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**Welcome from Dr. Andy Ker**

In this edition the Integrated Discharge Team provide an update on how closer working and streamlining of their processes will lead to speeding up the transfer of discharges and work to develop a patient tracker. Plus news from Help to Live at Home (HTLAH) on the allocation of the final three contracts to new HTLAH providers following the procurement process.

We also have an update on how the Health and Care Integration Team's successful LGA Grant of £50,000 is being used to provide critical analysis data to support the Sustainability and Transformation Plan (STP), the Better Care Fund and the integration of health, care and housing services.

Over the summer the Unified Prevention Board reviewed its terms of reference which have been revised to emphasise the strategic nature and partnership working element of the Board. It also identified key outcomes and programmes of work for the next twelve months.

And last but not least, congratulations to the Lightbulb integrated housing support service who not only won the Best Collaborative Working Initiative award at the Association for Public Service Excellence (APSE) Annual Service Awards 2017, but will also begin rolling out across all Leicestershire district/borough areas from October.

Further information about our Integration Programme, including the Better Care Fund and our achievements so far is available at: <http://www.healthandcareleicestershire.co.uk/resources/local-resources/>

**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/)

**Home First: Integrated Discharge Team (IDT)**

As introduced in the August bulletin, the Home First IDT is an integrated multi-disciplinary and multi-agency discharge service within LRI. The new team are learning more about each other's roles and organisations through closer working and some formal shared training. They have now moved into a co-located base and are currently streamlining their processes to reduce duplication and improve joint working. The aim is that the team will be able to act on behalf of each other and each other's organisations to act as Trusted Assessors to speed up the transfer of discharges.

The IDT attend a daily board round on eight wards at the LRI where patient progress is discussed and pathways and progress towards discharge identified. If the team feel that the patient's needs are 'simple' (e.g. care package re-start) they advise and support the ward team to complete the required actions. If the patient requires assessment, or a change of services then the IDT becomes involved in the case.

The wards receiving a daily board round presence from the IDT are 21, 23, 24, 29, 30,31, 36 and 38.

In order to have oversight over where patients are in their journey towards discharge, the IDT created a tracker document. This tracker has now been merged with the Red 2 Green tracker so that patients do not fall between the two approaches.

Although it is too early to be able to quantify the positive impact the IDT is having, work is underway to collect a number of datasets on the wards the IDT works with to inform future development of the model and the overall Home First programme. This will include:

- The pathways the patients are discharged to
- The reasons for delays
- Capturing themes causing delays.

For further information please contact Ashraf Osman [Ashraf.Osman@leicester.gov.uk](mailto:Ashraf.Osman@leicester.gov.uk) or Tel 0116 454 5416

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### Help to Live at Home update

Help to Live at Home (HTLAH) is at the forefront of delivering integrated care to people at home on behalf of West Leicestershire Clinical Commissioning Group, East Leicestershire and Rutland Clinical Commissioning Group and Leicestershire County Council.

The service has been operational for ten months and delivers home care to nearly 1,750 people across Leicestershire.

There are currently eight HTLAH providers operating across 15 Lots in the County. A procurement process undertaken to appoint providers to the three remaining Lots has recently reached a successful conclusion with contracts being awarded as follows:

Lot Area	Provider
Hinckley/Twycross	Sevacare
Groby/Market Bosworth	Direct Health
Mountsorrel/Quorn	Medacs

The three providers will be mobilising staff and preparing to receive care package requests during September and October in readiness to go live on Monday, 6 November 2017.

For more information contact [Katy.Griffith@leics.gov.uk](mailto:Katy.Griffith@leics.gov.uk)

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### Local Government Association (LGA) Grant

In March 2017, the Health and Care Integration Team submitted a bid to the Local Government Association (LGA) “Transforming Social Care through the use of Information and Technology” fund. Following the General Election, we were advised that our bid had been successful and we had been awarded £50,000 to pursue this work.

The Leicester, Leicestershire and Rutland (LLR) health and care economy has implemented PI care and health, a tool which provides an integrated view of patient journeys throughout the local health and care system. The implementation of this tool has already led to critical pieces of analysis in support of the STP, the Better Care Fund and the integration of health, care and housing services.

The data available via this tool has also be used in 2016/17, in conjunction with simulation modelling and workforce modelling, as part of capacity and demand analysis, and assessing the impact of transforming health and care pathways.

During 2017/18 we aim to use the PI tool to develop new analysis and dashboards in support of our unified prevention offer. This will enable us to measure and demonstrate the impact of non-medical interventions (such as those accessed by social prescribing) on the utilisation of the health and care system. Along with measuring person centred outcomes achieved from the uptake of non-medical/preventative interventions. This work will be undertaken in support of the prevention work stream of our Better Care Fund and STP.

The work aims to build a methodology to calculate what the contribution of non-medical interventions are on the overall costs of the health and care system – having a systematic method for measuring prevention.

The funding will be used to support a combination of analyst and project management resource to lead on the development of the methodology and dashboards, and if possible to work with an academic partner. Existing academic links are in place to progress this.

For more information contact [Andrea.Baker@leics.gov.uk](mailto:Andrea.Baker@leics.gov.uk) or call 0116 305 6841 or 07460 366 398.

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### **Unified Prevention Board update**

The Unified Prevention Board (UPB) has made good progress over the summer in reviewing the purpose of the Board and its remit. As a result, the terms of reference have been revised to emphasise the strategic nature and partnership working element of the Board, and to identify key outcomes and programmes of work over the next twelve months.

The UPB has agreed four key outcome pillars that meet the delivery objectives for all partners, while ensuring that prevention at tiers 0 and 1 is available and cohesive regardless of the partner agency involved. These outcomes are:

- Keep Well
- Keep Safe
- Stay Independent
- Enjoy Life

The UPB has now agreed three programmes which cross these pillars that it will focus on. These are:

- Joined up communications
- Right messages first time
- Healthier workplaces

The healthier workplaces programme will focus initially on the tens of thousands of Leicestershire residents that are employed within the UPB partner organisations.

For more information, please contact [Andrea.Baker@leics.gov.uk](mailto:Andrea.Baker@leics.gov.uk) or call 0116 305 6841 or 07460 366 398.

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### **Lightbulb roll out**

The countywide roll out of the Lightbulb integrated housing support service will take place on Monday, 2 October 2017. This will bring together housing related services across all seven Leicestershire districts/boroughs that cover the county and will provide a customer centred standardised delivery. Staff have been recruited to the new service and a 'Big Welcome' event took place on 19 September to induct them and welcome them into the new culture and service delivery.

An official launch is being planned for December or January where stakeholders, partners and elected members will be invited to celebrate the partnership's achievement of transforming disparate service delivery into a customer focused and accessible service across Leicestershire. Look out for more information on the launch event in future issues.

Finally, we are pleased to announce that the Lightbulb service won the Best Collaborative Working Initiative award at the Association for Public Service Excellence (APSE) Annual Service Awards 2017 held on 7 September. APSE Chief Executive Paul O'Brien said, "Despite local government currently facing many challenges, these winning councils have demonstrated their ability to offer their communities excellent local services through implementing exciting, innovative projects and new ways of working. They are a credit to their communities, and should be proud of their excellent achievements."



Photo: courtesy of APSE

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

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## Contact us

 Follow us on Twitter [@LeicsHWB](#)

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

Download our Better Care Fund plan on a page: <http://www.healthandcareleicestershire.co.uk/download/BCF-strategy-and-progress.pdf>



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