

## Integrated Commissioning Plan for South Kent Coast CCG area v 0.10 27.9.12

Please refer to the accompanying strategy which sets out the 4 shared objectives agreed by members of the Dover and Shepway Health and Wellbeing Board (Shadow) at the workshop on 20<sup>th</sup> September 2012.

Please note that this is a “work in progress” draft / living document. We are just entering a cycle for both the CCG and KCC Strategic Commissioning to decide the priorities for the next year (and subsequent years) – this document will need to be updated again by end of November 2012 to reflect those commissioning decisions.

### Shared Outcome 1:

**To improve the health and wellbeing of people in Dover and Shepway living with long term conditions, enabling as many people as possible to manage their own condition better**

	Shared objectives	Theme 1Prev 2ST 3LTC 4EOL	Sub-the me	State if commissioned or if this is a future idea	What will be commissioned	Who	When	Reference to other plans (web links to be added later)	Governance route for approval	Progress (RAG)
1.1	To improve the health of people with Long Term Conditions and prevent admission to hospital. Enable more people to self care.  <i>For people with a learning disability it is important to enable access to mainstream services</i>	x	Risk stratification, self management	Done	Pro-Active Care Pilot in Shepway and roll out to Dover/Deal. To include social care input. Intensive 12 week support plan to empower individuals <i>Care Navigator to provide follow up support</i>		Started July 2012 in Shepway. <i>Extend to Dover/Deal in September.</i>	SKC CCG Commissioning plan	SKC CCG Board. Integrated Commissioning Group OPPD.	Green
1.2	People with LTC and at highest risk of admission to hospital will be identified	x	Risk stratification	Links with social care being scoped	Risk Stratification Tool – <i>K&amp;M HIS team developing CPM model</i>	CCG / KCC (lead to be identified from CCG / Sally Smith, KCC)	<i>?September 2012</i>	LTC Programme	SKC CCG Board and KCC DMT	Red
1.3		x	Risk stratification	<i>work Mary Silverton (KCC) is doing with Hawkinge House and local GP surgery</i>		<i>Mary Silverton, KCC</i>				
1.4	Reduce hospital admissions and improve health and social care outcomes	x	Advanced Assistive Technologies	Done	Telecare equipment and response services.	Hazel Price, KCC	Ongoing		DMT	Green
1.5	Reduce hospital admissions and improve health and social care outcomes	x	Advanced Assistive Technologies		Telehealth	SKC CCG			SKC CCG Board	
1.6	Lifeline services helps vulnerable people live in their own home	x		Under reviewed to explore options for expanding services offered.	Lifeline	SDC	Ongoing	SDC Corp plan		
1.7	Reduce hospital admissions	x	Prevention		<i>Care Management post planned in QEQM to provide supported discharge and diversion from statutory care</i>	Janice Duff, KCC	?	<i>Long Term Conditions Strategy</i>		Red

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	Increased independence of patients and service users									
1.8	Improved advice, guidance and information for people with special needs	x	Prevention		Specialist Autistic Spectrum Condition – a service for people without a learning disability e.g. Asperges Syndrome	Chris Beaney, KCC	October 2012			
1.9	Improved emergency response  Reduced duplication for patients/service user		Extend plans for integration of health and social care teams  Social Services structures to be reviewed		Programme to extend integration to include OOH and Night Nursing across locality (Dover and Thanet)  Co-location planned	Janice Duff, KCC	End of December 2012			Amber
1.10	Avoid hospital admission		Intermediate care / enablement	Short term bed requirements need to be scoped. Model of care to be developed and agreed.  Assessment beds in housing schemes to include intensive ICT rather than in care home setting?	Intermediate care service requirements to be determined	?Paula Parker / Janice Duff, Mary Silverton, KCC / Christy Holden	Project Brief to Dover/Shepway HWBB October 2012		KCC DMT / CCG Board / Dover and Shepway HWBB	Amber
1.12	People are able to access health and social care services in a timely and co-ordinated way		Access		111 service, which will interface with integrated Single Points of Access	CCG / Paula Parker, KCC	April 2013		?	Amber
1.13	Reduce the number of 999 calls as a result of a fall. Reduce the number of repeat 999 calls. Prevent conveyance to hospital. Prevent admission to residential or nursing care. Enable the older person to continue to live in their own home. Rebuild confidence and independence.		Falls	Scope options to develop a combined NHS (SECAMB) and KCC Social care falls response service		James Lampert, KCC	April 2013	FSC Adult Social Care Transformation Programme	KCC Transformation Programme Board	Amber
1.14	Reduce hospital admissions		Admission prevention		Bariatric bed , although in Ashford area is also catering for Shepway and Dover	Mary Silverton, KCC	?		?	Amber
1.15	To reduce hospital admission, reduce length of stay, improve health and social care outcomes, create efficiencies		Neighb'hood care teams		Integrated neighb'hood teams for Dover/Deal (5) and Shepway (3)  Continue with local implementation including full co-location of SPA and fully integrated model of care across health, social care, mental health and	James Lampert / Janice Duff / Mary Silverton KCC/ CCG	July 2012 – health and social care teams to be working virtually (Dover/Deal)  Tbc – Shepway,	LTC Programme; Health and Social Care Integration Programme; CCG commiss'ning plan; KCC Transf'mation Programme	Integrated Comm Board OPPD. SKC CCG Board	Amber

