	1.08 (2,154)	G	1.13 (2,242)
	<b>Total</b>	<b>7.96</b> <b>(15,878)</b>	<b>9.04</b> <b>(18,052)</b>	<b>R</b>	<b>7.88</b> <b>(15,642)</b>

A summary of our performance in April and May 2018 (number of days delayed per day per 100,000 population is provided below), which demonstrates a significant improvement:

	NHS Delays	LA Delays	Joint	Total
<b>Target for September 2018</b>	<b>5.50</b>	<b>1.25</b>	<b>1.13</b>	<b>7.88</b>
Performance at April 2018	5.30	0.34	0.40	6.04
Performance at May 2018	4.31	0.24	0.17	4.72
Performance at June 2018	4.57	0.55	0.39	5.51

The Discharge Working Group has completed an action plan for 2018/19 to develop key initiatives to reduce DTC levels. This is a system-wide plan and requires work to be undertaken by all stakeholders and partners across Leicestershire. The plan incorporates a top-ten list of actions; those that we think will have the greatest combined effort in reducing delays. This includes:

- Helping people to timely, informed choices for ongoing care after hospital particularly for patients funding care themselves
- Implementing a new process called Red 2 Green – a daily assessment of patients care needs
- Reducing the complexity of current discharge pathways including the provision of 14 beds to assess people's care needs outside of a hospital setting
- A joint model for Trusted Assessments – enabling teams in hospital settings to collect information from patients on behalf of each other.

DTC delays are categorised by the reason for delay and these actions, along with the others on the plan, will be monitored to show the reduction they have made in each category. This also contributes to delivery against the High Impact Change model of care; an NHS England requirement that local authorities must show progress against, as part of reporting for the Better Care Fund.

---

## Integrated Locality Teams (ILT) update

Following a busy few months for the Integrated Locality Teams programme, which included a period of design, Board champions were established for each of the four ILT building blocks:

- ILT Operating Model/Multidisciplinary Team Working
- Care Co-ordination
- Population Profiling
- Prevention

The Board champions were tasked with setting up three workshops between May and July involving a range of health and social care professionals to focus on the following themes and objectives:

- Definition of the problem
- Identification of ideas and possible solutions
- Finalising solutions and identifying what success will look like

Feedback from the final sessions is being presented at the August Board Meeting. An overview of the outcomes will be featured in the next bulletin.

To find out more, please contact Louise Young, Integrated Teams Implementation Lead, email [Louise.Young@westleicestershireccg.nhs.uk](mailto:Louise.Young@westleicestershireccg.nhs.uk)

## Launch of Leicestershire's Children and Families Partnership Plan

Partners have been invited to attend an event in September to launch the Leicestershire Children and Families Partnership Plan for 2018-21.

Partners will have the opportunity to visit a market place to find out more about the work that will be undertaken on the five priority areas of the plan, to celebrate some early successes and to sign a charter pledging their support for the work of the Partnership.

For more information contact Mala Razak, Children and Families Partnership Manager, email [mala.razak@leics.gov.uk](mailto:mala.razak@leics.gov.uk) or call 0116 305 8055.



## Assistive Technology

The assistive technology project is looking at how the service offer in Leicestershire can be enhanced by maximising the opportunities offered by new technology. Currently, the District Councils provide a telecare service, based on a pendant alarm/pull chord system which connects to a control centre. Nearly 6,000 alarms are in place in homes across the county. The system is reactive, so a response is triggered when the alarm is pressed.

New technology, also known as “the art of the possible”, is transforming the care technology sector. There are now many products available that can support people to live independent lives and deliver a more preventative response, which is more effective at delaying and reducing needs.

Partners in the District Councils and the NHS are working together to consider how:

- The assistive technology offer can be more standardised across Leicestershire in support of seamless transfers of care across services according to recognised pathways
- To reflect the key features and outcomes that the partners require from a new assistive technology offer which properly explores the opportunities within the “art of the possible”

The first step has been to undertake a soft market test, where providers were asked to respond with their offer to meet an identified set of core requirements. In June 2018, 12 companies were invited to present at a Dragons Den style event. The outcomes from the test will be considered by all partners as part of an options appraisal.

For more information contact Katy Griffith, Project Manager, email [Katy.Griffith@leics.gov.uk](mailto:Katy.Griffith@leics.gov.uk) or call 0116 305 6913.

## The impact of housing support for patients leaving hospital

In 2015/16, as part of the Housing Offer to Health, the Housing Enablement Team (HET), funded by the BCF, was created to work inside UHL hospitals and The Bradgate Mental Health Unit.

