



City of Westminster

Adults, Health & Public Protection Policy & Scrutiny Committee

Date: 20th September 2017

Briefing of: Councillor Heather Acton, Cabinet Member for Adult Social Services & Public Health

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1. Actions requested by the Committee

1.1. The most recent KPI analysis of Adult Social Care (ASC) and Public Health programmes, submitted to the Audit and Performance Committee is attached in Appendix A of this report for the Committee's reference.

2. Adults

2.1 Better Care Fund

2.1.1 Following the publication of final guidance in July, considerable work has been undertaken to produce the Better Care Fund Plan 2017-19.

2.1.2 The first stage was to submit at the end of July proposals to utilise the additional £8.72 million of funding allocated to Westminster City Council as part of the Improved Better Care Fund Initiative. Agreement has been reached with the Clinical Commissioning Groups (CCGs) to utilise:

- £2.128m (24%) of the funding to uplift payment rates for domiciliary and residential care in order to increase market stabilisation;
- £3.82m (51%) to provide additional care capacity to meet increasing demographic pressures and more complex care needs; and
- £2.172m ((25%) to establish a joint Transformation Fund with Health Commissioners to assist with delivering the Central Government Vision for Integrated Health and Social Care Services by 2020; and to improve residents experiences of being discharged from hospitals.

- 2.1.3 A key focus for the Improved Better Care Fund Plan submission was on developing plans to improve hospital discharge arrangements.
- 2.1.4 A national dashboard mechanism has been developed by NHS England and indicates that Westminster already performs well, achieving a national rank of 5th and a nearest neighbour rank of 3rd. Indicators measured within the dashboard include:
- Non elective admissions;
 - Admissions to residential and care homes;
 - Effectiveness of reablement;
 - Delayed transfer of care.
- 2.1.5 The full Better Care Fund Plan 2017-19 had to be submitted to the Department for Communities and Local Government (DCLG) and NHS England on Monday 11 September. Considerable work was undertaken to agree an acceptable financial settlement between the Councils and the CCG.
- 2.1.6 The Plan was also updated to reflect the priorities set out in the new Joint Health and Wellbeing Strategy 2017-22 and the North West London Sustainability and Transformation Plan. Key priorities include:
- Re-commissioning the Community Independence Service in order to reduce the number of non-elective hospital admissions and to improve hospital discharge;
 - Developing a whole systems approach to the delivery of out of hospital services including community nursing, primary care and social care. In order to deliver the Central Government Vision of Integrated Health and Social Care by 2020.

2.2 **Extra Care Housing**

- 2.2.1 The two Extra Care Housing schemes - 60 Penfold Street and Leonora House, continue to provide a good service for Westminster residents. The quality of care in both schemes is high, with a focus on a personalised approach and a commitment from staff to engage residents in their local community and help them to stay as independent as possible. Penfold's processes are robust and the scheme is well-led. Leonora House is also well-led but some improvement work is required on training schedules and audit of medication charts. These issues are being addressed by the service.
- 2.2.2 In recent consultation meetings, residents spoke positively about the care they receive, the upkeep of their accommodation and the 24-hour support on site. It was hard for residents to identify any changes or improvements and it appears that people most value the total experience of living in good accommodation

with 24-hour support and access to social inclusion. More opportunities for trips, and some minor improvements in food (Leonora) and bathrooms (Penfold) were raised.

2.3 Care Homes (Older People Residential and Nursing Care)

- 2.3.1 Adult Social Care (ASC) Commissioning makes regular visits to inspect care homes within Westminster and the homes are also inspected regularly by the Care Quality Commission (CQC). There are open and structured communication channels for the sharing of intelligence and information on care home services between the CQC and ASC.
- 2.3.2 A Care Homes Improvement Plan has been jointly developed with health and ASC commissioners, Healthwatch Central West London and Safeguarding leads. This plan has been linked to the work of the North West London Sustainability and Transformation Plan (STP) Delivery Area 3 which is focused on the needs of Older People.
- 2.3.3 Care homes improvement has been agreed as one of four strategic priorities by the Joint Executive Team (JET) - a joint meeting of the Directors from ASC and the Managing Directors of the CCGs. As part of this programme, a joint proposal from two recognised care home improvement organisations, My Home Life and Ladder to the Moon, has been worked up, to support the care home manager and the whole care home staff team to secure the necessary performance and cultural improvements. This jointly funded programme will initially prioritise those care homes judged to be 'Requiring Improvement' by CQC and then be widened so that all care homes in Westminster can benefit.
- 2.3.4 ASC Commissioning made a successful application to the NWL Change Academy for facilitation of a series of four workshops, to take place between September and November 2017, focused on the delivery of the care home improvement plan. These workshops will bring together all stakeholders from across commissioning, Healthwatch, primary and secondary care and a care home owner and manager.

