



Spring 2015

Welcome to the second edition of the Health and Care Integration stakeholder bulletin.

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## Welcome from Professor Mayur Lakhani, Chair of West Leicestershire Clinical Commissioning Group and the Leicestershire Integration Executive

Welcome to the second edition of the integration bulletin, which provides an update on our important work in Leicestershire to integrate health and care services for the benefit of local people.

Our four new community-based services to prevent hospital admission have now been up and running for several months and we are starting to see results in terms of measuring avoided admissions. In this bulletin, you will hear more about the impact of two of these - our rapid response falls service and the older person's assessment service, based at Loughborough hospital.

This month (April) we are implementing two new prevention services – the introduction of Local Area Coordinators in eight areas of Leicestershire and the Lightbulb housing integration project, funded by a £1m transformation grant from the government, working with all District and Borough Councils. More details on these developments are also included in this bulletin.

The drive and innovation from Leicestershire partners has led to two other important developments in the last three months, both of which have attracted additional funding into our programme. The first is our research partnership with Loughborough University and Healthwatch. Together, we will evaluate the four emergency admissions avoidance schemes, including gathering evidence direct from service users. The second innovation is the implementation of Care and Healthtrak – a data tool, which allows partners to track and analyse journeys across the health and care system. For the first time, we will be able to analyse data across health and social care organisations in a systematic way. This will help us identify where care pathways can be improved across agencies, and measure the impact of changes in integrated care more effectively.

The Leicestershire Integration Executive, which oversees the programme of work outlined in this bulletin, is already looking ahead beyond March 2016 to the next phase of our work. More news will follow in our next bulletin about this. As Chair of the Integration Executive, I am excited to see the ambition we share as partners and our ongoing commitment to making a difference for the people we serve.

I hope this bulletin provides a timely update and your feedback is welcomed.



## Reduce the number of total emergency admissions

### New rapid assessment service for older people in Loughborough delivering great results

The Loughborough older person's assessment unit has already helped 147 people (Oct – March 15), without having to admit them to hospital.

Since it was launched in October, the most common referrals have been chest infections, unexplained falls, urinary tract infections and heart problems. Loughborough's unit can test for and organise support for all these conditions, avoiding the need for people to go to A&E or have overnight stays at hospital. The team at the unit includes social care, an advanced nurse practitioner, therapy staff and a geriatrician. Each patient is given a comprehensive assessment and receive onsite diagnostic tests.

GPs, ambulance services and district nurses can now refer people aged 75 and over to the unit, based at Loughborough's community hospital, for a quick assessment. If needed, they can be referred to specialist services, on the same day they are seen by the unit.

Transport, including by the St John's Ambulance service, can be arranged for people who can't transport themselves.

We are already receiving great feedback from patients about the unit:

"So often, older people aren't dealt with properly and they're not given enough time. But this time I was treated right – this is much better.

"I felt really reassured by everything. It's a really good service; it should be available for everyone."

For further details on the Loughborough older person's assessment unit contact Donna Brewer on 01509 567746



## Reduce the number of total emergency admissions due to falls for people aged 65+

### Leicestershire's partnership with the ambulance service is already making a great impact

Responding to a fall is one of the top five calls to the ambulance service and 7,000 calls about falls are made per year by Leicestershire residents. If you are over 65, you have a one-in-three chance of a fall and if you are over 80, this rises to one in two.

Leicestershire's new falls service has already started to show great results, with 300 hospital admissions being avoided since its introduction in November last year. So far, 118 paramedics have been trained, allowing them to refer patients to community-based care, if it best meets their needs, rather than taking them to A&E. 95% of Leicestershire paramedics will be trained by the end of April, to ensure these alternative pathways are available to more service users, further reducing hospital admissions.

How are the changes making a difference?

In February, the ambulance service received a 999 call from an 85-year-old gentleman, who was feeling unwell and confused. When the paramedic attended, the patient said he had fallen three times in the last couple of months, but had not been to see his GP. Based on this information and the patient's assessment by the paramedic, the gentleman was referred to the Leicestershire Partnership Trust falls service, via the single point of access (SPA) telephone line. The SPA nurses attended the patient's house approximately one hour after the referral call. They reviewed his medication and provided additional support, to ensure he could remain at home rather than taking him to hospital.

