

Adults & Health Policy & Scrutiny Committee

Date: Wednesday, 22 November 2017

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

**Briefing Author and
Contact Details:** Charlie Hawken
chawken@westminster.gov.uk
0207 641 2621

1. Adults

1.1 Better Care Fund

1.1.1 Following the submission of the Better Care Fund Plan on Monday 11 September the Council received confirmation from NHSE on Friday 27 October that the plan had been fully accepted without conditions.

Now we must implement the proposals set out in the plan and in particular:

- Develop a whole systems approach to the delivery of health and social care services across the Borough. An Integrated and Accountable Care Strategy was presented at the Health and Wellbeing Board on Thursday 16 November;
- Develop options for the delivery of the Community Independence Service. It is anticipated that proposals will be presented to the January meeting of the Committee.

1.1.2 The Council continues to work with health providers to ensure that residents are discharged from hospital promptly and safely. Performance levels continue to be good compared to other areas of the country but plans to improve performance further are being developed and implemented. Note that in the first quarter of this year we are meeting our targets for delayed transfers of care.

1.2 Extra Care Housing

- The two Extra Care Housing schemes - 60 Penfold Street provided by Notting Hill Housing and Leonora House provided by Octavia, continue to provide a good service for Westminster residents. Both have a 'Good' rating with CQC and customer satisfaction is good.
- The opportunity to be admitted to the Dynamic Purchasing System (DPS) for WCC, which is the approved model to be used for procuring Care and Support Providers for the two schemes, was publicised on 16th October. Those providers admitted to the DPS will be able to respond to the mini competition exercises for Westminster schemes.

1.3 Home Care

1.3.1 Vincentian Care Plus is a home care provider in South Westminster. On 13th October Vincentian Care Plus received an overall rating of 'Inadequate' from the Care Quality Commission (CQC).

1.3.2 The care of the residents is our top priority and we have already taken steps to address the CQC rating. Vincentian Care Plus is working closely with the Council, and has put a plan in place for staff members across the organisation to improve its service, recording and auditing processes.

The service development plan includes Vincentian Care Plus reviewing policies and procedures including:

- Updating staff training
- Working more closely with care team colleagues
- Redesigning the office staff structure
- Developing geographical areas for care staff
- Appointing a new Chief Executive, David Barnard.

1.4 Care Homes (Older People Residential and Nursing Care)

- 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.
- 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 plan there is a joint proposal from two recognised care home improvement organisations,

My Home Life and Ladder to the Moon to support every care home manager and the whole care home staff team in optimum performance improvements. This jointly funded programme will prioritise care homes judged to be 'Requiring Improvement' by CQC and then be widened to all care homes in Westminster.

- Funding has been secured through the Better Care Fund (BCF) for Care homes improvement in Westminster and is due to commence in January 2018.

1.5 Mental Health Day Services

- Safe spaces and drop in support at The Abbey Centre and the Beethoven Centre has been commissioned for a year from June 2017 to June 2018. The Single Homeless Project (SHP) continue to run the safe spaces at The Abbey Centre and the Beethoven Centre (as part of their wider housing contract) in partnership with SMART.
- Partnership working between SHP, SMART and The Abbey Centre is very positive and continues with other key stakeholders including the Clinical Commissioning Group (CCG), Health Watch and service user representatives. There is agreement with the CCG to fund a care navigation plus service to help navigate customers discharged from secondary care to primary care to access recovery focused community opportunities.

2. **Public Health**

2.1 0-5 Health Visiting and Family Nurse Partnership (FNP)

- Following the changes to the service model for Health Visiting in Westminster which commenced on 1st July 2017, performance has improved above target for the 30 day new birth visit contact, 6 to 8 weeks reported contacts and developmental reviews. The transformation programme has begun with the provider Central London Community Healthcare (CLCH). One of the key changes was a revised skill mix model in which Nursery Nurses were employed to complete the 12 and 2.5 year checks and Community Staff Nurses completing the 8 week check. Recruitment to this new model is nearly complete with only 4.57 FTE vacancies remaining.
- Antenatal contact: Activity continues to show an upward trend with Quarter 2 performance of 50 in contrast to 23 in Q1 for the antenatal vulnerable face to face home contact. The number of antenatal contacts is anticipated to continue to rise as the service commenced a universal joint Health Visitor Midwife universal group antenatal offer.

