



City of Westminster



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

WCC & RBKC Health & Wellbeing Board

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| Date: | 8th June 2023 |
| Classification: | General Release |
| Title: | Complex Care Reflections from 30 th March Joint Health and Wellbeing Board |
| Report of: | Andrew Steeden, Medical Director for West London Rachel Soni, Bi Borough Director of Health Partnerships |
| Wards Involved: | All |
| Report Author and Contact Details: | Ivan Ookyere Boakye, NWL ICB Grant Aitken, Head of Health Partnerships |

1.0 Executive Summary

- 1.1 The meeting on the 30th March had the opportunity for HWBB members to discuss the Complex Care programme of the Place Based Partnership.
- 1.2 This paper provides a summary into how the Bi-Borough Place Based Partnership Complex Care programme is developing and how it addresses what is important to our residents and how we are helping to reduce health inequalities across our communities.
- 1.3 The HWBB heard about how the programme four priorities were developing, in partnership with local partners across the bi-borough including:
 - Care Homes,
 - Discharge,
 - Palliative and End of Life Care,
 - Same Day Access.
- 1.4 The meeting heard from Rose Doyle from the Advocacy Project, a member of the Local Account Group and a local resident who talked about her experiences. This was a good opportunity for the HWB membership to hear and listen to

individual experiences and to understand how these experiences have been supported or impacted on by our services.

- 1.5 There were four market stalls highlighting the need for multi-disciplinary working across partners to address the wider social determinants of health to support residents. The following is a summary of the stalls.

| Market Stall Area | Key Points |
|-------------------|--|
| Care Homes | stall was a chance for HWB members to understand residents in care homes experiences. |
| | <ul style="list-style-type: none"> • A number of comments received related to how people liked to see the range of activities • There was recognition that some care homes could work closer and differently to support people being discharged, especially with those on pathway 3 • A number of comments received related to how people liked to see the range of activities • There was recognition that: <ul style="list-style-type: none"> ○ some care homes could work closer and differently to support people being discharged, especially with those on pathway 3 ○ that the personalisation approach based around feedback from and co-production with residents was important in ensuring residents views were shaping the care they receive ○ that there was a need to support care home staff with career development to improve their retention and ability to care for increasingly complex care home residents <p>HWBB Action</p> <ul style="list-style-type: none"> • Continue to understand how the wider care market supports to reduce health inequalities and to invite Care Home providers to a HWB in future for wider presentation on challenges and opportunities |

| Market Stall Area | Key Points |
|--------------------|--|
| Good Health | – Violet Melchett and West Ten GPs practices presented their new models of care and how these are supporting wider models of care and the emerging integrated neighbourhood team ways of working of complex care. will be available to talk about their work and ambitions to improve the health of our communities. |
| | <ul style="list-style-type: none"> • Presented visuals of our ethos & vision of community connection and building together with health innovation and education |

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| | <ul style="list-style-type: none"> Invited stall attendees to scribble on the 2D plans of the new surgery site in Kensal whilst still in design phase to help with the look & feel A number of great ideas generated to inform future delivery <p>HWBB Action</p> <ul style="list-style-type: none"> How do we support the development of new models of care and promote positive integration stories from our communities? |
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| Market Stall Area | Key Points |
|-------------------|---|
| | <p>Community Safety– keeping people safe at home has been identified as a key priority for our residents. This will be an opportunity to hear about what support is available and how this contributes to improving the health and wellbeing our residents and communities.</p> |
| | <ul style="list-style-type: none"> A number of comments around the Violence Against Women and Girls service and how referrals were made into specialist support services. Further discussion on how anti-social behaviour does have an effect on health and wellbeing and how we could ensure key services work together better. Recognition of the different areas of work covered and how these can be promoted better to our residents. <p>HWBB Action</p> <ul style="list-style-type: none"> To increase awareness and understanding on what local support services are available to our residents in regards to crime and anti-social behaviour |

| Market Stall Area | Key Points |
|-------------------|---|
| | <p>Discharge Planning - this stall will be led by community health and care providers and will provide opportunities to understand the work that is underway to improve discharge planning, especially for people pathway 1 redesign</p> |
| | <ul style="list-style-type: none"> A number of comments received related to how people and agencies could refer people to the service. This reinforced the role and importance of community-based services and demonstrated a need for wider understanding and investment. There was also further recognition that there were opportunities to refer people who do not meet the threshold for mental health crisis but who would benefit from community-based support. <p>HWBB Action</p> <ul style="list-style-type: none"> To increase awareness and understanding of community-based provision |

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