For further information on activities to help people avoid falls, see [www.lrsport.org](http://www.lrsport.org) or contact 01509 564 888

For more information about the service please contact [Suzanne.Dean@EastLeicestershireandRutlandccg.nhs.uk](mailto:Suzanne.Dean@EastLeicestershireandRutlandccg.nhs.uk) or [Yasmin.Sidyot@EastLeicestershireandRutlandccg.nhs.uk](mailto:Yasmin.Sidyot@EastLeicestershireandRutlandccg.nhs.uk)

## Help to Live at Home



Leicestershire County Council and the county's two clinical commissioning groups (CCGs) are working together to improve personal care in the home (domiciliary care).

There are currently over 100 providers of home care in the Leicestershire area who are commissioned by the NHS or the county council, and in some cases both.

As our health and care system changes over the next five years we expect shorter stays in hospital with improved support to people at home and in the community. To prepare for this, the council and CCGs are currently working on a business case to jointly redesign home care, so it can meet the model of integrated care needed in the future. The new jointly commissioned service is expected to begin in 2016. More news will follow on this in our next bulletin.

For more information please contact Trish McHugh on 0116 305 0291 or email: [Trish.Mchugh@leics.gov.uk](mailto:Trish.Mchugh@leics.gov.uk)

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## Lightbulb project signals new help for older people

A new housing support service is being launched in Leicestershire. Known as the Lightbulb project, it involves the county council's adult social care service working closely with the health service and district and borough council housing teams.

The vision for Lightbulb is to join together practical housing support into a single service that is available to all, easier to access, easier to use and will provide support shaped around an individual's need not an organisation's processes.

The Lightbulb project will redesign housing support specifically around adapting peoples' homes so that they can remain independent and safe at home. Transforming these services will focus on three key changes which are currently spread across several agencies with different access routes and eligibility:

- A single point of contact or referral;
- A single, broader assessment process, which will be accompanied by a case management service;
- A wider offer of housing support and advice with access to a handyperson services, cost effective recycled furniture, affordable warmth advice and practical support including housing based assessment services and adaptations to peoples' homes

For further details about the Lightbulb project, contact [Tine.Juhlert@blaby.gov.uk](mailto:Tine.Juhlert@blaby.gov.uk) or call 0116 272 7683

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## Housing discharge enabler

A support scheme to enable mental health patients to settle back into a safe home after treatment is proving to be a great success.

The district councils, county council and city council are working with Leicestershire Partnership Trust's Bradgate Unit, to support patients who need help with housing concerns following a stay in hospital.

Known as the housing discharge enabler, the scheme:

- Places a housing specialist within the Bradgate Unit, to identify and help to overcome housing issues, so patients can return home as soon as possible after treatment
- Provides ongoing support once they are home, including help with furniture and access to benefits

As well as the benefits to patients themselves, the scheme is on track to save £395,000 per year, having already reduced the cost of housing-related delays at the Bradgate Unit by £162,000 over the last three months.

Examples of people helped by the scheme include:

- Mr A, who was able to live alone for the first time, following help to find affordable housing and community support
- Mr B, who was provided with council accommodation and furniture

For further details, please contact Quin Quinney of Blaby District Council on 0116 275 0555.

## Local Area Coordination (LAC)

Local Area Coordinators will be in place across Leicestershire from April 2015.

The LAC project will help build individual, family and community resilience by working alongside local people, community organisations and the voluntary sector. The coordinators will help residents to access local services and informal support networks, to improve their health and wellbeing.

The eight initial areas the coordinators will be working in are:

Blaby District	Charnwood Borough
<ul style="list-style-type: none"><li>• Enderby</li><li>• Braunstone Town/Thorpe Astley</li></ul>	<ul style="list-style-type: none"><li>• Hastings</li><li>• Thorpe Acre</li></ul>
Hinckley and Bosworth	Melton
<ul style="list-style-type: none"><li>• Desford/Newbold Verdon</li><li>• Barwell</li></ul>	<ul style="list-style-type: none"><li>• Asfordby</li><li>• Melton</li></ul>

The LACs will initially work closely with GP surgeries, Adult Social Care and the Police, in order to identify/target individuals who may benefit from support, as well as developing a presence within their local communities.