2.4 Mental Health Day Services Consultation

- 2.4.1 **Safe spaces** – Single Homeless Project (SHP) continue to run the safe spaces at The Abbey Centre in partnership with SMART with seven service users regularly accessing this. This is a drop from the previous cohort that used the Recovery Support Services (RSS) drop-in services at Lupus Street and St Mary's Terrace, where they had 45 active customers. This is largely a result of customers requiring a lot of engagement, encouragement and motivation to access new provision, as well as customers now accessing universal services due to the transitioning work that SHP has undertaken. Despite these challenges SMART continues to promote their service.
- 2.5 **Partnership working and revisiting the care navigators plus service** - Partnership working between SHP, SMART and The Abbey Centre is very positive. Quarterly meetings have been established with key stakeholders

including CCG, Health Watch, and providers to ensure that there is oversight on this piece of work, and at all future meetings there will be service user representatives on the group to ensure that they have true choice and control around future developments. The last meeting was held on the 30th August.

3 Public Health

3.1 0-5 Health Visiting and Family Nurse Partnership (FNP)

3.1.1 A contract variation has been issued to the provider for Health Visiting and FNP varying the contract values from the 1st of July 2017 until the 30th of September 2017. A new contract will be issued commencing the 1st of October 2017 to 30th September 2019, in collaboration with children's commissioning. Work is also underway to ensure that a 0-19 Child Health Commissioning strategy is ready for the end of October 2017. This includes benchmarking, reviewing all commissioned services, undertaking some soft marketing with providers and undertaking questionnaires and focus groups with families.

3.2 Mental Health

3.2.1 **Director of Public Health Annual Report** - In September the Director of Public Health will publish his Annual Report on Mental Wellbeing. Titled 'Roads to Wellbeing' the document will act as a call to action for a greater focus on promoting mental wellbeing across the life course at an individual, community, organisational and population level.

3.2.2 **Refresh of the Suicide Prevention Strategy** - Work has commenced on refreshing the current 2013-18 Suicide Prevention Strategy. A multi-agency group has been established to undertake this work over the next few months.

3.3 Oral Health Campaign

3.3.1 Public Health and Communications are preparing a campaign aimed at children and families to reduce consumption of sugary drinks and snacks as part of a borough-wide Sugar Smart campaign to be delivered later this year. An Animation 'The Tale of Triumph over Terrible Teeth', developed from an idea Councillor Christabel Flight had, has been produced and is expected to launch later this year. The short animation will be used to increase awareness of tooth decay and have an impact on the burden currently experienced by local children.

3.4 HIV

3.4.1 A Pre Exposure Prophylaxis (PrEP) pilot run at 56, Dean Street by Chelsea and Westminster NHS Foundation Trust is reporting a significant reduction in patients being diagnosed as HIV positive over the past 12-24 months.

3.4.2 PrEP is a tablet to be taken regularly, which provides protection you from HIV. Taking PrEP once a day maximises protection against HIV by around 99%.

3.4.3 The success of the pilot has generated increased activity which in turn is putting pressure on current capacity. We expect to see an increase in costs (although the cost of the tablet is funded by NHS England, the additional screening and tests are funded by the local authority).

3.5 **Seasonal Flu Campaign**

3.5.1 The annual seasonal flu campaign gets underway in September and will run over the Autumn and early Winter. The local authority will be working with the NHS and Public Health England to promote the uptake of flu vaccine in our local population focusing on the over 65s and designated vulnerable groups with the aim of reducing hospital admission and premature death.

4 **Health and Wellbeing Board**

3.1 The Health and Wellbeing Board met on 13th July. The Board discussed the Better Care Fund, developing Westminster's Primary Care Strategy and the annual report of the Director of Public Health. The next meeting is scheduled for the 14th September.

3.2 Following the agreement earlier in the year of a new Joint Health and Wellbeing Strategy 2017-2022, work has now been undertaken to develop an Implementation Plan and work programme for the Health and Wellbeing Board in 2016/17.

