

Joint health and Wellbeing Strategy 2018-2023:

Theme 2: Enabling our older population to live independently and well

Strategy/plan: aim/objectives/priorities	Update
<p>Stroke services re-design Aim to establish hyper-acute stroke units operating 24-hours-a-day, 7-days-a-week, to care for all stroke patients across Kent and Medway.</p>	<p>There is broad agreement that the hyper-acute stroke unit model will improve outcomes. The implementation configuration selected by Joint Committee of CCGs is being challenged by referral to Secretary of State (SoS) and via a judicial review. The implementation team is proceeding with generic development work, e.g. job profiles, policies, while awaiting outcome of referral to SoS and judicial review.</p>
<p>Local care: reorganisation of health and social care provided outside of a main hospital, at home, in a clinic, GP surgery or in a community hospital:</p> <ol style="list-style-type: none"> 1) preventing ill health by helping people to stay well 2) delivering excellent care, closer to home, by connecting the care from the NHS, social care, community and voluntary organisations 3) giving local people to right support to look after themselves when diagnosed with a condition 4) intervening earlier, before people need to go to hospital 	<ul style="list-style-type: none"> • Wellbeing Navigation and Social Prescribing – supporting patients in their journey through the health and social care system. This is vital for those individual who need support in locating and accessing the appropriate services for themselves and those they care for. • Patient Activation – supporting patients with several long term conditions with support to self-manage their conditions, with support tailored to their individual activation (skills and confidence in managing their condition). • Befriending – an innovative approach to delivering a befriending model in Medway based on one to one support, group sessions and telephone befriending services to local residents. • Enhanced GP services to residents in Care Homes – aligning GP practices to care homes for the elderly, with a proactive service providing a higher quality of service including regular ‘ward rounds’, medication reviews and care plans for all residents. • Kent Fire and Rescue Safe and Well Visits – establishing effective pathways for residents identified through these visits that would benefit from the wellbeing navigation service to ensure they receive the holistic care needed. This is also proactively identifying residents at risk of falls, and referring into the correct falls intervention programmes to prevent falls to fracture.
<p>Adult social care strategy:</p> <ol style="list-style-type: none"> 1) Prevention and early intervention, actively promoting wellbeing and independence 2) Partnerships with people who receive care, carers, groups representing people with specific needs, the health sector, and the community and voluntary sector 3) Personalisation to promote independence, choice and control 4) Innovation to transform care 5) Safeguarding, including ensuring that people who 	<p>Our Adult Social Care Transformation Programme is now in its 3rd year, and has resulted in significant changes to the way in which services are delivered. A greater focus on the care act principles of “Prevent, reduce and delay” has been achieved through the introduction of the 3 conversations approach (see below).</p> <p>Services are now organised into locality teams, aligned to the Medway Model, which means that we can work in a more collaborative way with health services in each</p>

<p>are vulnerable get appropriate protection and enables them to live independently and make their own choices</p> <p>6) Integration, connecting people to other public services, especially health care, but also to housing, welfare benefits, leisure and recreation, education providers and other organisations which support people to remain in their own home and play an active part in their community.</p>	<p>locality, including through multi-disciplinary team meetings.</p>
<p>Adult Accommodation strategy</p> <p>It is proposed that three strategic aims are adopted to support address this challenge:</p> <ol style="list-style-type: none"> 1. Invest and redirect funding for services that prevent, reduce or divert demand, keeping people at the heart of families and communities for as long as possible and stimulating communities to provide more support themselves 2. Promote independence and self-reliance of people who do need a service. Continue investment in new technologies, reablement and supportive Extra Care housing, Shared Lives and Supported Living services that prevent people becoming dependent on long term and costly care services 	<p>This commissioning strategy, 'Getting Better Together: Choices', sets out how Medway Council proposes to shift the balance of care to meet the growing needs of local people within reduced levels of funding by directing resources towards earlier intervention and prevention and placing a greater focus on promoting independence.</p> <p>This strategy proposes that resources are better targeted towards people with care and support needs, including carers, that would benefit most from interventions which help them live well and independently for as long as possible, empowering and supporting them to self-care and, in doing so improve their wellbeing and prevent, reduce or delay the need for high cost care services.</p> <p>This strategy builds on the Adult Social Care Getting Better Together strategy which sets the context as well as the Joint Health and Well-being Strategy and NHS Medway CCG's commissioning strategy and plans to improve the health and wellbeing of the local community.</p> <p>Whilst this strategy is fundamentally about Adult Social Care, it highlights the work of partner agencies such as NHS Medway CCG and Public Health where there are shared pathways and plans to jointly commission services in line with the Medway Model to achieve the integration agenda by 2020.</p> <p>The HomeCare and Extra Care contracts are currently being re-commissioned to ensure the new services deliver on the aims of the strategy as well as wider elements including social prescribing.</p> <p>The Medway Integrated Equipment Services is also being recommissioned.</p> <p>Our Nursing and Residential services are in the scoping stages of re-commissioning.</p> <p>Our Carers Strategy's Implementation plan is currently being discussed with the Community Voluntary Services.</p>
<p>Social isolation strategy:</p> <ol style="list-style-type: none"> 1) Raising awareness 2) Action for individuals 3) Community Action 	<p>Substantial work has been undertaken over the last nine months to deliver the strategy.</p> <ol style="list-style-type: none"> 1. Development and delivery of a new social isolation training module being accessed by council and partner agency front line staff. 2. Development and launch of campaign called "Medway Together" focusing on raising awareness on community assets where local people can make connections with