For more information, please contact the LAC Manager Simon Dalby [Simon.Dalby@leics.gov.uk](mailto:Simon.Dalby@leics.gov.uk)

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## Study aims to cut emergency hospital admissions

Loughborough University, Leicestershire County Council and Healthwatch Leicestershire have been awarded £70,000 for a major new study to evaluate how emergency admissions to hospitals are being reduced.

The evaluation will assess patient journeys through community alternatives to hospital admissions or Accident and Emergency (A&E) visits.

Supported by a computer modelling and simulation, alongside patient interviews and focus groups arranged by Healthwatch, the study will investigate how the patient journey can be improved.

The research will be used to evaluate the effectiveness of the four Better Care Fund interventions to reduce emergency admissions to hospital and will assist NHS and local authority commissioners to make evidence-based decisions about future integrated care pathways. It will also be used to capture the experiences of patients, to support the development of patient-centred integrated services in health and social care in Leicestershire.

The funding has been awarded by the University's Enterprise Projects Group (EPG), which manages and allocates funding received from the Higher Education Funding Council for England (HEFCE) Innovation Fund and the Engineering and Physical Sciences Research Council (EPSRC) Impact Acceleration Account.

For further details, please contact [Gemma.Whysall@leics.gov.uk](mailto:Gemma.Whysall@leics.gov.uk) or call 0116 305 5673

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## Developing integrated health and social care teams in localities

Since last summer, work has been progressing to explore how adult social care in Leicestershire and Leicestershire Partnership Trusts (LPT) Community Health Services (CHS) can work more effectively together in localities. Several task and finish groups have met to define ways of working and a joint pilot has been running in Melton and Harborough to test this out with the aim of implementing changes from the summer.

We are taking a structured, well-planned approach that involves staff, creates their ownership, enables us to learn as we go and build on our successes.

Six locality offices have taken part in an exercise called a 'Fair Days Work' to capture the different activities undertaken within teams and to understand where systems and processes can be improved. The findings show there are opportunities to reduce administrative tasks, improve consistency and become a more integrated service.

To find out more about this project, contact Brian Jopling on 07889 256265 or by email [jopling2@aol.com](mailto:jopling2@aol.com)

# Integrated information will help us to better understand how our care and health services link to each other

Services delivering care to an ageing and increasingly frail population need to work across organisational boundaries. People now need support from multiple agencies and professionals. Care is often fragmented and uncoordinated and integrated information is needed across agencies so we can plan and deliver care more effectively for individuals.

Care & Healthtrak is an innovative project, first piloted in Derbyshire, which is now being introduced across Leicester, Leicestershire and Rutland. It will bring together information from across Leicestershire's health and care organisations for the first time. The project is already underway and all partner organisations are contributing to the design and implementation of the information tools.

By July 2015, partners are expected to have information dashboards showing how patients move through our local health and care services. We will know which services they accessed before and after a particular event, such as A&E attendance or inpatient emergency admission.

This new integrated information will help health and care organisations plan services collaboratively, and it will give fresh insights into how each agency's services link with those delivered by other providers.

For more information please contact Brenda Howard, project manager on 07884 473 017

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## Leicestershire's Better Care Fund (BCF)

On April 1, the County Council and East and West Leicestershire Clinical Commissioning Groups combined £38m of their money to form the Better Care Fund pooled budget. The priorities for the services this fund will support were approved in 2014 [http://www.leics.gov.uk/leics\\_county\\_bcf\\_submission\\_supplementary\\_appendix\\_b\\_bcf\\_plan\\_on\\_a\\_page.pdf](http://www.leics.gov.uk/leics_county_bcf_submission_supplementary_appendix_b_bcf_plan_on_a_page.pdf) <http://www.leics.gov.uk/healthwellbeingboard/bcfsubmission.htm>

The Better Care Fund is being used to support the developments in this bulletin such as the Older Person's assessment unit in Loughborough, the Lightbulb project, the falls service and Local Area Co-ordination. The success of the BCF is measured by the impact the services have on avoiding unnecessary hospital admissions and supporting people to maintain their health and wellbeing outside of hospital.

For more information please contact [Cheryl.Davenport@leics.gov.uk](mailto:Cheryl.Davenport@leics.gov.uk) or call 0116 305 4212

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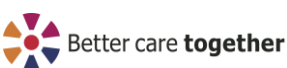
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To find out more about Better Care Together – Leicester, Leicestershire and Rutland's five year health and care strategy visit <http://www.bettercareleicester.nhs.uk/>

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