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					community nursing services across all care pathways		but building on PAC project			
1.16	To reduce admissions to hospital from care homes; to maintain health of people living in care homes and prevent nursing home admission. Improve medicines management compliance; improve quality of care		X	Care homes	Dover/Deal is developing a coordinated plan to work with the care home sector, with a focus on pressure ulcers	Social Care ?CCG	Dover/Deal plan for September 2012	SKC CCG Comm Plan/KCC	SKC CCG Board	
1.17	Enable people to have more choice and control over their health and social care support to meet personal outcomes Establishing a locality based commissioning mechanism to deliver self management		x	Integrated budgets	New programme to be established  Joint commitment to take forward DH "further, faster" work re: IPBs	Gina Walton, KCC	Project running September 2011 – July 2012  New dates to be agreed	Long Term Conditions Strategy	Personal Health Budget Programme Board	Green/Amber
1.18	To enable people to have more control over their own care and support		x	Care Planning	Explore opportunities to link to KCC MySupport / AIS Support plan info as part of next phase	NHS Kent and Medway / CCG / Janice Duff and Mary silverton, KCC	Go-live mid October 2012	SCK CCG Commissioning plan	CCG Board / Cluster Board	Amber
1.19	Increase diagnosis rates for people with dementia within primary care  Improved care for people with a learning disability who develop dementia		x	Dementia	review memory assessment services to make them more primary care focussed and there are potentially opportunities to jointly commission some of the post diagnostic support	Linda Caldwell, K&M	?	Kent and Medway Dementia Plan	?	?
1.20	Improved care for people with a learning disability who develop dementia		X	Dementia		Mary Silverton		Kent and Medway Dementia Plan		
					development of dementia cafes and peer support groups / Broadmeadow – use of ST beds and daycentre , evaluation of admission avoidance successrate/ Intergenerational project between Hawkinge House , Brockhill School and Broadmeadow including dance and use of technology					

**Shared Outcome 2:**

**People with disabilities and older people will be supported to actively participate in the lives of their local communities, enabled by environments that are inclusive, accessible and safe for all**