The service is hosted by Blaby District Council and forms part of the award winning Lightbulb Housing Service. Since April 2016, HET have helped in excess of 1,200 patients and over time demand for the service has risen by 20% in UHL and by around 10% in the Bradgate Unit.

For 2018/19 referral numbers so far have increased year on year by 33% in UHL and 30% in the Bradgate Unit. The team now offer a range of 22 different outcomes to patients in both care settings, many of which relate not only to housing but also to other community support offers.

The service offers a timely and pragmatic response to sourcing solutions to help often the most vulnerable patients return home or to more permanent housing solutions. To date the service has helped 95 homeless patients in the Bradgate Unit and secured long-term, permanent solutions for 45% of these.

---

## Warm Homes Service helps keep energy bills affordable

In the last year, Leicestershire County Council's Warm Homes Service has provided over 1,000 Leicestershire households with free, impartial advice to help them stay warm at home and keep their energy bills down.

Many of these households have benefited from support switching energy supplier, saving on average £233 a year - with the highest saving for a single household being £1,341 a year. Residents have also benefited from:

- Help understanding boiler and heating controls
- Having confusing energy bills explained
- Support accessing grants, benefits, energy discounts and debt relief
- Energy efficiency advice
- Referrals to other relevant services and much more...

The Warm Homes Service is available all year round, even during the summer months and switching to a cheaper energy tariff will save money at any time of year.

### Case study:

Michael (43) from North West Leicestershire was referred to the Warm Homes Service for support as his gas central heating had not been working for several years. He had fallen into arrears with his gas prepayment meter, which ultimately led to his gas supply being cut off. As a result he was relying on expensive, inefficient electric heaters and was struggling to heat his home. The Warm Homes Officer who visited Michael:



- Liaised with his energy supplier to negotiate his debt and get his gas supply reinstated
- Contacted an engineer to repair his central heating
- Identified relevant benefits and discounts to help Michael stay on top of his energy bills
- Made sure he was on the most competitive energy tariff
- Helped Michael to make his home energy efficient

Michael said: "I was using a lot of electricity and stuck in a vicious circle not knowing how to resolve it. The help I received meant I was able to afford to keep warm during the terrible weather last March and I haven't had to use the electric heaters again. My home is much more comfortable now that my central heating is working. The Warm Homes Service was a big help and I have recommended it to a number of friends"

To find out more, or to refer someone to the Warm Homes Service, contact 0116 305 4286. Alternatively you can encourage patients or service users to self-refer online via [www.firstcontactplus.org.uk](http://www.firstcontactplus.org.uk)

---

## Free Digital Resource for Carers in Leicestershire

Carers in Leicestershire can now access support and advice with Leicestershire County Council's Digital Resource for Carers which has been developed in collaboration with Carers UK.



Resources available online include e-learning, 'Jointly' the care co-ordination app, access to free guides and links to local resources. Carers can access the resource by visiting [www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone/digital-resource-for-carers](http://www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone/digital-resource-for-carers) to create their own free account

A carer is someone who provides unpaid support to family or friends who could not manage without this help. Many people don't identify themselves as being a carer. Further advice and information for carers is available at [www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone](http://www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone)

For more information contact Nicki Jarvis, Strategic Planning Officer – Carers Lead, email [Nicola.Jarvis@leics.gov.uk](mailto:Nicola.Jarvis@leics.gov.uk)

---

## Shaping the future of adult social care in Leicestershire

Leicestershire County Council wants people to share their experiences, views and skills to help them make adult social care in Leicestershire even better.

The council are compiling a database of people who would like to get involved in things like reviewing its public information, telling them what works and what doesn't, or sharing their experiences to help improve its services.

There is no commitment, people can choose if and how to be involved in each opportunity.

Being involved offers participants the chance to:

- Meet new people
- Learn new skills
- Help make adult social care services better
- Hear more about what's happening in adult social care

If you would like more information please contact Claire Cluer, Co-Production Officer via email: [ASCengage@leics.gov.uk](mailto:ASCengage@leics.gov.uk) or call 0116 305 0232 or fill in the [contact form](#).



---

## Contact us



Follow us on Twitter [@LeicsHWB](https://twitter.com/LeicsHWB)

See our website: [www.healthandcareleicestershire.co.uk](http://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](http://www.bettercareleicester.nhs.uk)

For enquiries about this bulletin please email [BetterCareFund@leics.gov.uk](mailto:BetterCareFund@leics.gov.uk) or call 0116 305 5749