- New Birth Visit: Performance for the 14 day contact in Quarter 2 was 91%; 3% lower than Quarter 2 and below the 95% target. This was counteracted by over-achievement for the 30 day contact; 98% in Quarter 2 and 100% for Quarter 1 (is inclusive of 14 day activity) The 14 day contact under-achievement will continue to be monitored by officers through the monthly Contract and Performance monitoring meetings. Causal reasons for under-performance in Quarter 2 included 4 women who declined 4 visits by the service and 24 infants who remained in the Neonatal Intensive Care Unit.
- 6 to 8 week Maternal Mood: The service continues to meet the 80% target with Quarter 2 activity at 88%; 6% increase from the previous quarter.
- 12, 15 and 24-30 month developmental reviews: All the three developmental reviews have continued to exceed the 75% target with Q2 performance for the three reviews at 80.3%%, 88.5% and 80.4% respectively. The service remains 100% compliant with the use of the Ages and Stages questionnaire (ASQ-3) assessment tool. The Ages and Stages Social Emotional (ASQ-SE) questionnaire being used for those with special needs will be rolled out to those who score below the normal range on the ASQ-3

2.2 Mental Health

2.2.1 The Director of Public Health, Dr. Mike Robinson, used his annual report this year to highlight the important issue of mental wellbeing and how we can all improve our mental wellbeing. The report suggests five simple ways we can all protect our wellbeing: by being active, giving, learning, taking notice and connecting with each other. In response to the report, Westminster's Communications Department is currently planning a mental wellbeing campaign which will partner with the pan-London movement, backed by the Mayor of London, Thrive LDN.

2.3 Community Champions

2.3.1 In 2016/17 Westminster 100 Community Champion volunteers delivered 5834 hours of volunteering. 28 large events were held promoting health to 5,587 residents. 619 weekly activities were held, covering physical activity, healthy eating, and social activities, with 7,428 residents attending. In addition 44 public health campaigns were run, reaching 4,530 people. This is a successful scheme that we hope to roll out further following the results of an external evaluation.

2.4 Sexual Health

2.4.1 Two new sexual health services to support residents in the community began on 1 April 2017 and a service took place in July including an uplifting performance

from the "Joyful Noise" choir, a choir of people living with HIV. To ensure residents can access sexual health support 24/7, we have developed digital platforms, as well as maintaining a specific service for sex workers. To ensure patient pathways to our services are improved, we have established partnerships with the CCGs and with NHS England. The Genito Urinary Medicine (GUM) services contract award has been made to Chelsea and Westminster Foundation Trust in collaboration with Imperial College Hospital NHS Trust. The contract will be implemented from April 1st 2018. Over the next few months we will be working with the providers to ensure a smooth transition to the new contract and the implementation of the additional London wide e-service.

2.5 Substance Misuse

2.5.1 The Alcohol service has established a broad range of networks with local health and social-care partners and within the local community. The proportion of residents identified as in need of structured alcohol treatment within local hospitals and commenced structured treatment in Westminster in 2016/17 was 92%. This is 32% above target. 57% of those leaving alcohol treatment in Westminster have achieved abstinence from alcohol. The national average is 50%. Of those still drinking when they leave alcohol treatment in Westminster, people are drinking on average 8 days less per month than when they started treatment. The average in Westminster when leaving treatment is 10.9 days per month, down from 18.9 days per month prior to treatment, with the national average when leaving treatment being 12 days per month.