3.3 Three key priorities have been identified by the Board for focus in 2017/18. These are:

- **Care Coordination** – this will build on work led by Central London Health Watch to consider the benefits of existing arrangements for providing personalised care coordination using care navigators; and in turn will support the development of a long term out of hospital and integrated health and social care strategy for the Borough;
- **Mental Health and Wellbeing** – this will draw on work underway as part of the Director of Public Health's Annual Report, which this year focuses on the key issue of mental wellbeing. The Board will also review progress in delivering Sustainability and Transformation Plan Delivery Area 3: Improving Outcomes for Children and Adults with Mental Health Needs;
- **Children and Young People and Prevention** - this will examine existing work underway, identify good practice and develop proposals for improvement.

3.4 In addition the Health and Wellbeing Board will play a key role in overseeing and shaping the development and implementation of the BCF Plan and the delivery of the STP Plan. Key transformation projects underway include:

- Developing future commissioning options for the Community Independence Service ahead of the end of the current contract in July 2018;
- Working with the CCG and other key stakeholders to develop a long-term out of hospital or integrated health and social care strategy, that will deliver the Central Government Vision of Integrated Health and Social Care by 2020.

5 Health

4.1 **Sustainability and Transformation Plan**

- 4.1.1 Work has continued over the summer to progress the implementation of the North West London STP Plan. A programme delivery infrastructure has now become well embedded based around 5 STP Delivery Areas which are aligned with Health and Wellbeing Priority Areas.
- 4.1.2 The diagram below provides an overview. Council Officers are involved and participate in each key STP Delivery Area and the Cabinet Member for Adult Social Care and Public Health continues to represent the Tri Borough on the North West London Health and Social Care Transformation Board, which acts as the Programme Board for the delivery of the overall STP.
- 4.1.3 Progress with the delivery of the STP continues to be monitored by the Health and Wellbeing Board and it is anticipated that during the Autumn some changes will be made to the governance arrangements for delivering the plan.

If you have any queries about this report or wish to inspect any of the background papers please contact Lexi Cotoulas x4299 lcotoulas@westminster.gov.uk

Appendix A

Key Performance Indicators

Quarter 1 figures reported in the table below are year-to-date, April 2017 to June 2017, unless indicated.

Performance Indicator	2016/17 Performance	2017/18 Target	Quarter 1 position (YTD)	Target Assessment	Direction of Travel
Adult Social Care					
Proportion of adults with a learning disability known to Adult Social Care in paid employment	9.2%	9.2%	9.5% (38/388)	On track to achieve target	Stable
Proportion of adults in contact with Mental Health services in paid employment	6.8%	7%	6.4% (55/851)	On track to achieve target	Stable
Percentage of clients who require long term service after completing a reablement package	29%	29%	36% (53/148)	At risk of missing target	Deteriorating
Service commentary: Too early to make judgement about outturn as only two months of data. Position will be monitored through monthly local reporting					
Overall satisfaction of people who use services with their care and support	59.5%	N/A Context	56.1%	N/A	Deteriorating
The proportion of people who use services who find it easy to find information about support	72.7%	N/A Context	71.4% (weighted)	N/A	Deteriorating
Delayed transfers of care, acute days attributed to social care (cumulative)	826	1,103	101	On track to achieve target	Improving
Percentage of carers receiving an assessment or review	85%	90%	14.9% (92/619)	On track to achieve target	Stable
Total number of new permanent admissions to residential care of people aged 65 years and over	37	95 (combined)	4 (Cumulative)	On track to achieve target	Stable
Total number of new permanent admissions to nursing care of people aged 65 years and over	55	95 (combined)	7 (Cumulative)	On track to achieve target	Stable
Adults receiving a personal budget to meet their support needs	92.1%	90%	92.6% (1,499/1619)	On track to achieve target	Improving
Public Health					
Service Commentary: Public Health performance indicators all have a lag reporting time of 1 quarter. The most up to date figures available as at Q1 are for Yearend. All targets at yearend were achieved.					
Percentage of children who received a 2-2.5 year review	100%	100%	Update available Q2	N/A	N/A
Number of residents reached through community champion activities	17,545	10,000	Update available Q2	N/A	N/A
Number of NHS health checks taken up by eligible population	6,465	8,747	Update available Q2	N/A	N/A

Performance Indicator	2016/17 Performance	2017/18 Target	Quarter 1 position (YTD)	Target Assessment	Direction of Travel
Service Commentary: National guidance states that each LA should aim to deliver health checks to 15% (6560) of the eligible population. Locally WCC has set an ambitious target of 20% (8747). We have achieved an annual outturn of 15.5% for 2016/17.					
Stop Smoking Services – number of 4 week quits	1,558	1,500	Update available Q2	N/A	N/A