

Joint Commissioning Partnership Newsletter

July 2016


South Devon and Torbay
Clinical Commissioning Group



Multi Provider Forum



The next Multi Provider Forum is due to take place on Thursday 21st July 2016, 9.00am – 12.00pm at the Carlton Hotel, Falkland Road, Torquay; free parking is available at the hotel or the surrounding area.

The forum is for providers of services within Torbay as well as commissioners from other authorities, these events focus on sharing good practice, policy and strategy to improve care, the workforce, business and commissioning in Torbay.

The agenda will include:

- An update and discussion around the Market Position Statement for Torbay
- Information on a new Framework for over 65s
- An update from the CCG
- Community based Care

We may have an update on Transforming care either at this meeting or in September.

If any providers would like to present at this or the next forum, have any items they would like to add to the agenda or would like further information on the forums, please contact Lisa Butcher 01803 208793 or lisa.butcher@torbay.gov.uk



Residential & Nursing Care Re-Commissioning Older People 65+

Torbay Council are working with Devon County Council, New Devon CCG and South Devon & Torbay CCG to develop a care home framework which will focus on outcomes for residents in Care homes.

The vision for the project is a care market for both health and social care that is quality-focussed, offers personalised solutions and is sufficient, well-led, and fit for the future, delivering cost effective options to meet local need.



This will be discussed in more detail at an Engagement and Stakeholder Networking event which will be taking place on

**Wednesday 31st August 2016, 9.00a.m–
1.00p.m. at the Carlton Hotel Torquay.**

Prior to this event Torbay Councils Community Engagement Officer, along with Torbay Voice, will be meeting with residents in Torbay care homes and/or their families to ensure their views are taken into account.

Feedback from the resident engagement will be discussed at the event on 31st August 2016.





South Devon and Torbay Clinical Commissioning Group

A Market Position Statement for Adult Social Care and Support and Children's Services in Torbay 2016+

Update from the Response to Falls Workshop

Torbay Council's Market Position statement (MPS) is designed to provide information and analysis of benefit to providers of care and support services in Torbay. It is intended to help identify future demand for care and support on the basis of what we know now about our local population, services and funding.

A number of Private Providers and representatives from South West Ambulance Service, Torbay Council, Torbay and South Devon NHS Foundation Trust, Devon County Council and South Devon and Torbay CCG met in February to discuss what could be done to support providers to make the most appropriate use of the ambulance service when service users fall.

The MPS shares information on demand and supply, as well as local and national strategies sharing with new and existing service providers. This is to help with things such as Business Planning, Investment Decisions, Response to opportunities such as personal budgets and integration and also reducing the risk of wasted resource on poor investments or poorly targeted initiatives.

Comprehensive and open discussions took place reflecting the difficult position Providers feel they are in, frustrations about the health and social care system and the current blame culture, although all agreed there was a need to reduce the demand on ambulance services.

For more information, please visit the link below:

[A Market Position Statement for Adult Social Care and Support and Children's Services in Torbay 2016](#)

The main problems were identified as the lack of clear guidelines for providers, mixed messages on what is expected of them, the existence of a blame culture, ambiguous terminology (particularly around the word 'lifting') and the response from 111.

Housing Strategy

Following the workshop, a short Post Falls Guidance document is being developed utilising nationally recognised post falls guidance from the National Patient Safety Agency and information already available from Devon County Council and the Ambulance Service. This will be distributed to all Providers when completed and may be adopted for individual use

Torbay Council has produced a Housing Strategy for 2015 – 2020. Our vision is:

"We want to enable the provision and choice of homes where people can thrive, this helps our economy by offering security and settled homes for longer, promoting health and wellbeing and reduces the impact on the environment. We want to help our communities to recognize and tackle the inequality faced by families and the vulnerable."

A number of providers have expressed interest to receive training on responding to falls and this is in the process of being organised. Please keep an eye out for details to be advertised shortly. If you have not yet registered your interest please contact c.nicholson2@nhs.net.

We have developed an overarching document that focuses on three key elements and co-ordinates a number of Housing and Health related priorities –

- Meeting Housing Demand
- Housing Commissioning "My home is my life" (includes the Homelessness Strategy)
- Improving the Quality of Homes.

There are informative training videos available on the South West Ambulance Service website, which include videos on how to assess and help someone who has fallen - <http://www.swast.nhs.uk/falls.htm>

For more information, please visit the link below:

[Torbay Housing Strategy 2015 - 20](#)

There are plans to bring local training from the College of Occupational Therapists on the Living Well Through Activity Toolkit. This toolkit is designed for care homes to help engage residents helping to reduce depression, numbers of falls and to improve well-being.

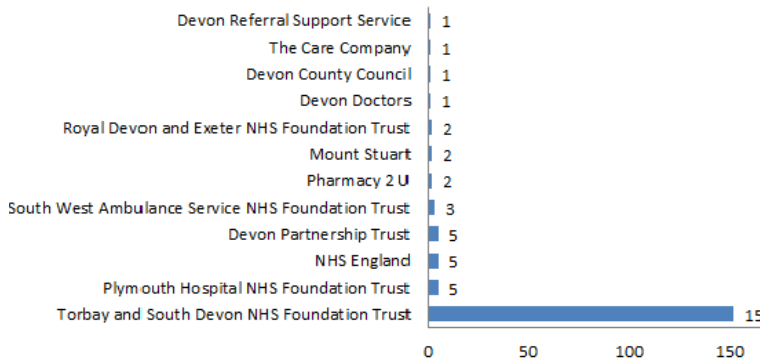
South Devon and Torbay Clinical Commissioning Group (CCG)

Yellow Card Roundup

NHS
South Devon and Torbay
Clinical Commissioning Group

Welcome to the first of the new style Yellow Card (YC) Roundup. This update will be sent every 3-4 months to highlight the key theme, trends and issues we are having through the Yellow Card System.