	<p>others and supporting local people to pledge to reduce isolation and loneliness in their communities.</p> <p>3. The establishment of a Medway social prescribing network and securing funding to further expand social prescribing in Medway, to support an additional 1,000 people through the programme.</p>
<p>Carers strategy: a new strategy for carers is being developed</p>	<p>The Carers’ Strategy was signed off at Cabinet in June. Delegated authority was given to the Director People – Children and Adults Services, in consultation with the Portfolio Holder for Adults’ Services, to finalise and approve the content of the Medway Joint Carers’ Strategy 2019–2024, taking into account the recommendations of the Health and Adult Social Care Overview and Scrutiny Committee, the Health and Wellbeing Board and the Medway CCG Governing Body.</p> <p>An engagement event has been held with young carers and stakeholders. The Ofsted inspection meant that it was difficult to get all of the detail needed from Children’s services around Young Carers and transition. Going forward input from services working with children will be important to ensure that the strategy and action plan deliver better outcomes for vulnerable children such as young carers.</p>
<p>Three conversations model: taking an asset-based approach to hold conversations based on the level of need:</p> <p>Conversation 1: helping people to connect to things that will help them get on with their lives</p> <p>Conversation 2: helping people who at risk to be safe and regain control</p> <p>Conversation 3: helping people to use their resources to support their chosen life</p>	<p>The Three Conversation Model has been adopted to move away from traditional approaches of assessment that often leads to long waiting lists for services and excess paperwork for staff, and instead to start with a simple conversation in which practitioners ask the person to identify what it is that they need or would like to happen. The team spends more time getting to know the person along with identifying solutions that will enable them to engage with their community and live a successful life. The model is tiered with each of the three conversations, representing a different level of intervention.</p> <p>Each locality team includes a Community Link Worker, who help to support individuals to connect to resources and assets in the community.</p> <p>As a result of the introduction of the 3 conversations approach, we have seen a reduction in the number of people contacting us for support who have gone on to need long term support.</p>
<p>Dementia action plan</p>	<ul style="list-style-type: none"> • Working towards meeting the national ambition to provide a dementia diagnosis to two thirds of the expected prevalence. This work involves supporting GPs and the local memory assessment provider, to raise awareness on the assessment process and reduce the time taken from assessment to diagnosis outcome. • As Medway is not meeting the national dementia diagnosis standard, Medway CCG is implementing and monitoring a Service Development Improvement Plan, in partnership with Kent CCGs and NHS England. • As well as providing a diagnosis, work is being implemented to ensure that everyone with a

dementia diagnosis receives an annual care plan as a minimum. This is monitored through NHS Digital Data and GP practices are identified for support.

- A Kent and Medway Dementia Strategic Group is well-established, looking at all areas of the dementia pathway, from assessment and diagnosis to end of life care. This group has representation from both Medway CCG and Medway Council.
- Local working groups are well-established to ensure partnership working and effective information sharing. Representation within the groups includes: Medway Council, Medway CCG, voluntary sector dementia support services, dementia crisis, carer support agencies, dementia crisis service, and dementia friendly organisations.