	Shared objectives	Theme 1Prev 2ST 3LTC 4EOL	Sub theme	State if commissioned or if this is a future idea	What will be commissioned	Who	When	Reference to other plans (web links to be added later)	Governance route for approval	RAG
2.1	To enable disabled and older people to live safely in their own homes	x	Housing	Dover Adult Strategic Partnership (DASP) to support vol sector, including housing	East Kent Home Improvement Agency Handyman scheme	KCC Supporting People and CCG	Awarded August 2012		Supporting People Integ commissioning	Green
2.2	Improve access to information for patients to enable self management and supported self management – thereby reducing contacts with secondary care and social care	x	Information	Review opportunities for collaboration with KCC and District Councils	Implement local directory of services to maximise use of contracted services other than MIU/A&E	SKC	Implemented April 2012. To be reviewed.  Review collaboration opportunities by Dec '12	CCG commissioning plan  KCC Transformation Plan	CCG Board  KCC Transformation Prog Boards	Green  Red
2.3	Enable people to resolve non-complex issues for themselves without the need to access statutory services	x	Information Falls Benefits	Consider use of Community / Village agents. Link with care navigators and health trainers. Consider off-shelf information solutions.  Consider links to supporting health needs – scope opportunities  See 2.5 below for linked ideas		Karen Cook / James Lampert, KCC / CCG	Scope by Dec '12	Adult Social Care Transformation Programme	KCC Transformation Programme Board	Amber
2.4	Thriving and self-reliant communities, able to identify their own community needs and how to address them	x	Community capacity		Increase support for Neighb'hood Forums in Dover/Deal (currently 5) – NOT COMMISSIONED SERVICE. To discuss.	DDC				Amber
2.5	Increased independence of patients and service users	x	Prevention	Explore potential for integration of Health Trainer and Care Navigator roles.  See 2.3 above	Maximise use of health trainers to work with practices to tackle frequent users of MIU/WIC and OOH services			Long Term Conditions Strategy.		Amber
2.6	Improve availability of preventative services to stop people entering the statutory health and social care system	x	Community capacity; carers; social isolation; falls	Review voluntary services infrastructure; investment appraisal		Karen Cook & James Lampert, KCC	End September for KCC high level falls proposals and social isolation proposals	Adult Social Care Transformation Programme	KCC Transformation Programme Board	Green
2.7	Mitigate against impending increase in poverty	x	Community capacity	Explore options for projects e.g. 'food co-ops', community kitchens, family share and eat 'rogue cafes', community coaching groups in adult education, family budgeting groups, credit unions, business and						

	Shared objectives	Theme 1Prev 2ST 3LTC 4EOL	Sub theme	State if commissioned or if this is a future idea	What will be commissioned	Who	When	Reference to other plans (web links to be added later)	Governance route for approval	RAG
				enterprise training, time banks						
2.8	Healthy eating/ lifestyle	x	Leisure		'Lets Eat' 'Fit Pack' 'Anti smoking project' 'Fun, Fit Food' 'Hand washing workshops'	Arthur Atkins (SDC) Local schools	Ongoing			
2.9	Active family/ lifestyle		Leisure		Green Gyms	Jyostna Leney (SDC), British Trust for Cons Volunteers	Ongoing	SDC Corp Plan		
2.10		x	Intermediate care / enablement  Learning Disability services are developing an enablement model in Dover/Deal	Review intermediate care and explore opportunities to jointly commission intermediate care / enablement services. Consider role of OTs and access to telecare		K&M, Paula Parker / Jo Empson KCC  Chris Beaney, kCC		Adult Social Care Transformation Programme  LD enablement model ready to be piloted – October 2012	KCC Transformation Programme Board  CCG Board  ?Urgent Care Board	Amber
2.11	People are able to access the most appropriate community health or social care services in a timely way. They will get good quality, local information	x	Access; Information	Single Point of Access affordability / resourcing being planned	Single Point of Access (this may be at a CCG, EK Federation or Kent level).	Fiona Dempster, KCC leading.	By March 2013	Health and Social Care Integration Programme	KCC DMT; SKC CCG Board	Amber
2.12	<ul style="list-style-type: none"> <li>• Getting people healthy and into work: <ul style="list-style-type: none"> <li>○ Supporting businesses and growth</li> <li>○ Supporting skills education and training</li> </ul> </li> </ul>	x	Employment							
2.13	Support for victims of domestic abuse  Rehabilitating offenders		Community Safety	Potential for DASP and Neighb'hood Forums to help address community safety issues	'New Beginnings Project' 'Power to change programme' 'Kaleidoscope' 'Who can help' booklet 'Community Domestic Abuse Program'	Jyostna Leney (SDC) CSP DDC	Ongoing	SDC Corp Plan CSP Plan		Green
2.14	Improved service outcomes for people with a learning disability		Integrated Learning Disability Teams		There is a commiss'ned learning disability service for all people in SKC. Integrated team based at Cairn Ryan	Chris Beaney	Ongoing			
2.15	Enable vulnerable people access to quality housing to		Housing	LD teams working to develop specialist housing schemes		Dover District Council				