- For those who may not know what Yellow Card is, please click [here](#).
- For more information on how to access the Yellow Card form, please click [here](#).



The Following themes have been identified:

Poor Discharge from TSDFT:

Through the YC system, it was apparent that health care professionals were experiencing issues around incomplete or lack of discharge summaries. As a result, the Quality Team raised this issue with the Trust. The executive summary [here](#) summarises the report taken to Quality Committee and the actions taken.

Emergency Department (ED) at TSDFT:

Several YCs have raised concerns around a range of issues in ED. A number of work streams connected to an overall action plan have commenced and this is being monitored by the CCG. Actions include: updating the symphony records system, improving patient flow via the newly instigated Acute Medical Unit (AMU) and ensuring patient safety and experience is prioritised. Performance to the 4 hour standard has been variable however there has been a noted improvement in time to triage and initial assessment. The CCG continue to quality assure all aspects of safety and quality via regular monitoring meetings.

What do you do with a patient presenting Haematuria?

This is not an unusual occurrence in surgery consultations. At a recent Two Week Wait (2WW) Pathway Meeting TSDFT raised a couple of cases where patients who had presented with Haematuria had a confused journey to get investigated. Feedback from other practices also suggested that some GPs were unsure of the referral criteria for a valid 2WW referral.

The 2WW Urology Pathway has some very helpful guidelines of what type of Haematuria needs referral and when. If you are not 100% clear then please click on the link [here](#) for a quick update.

Lower Leg Therapy Service (LLTS)

It has been identified through a number of YC's that a number of Health Care Professionals have experienced difficulties in relation to the LLTS this has been raised on a regular basis at the CCG's Quality Committee to gain assurance on the service.

Since December 2015 the service has made positive steps forward whilst recognising that a particular issue (Tier 2 funding gap) remains unresolved. The service has had a number of successes, such as healing times being better than anticipated, positive patient feedback, nomination for WOW! awards, establishment of comprehensive monthly reporting to the CCG and a reduction to the waiting list.

The identified commissioning gap regarding payments to primary care for on-going Tier 2 treatment remains on the CCG's risk register. This issue continues to impact on the waiting list and although the waiting list has reduced by 50% since mid-November 2015, the rate of reduction has now become almost static over the last few months. A detailed plan for Tier 2 treatment went to the Operational Support Group (OSG) last month and work is now underway to agree a primary care service specification for management of tier 2 leg ulcer patients.

HSJ 2013 AWARDS FINALIST

MINDFUL EMPLOYER

NHS
South Devon and Torbay
Clinical Commissioning Group

Nutrition Training

Torbay and South Devon 
NHS Foundation Trust

20th July 2016 Newton Abbot Hospital
10am-3pm

4th October 2016 Torbay Hospital –
Horizon Centre 10am-3pm

The Nutrition and Dietetic department would like to invite you to their Nutrition Training course for catering staff in care homes.



The training day, aimed specifically at care home catering staff and staff involved in the preparation of meals, will be facilitated by the Community Dietetics team and will cover a variety of nutritional topics, including; the principles of healthy eating, catering for small appetites and individuals at risk of malnutrition, diabetes and menu planning.

If you are interested in attending, please email Anna Mason at anna.mason4@nhs.net to request a response slip. Please return the response slip with a cheque to reserve your place(s) to:

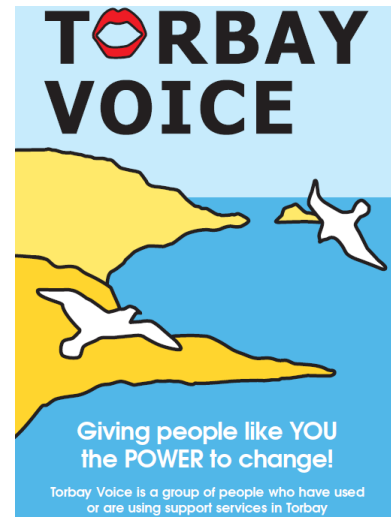
Nutrition and Dietetics
Torbay Hospital
Hengrave House
Lowes Bridge
Torquay
TQ2 7AA

Tel Anna Mason: 01803 654380

Price: £30.00 per person, please make cheques payable to the Department of Nutrition and Dietetics Torbay Hospital, card payments can be made by phoning cashier on 01803 656555,

reference: Nutrition Training, budget No: 14100.

Torbay Voice



What is Torbay Voice?

- ✚ Gives a supportive voice to people who use services.
- ✚ Influences the planning of services.
- ✚ Visits services, gathering the views of others.
- ✚ Reviews services to see how good they are.
- ✚ How your comments and feedback have changed things.

You can get involved by:

Email torbayvoice@torbay.gov.uk

Web www.torbayvoice.co.uk

Phone 01803 208692

Mobile 07917265736

Post Torbay Voice,

The Partnership & commissioning team

Torbay Council, Tor Hill House, 2nd Floor North,
C/o Town Hall, Torquay, TQ1 3DS



The new Independent Chair of the Adult Safeguarding Board – Julie Foster, is keen to visit Care Homes within Torbay. Julie will be contacting Care Homes in the near future.