2.5.2 The Drug and Alcohol Wellbeing Service (DAWS) has worked closely with outreach teams to assist the homeless population in the borough to address their substance misuse issues. They have delivered bespoke training to supported housing and hostel teams. Further work with the homeless services will be progressed as new drug trends and behaviours emerge. 206 Westminster residents who are in substance misuse treatment have accessed our specialist Education, Training & Employment support in 2016/17. 35 of those started paid employment, 45 started volunteering and 13 people gained a qualification in the last year.

2.6 Smoking and tobacco control

2.6.1 Smoking prevalence has fallen to a record low of 13% in Westminster (compared to 22% five years ago) and we remain among the lowest in the country for smoking in pregnancy. Westminster is not only the leading stop smoking service provider in London but also in England. (This is measured by number of 4 week

quits achieved per 100,000 smoking population (<https://digital.nhs.uk/catalogue/PUB30058>)) Of the 1,558 quits achieved, 72% were residents from the areas of highest deprivation in Westminster. 'Kick It's Youth Prevention arm, 'Ctrl Z' run a programme of events and workshops to raise awareness, prevent and reduce the uptake of smoking (including shisha) in young people in the borough. In 2016/17 **1,550** young people in Westminster received an intervention from 'Ctrl-Z'. An event is to be held later this month for premises offering shisha, explaining the health impact and also the new tobacco regulations, to help ensure they comply with existing legislation.

3. Health and Wellbeing Board

- 3.1 The Health and Wellbeing Board met on Thursday 14 September and received a detailed update on progress with the implementation of the Sustainability and Transformation Plan and in particular the Mental Health element of it.
- 3.2 It was noted that almost one year had passed since agreement of the plan and that substantial work was now underway. Key priorities for the next year include:
- Considering opportunities for the 8 Clinical Commissioning Groups (CCGs) to collaborate more closely at scale. In particular proposals have been developed to share a single Accountable Officer and Leadership Team across the eight and to establish a single NW London Joint Committee to commission acute and a range of other services. Consultation with GP members is now underway and it is anticipated that this will be concluded early in the new year.
 - Local focus has shifted to developing and implementing Integrated and Accountable Care Strategies. The implications of these strategies for Westminster will be considered by the Health and Wellbeing Board on Thursday 16 November but it is anticipated that these could have a significant impact on health and social care in Westminster.
- 3.3 At the meeting on 14 September the Board also considered the Director of Public Health's Annual Report which focused on mental wellbeing. Opportunities to align the conclusions of the report with Like Minded Strategy were identified and the report was welcomed. Work is now taking place on developing a mental wellbeing awareness campaign in Westminster. The Health and Wellbeing Board Met again last week.

4. Health & Care Transformation Group

- 4.1 The North West London Group met on 28 September and will meet again tomorrow. The minutes are shared with this Committee.

1. Soho Square General Practice

5.1 On 20th September the provider that operates Soho Square General Practice (Living Care Medical Services Ltd) notified that the Patients' Participation Group (PPG) that it intended to make changes to the service. The changes would come into effect on 1st December 2017.

Living Care Medical Services Ltd, is seeking a variation in the contract which will result in:

- Telephone only triage
- Appointments with advanced nurse practitioners
- Very limited access to a GP
- Existing GPs made redundant and the GP provision for the practice considerable reduced

5.2 On 6 October 2017 I wrote to the Chief Executive of NHS England, Simon Stevens, and expressed concerns that the Council and the local community had not been consulted or communicated with on the proposed changes to services.

5.3 On 25 October I received a reply from Julie Sands, Head of Primary Care NW London, NHS England. The NHSE Primary Care Team has requested a business case including:

- Details of the proposals
- The reasons for the proposals and benefits to patients
- The service and wider system
- An impact assessment both on the services and the contract
- The patient and stakeholder consultation to date and the planned programme going forward.

5.4 The CCG and NHSE primary care met PPG representatives and representatives from Living Care on 19 October to discuss the proposals, identify the key areas of concern which require further review and consultation with patients and to agree a set of clear engagement steps. We shall be kept informed.

If you have any queries about this report or wish to inspect any of the background papers please contact Charlie Hawken: chawken@westminster.gov.uk / 020 7641 2621