	Shared objectives	Theme 1Prev 2ST 3LTC 4EOL	Sub theme	State if commissioned or if this is a future idea	What will be commissioned	Who	When	Reference to other plans (web links to be added later)	Governance route for approval	RAG
	live independently									
2.16	Enable vulnerable people access to quality housing to live independently		X	Housing	Accommodation Strategy to be developed by Jan 2013; better use of telecare	Christy Holden		Accommodation Strategy (2013)		Amber
2.17	Extra Care Sheltered schemes are in the right places with no over-provision and are cost effective		X	Housing	Review Sheltered Housing schemes in Shepway. Develop extra care sheltered housing in Deal.	Shepway District Council; DDC; Christy Holden, KCC	By September 2012	KCC Transformation programme; Extra Care strategy; Accommodation Strategy (2013)		Amber
2.18	Disabled Facilities Grants (DFGs)		X			SDC refer people onto be assessed. Up to £30k. Bob Porter (SDC) KCC OTs		SDC Corp Plan		
2.19	Home Improvement Agency		X			Facilitate the delivering grant and the adaptations. Handy person service. Give out information and advice. Bob Porter (SDC) KCC OT bureau		SDC Corp Plan		
2.20	Review of sheltered housing and extra care		x		Current sheltered housing not meeting needs of community. Review occurring in 2012/13.	New sheltered housing Bob Porter (SDC) Registered Social Landlords Private sector Kent Housing Group and Joint Policy and Planning Board		SDC Corp Plan Better Homes: Housing an aging population (Draft, KHG)		
2.21	Home Safe loans program		X			£100k for loans for vulnerable people, to make house safe (excess cold, damp etc). Bob Porter (SDC)		SDC Corp Plan		

**Shared Outcome 3:**

**To support families and carers in their caring roles and enable them to actively contribute to their local communities**

	Shared objectives	Thene 1 Prev 2 ST 3 LTC 4 EOL			Sub theme	State if commissioned or if this is a future idea	What will be commissioned	Who	When	Reference to other plans (web links to be added later)	Governance route for approval	RAG
3.1	Increased carer support  Raised GP awareness	x			Carers		Carers project officer to work in GP surgeries (Dover/Deal)					Green
3.2	Working closely with families to address all issue preventing employment		x				Working Families	KCC Jyostna Leney (SDC)	Ongoing	SDC Corp Plan		

**Shared Outcome 4:**

**To ensure that the best possible care is provided at the end of people's lives**

	Shared objectives	Thene 1 Prev 2 ST 3 LTC 4 EOL			Sub theme	State if commissioned or if this is a future idea	What will be commissioned	Who	When	Reference to other plans (web links to be added later)	Governance route for approval	RAG
4.1				x	Care planning		Implement anticipatory care plans for older people and those at end of life to avoid unplanned death in hospital	David Smithard – advanced care planning  PCT Comm'ners – admission rates				
4.2	Improved service to patients				X Improved integration of Neighb'hood Teams and EoL services	Preliminary work needed to understand EoL integration issues	To be established	Janice Duff, KCC				Amber

4.3	To improve End of Life care pathway for people living in the community, extra care housing, residential and nursing care				X	Care homes and extra care housing		Consultant support in residential and nursing homes. They will accept direct referral from GPs and/or care home managers if referral criteria is met	? Social Care; Christy Holden ?CCG		SKC CCG Commissioning plan	SKC CCG Board	
4.4	To ensure that people receive the most appropriate care at the end of life				x	Access		A single point of access for palliative care (The Invicta Project with Pilgrims Hospice delivering service). Need to look at options to link with future integrated SPA.	CCG, Fiona Dempster, KCC	From January 2012			Green

Notes – place to be found, developed or discounted from plan

Shared Outcome (Top level)	Shared objectives / aims	Theme 1Prev 2ST 3LTC 4EOL	Sub-theme	State if commissioned or if this is a future idea	What will be commissioned	Who	When	Reference to other plans (web links to be added later)	Governance route for approval	Progress (RAG)
x			Benefits							
x	Awareness raising for substance abuse	x		Planning	Events run to help other agencies identify sign of substance abuse (ie KCC wardens, Jobcentre, Housing)	Jyostna Leney (SDC)	Ongoing	SDC Corp Plan CSP Plan		Green
X	Parenting courses to support families	x			12 week course addressing DA and substance issue.	Jyostna Leney (SDC) Social Services, Children's centres	Ongoing	SDC Corp Plan CSP Plan		Green
x			X	Mental Health						
x			X	Carers						

Futher information awaited from Mental Health social care commissioner and from KCC Head of Service (Shepway) re: locality commissioning plans (as at 27.9.12)