

**Continuing Healthcare Service Development
 Ongoing Care Programme 2018-19**

Governing Body meeting

1 November 2018

I

Author(s)	Paul Higginbottom, Senior Programme Manager Ongoing Care Alison Hall, CHC Clinical Lead
Sponsor Director	Mandy Philbin, Chief Nurse
Purpose of Paper	
To provide the governing body with a progress update with regards to the Continuing Healthcare service developments currently being delivered through the Ongoing Care Programme 2018-19.	
Key Issues	
<ul style="list-style-type: none"> • The Continuing Healthcare Case for Change • Building blocks to service improvement • Collaboration with Healthwatch to co-produce service improvement • Workforce Development • Continuing Healthcare digital transformation • Increasingly open and transparent 	
Is your report for Approval / Consideration / Noting	
Consideration	
Recommendations / Action Required by Governing Body	
The Governing Body is asked to understand how the Continuing Healthcare service improvements will deliver better outcomes for the individuals in receipt of services and their representatives.	
Governing Body Assurance Framework	
<ul style="list-style-type: none"> • To improve patient experience and access to care. • To improve the quality and equality of healthcare in Sheffield. • To work with Sheffield City Council to continue to reduce health inequalities in Sheffield. 	
Are there any Resource Implications (including Financial, Staffing etc)?	
There are no resource implications relating directly to the report.	

Have you carried out an Equality Impact Assessment and is it attached?

Equality Impact Assessments are completed at the appropriate time to support the various service developments.

Have you involved patients, carers and the public in the preparation of the report?

Not applicable

Continuing Healthcare Service Development Ongoing Care Programme 2018-19

Governing Body meeting

1 November 2018

1. Introduction / Background

1.1 The Ongoing Care Programme 2018-19 has two key workstreams, one of which is the Continuing Healthcare (CHC) Service Development Project. The project was informed by the CHC Case for Change, feedback from stakeholders such as Healthwatch and the last CQC Inspection.

1.2 This paper will provide the Governing Body with an update with regards to the Continuing Healthcare service developments currently being delivered through the Ongoing Care Programme 2018-19.

2. Continuing Healthcare (CHC) Service Development

2.1 The **CHC Case for Change** identified some key drivers to improve quality, performance and financial viability. Gaps and opportunities for integrated service development were identified from a local Sheffield context compared with the national drivers for change from NHS England, all of which helped inform the service developments.

2.2 The below **building blocks to service improvement** were identified:

What we are doing to improve services?



2.3 We are collaborating with Healthwatch supported by our Patient Experience Manager, with the aim of co-producing service improvements with individuals in receipt of services and their representatives.

We have developed a 'Participation Register for CHC Service Improvement' with 3 methods by which individuals and their representatives can contribute to informing/shaping service improvement:

- (1) Small group discussions
- (2) Home discussions
- (3) Telephone discussions.

Current initiatives being co-production:

- ***How did we do questionnaire (Strong Voice)***
 - On completion of assessments and annual service reviews
- ***CHC Newsletter***
 - Providing quarterly updates on CHC service developments
- ***CHC Core Values and Behaviours***
 - To deliver a consistently high quality service experience

To values and behaviours workshop will take place on the 6th November with the outcome being to: identify the CHC core operating values and their required behaviours to support effective collaborative working between health and social care, which delivers the best possible service experience for individuals and their representatives in receipt of care.

Individuals and their representatives will be participating in the workshop and will share their service experiences in relation to values and behaviours supporting the CHC nurse coordinators and social workers present to ensure the core values identified are fit for purpose.

2.4 Workforce Development will see an increasingly integrated approach to planning and delivery of the various training modules.

National Framework for NHS Continuing Healthcare and NHS funded nursing care (October 2018) integrated training was delivered by an external consultant who was involved in revising the framework. This was completed at the end of August 2018 and was attended by 55 health and social workers over the two days. We are currently planning for a series of 'mop up' sessions which will be delivered in-house.

The new 'CHC core operating values' aligned to our organisational values and the principals and values within the national framework will underpin the workforce development.

An integrated 'Sheffield CHC Operating Procedure' has been developed to support the processes and working practices which will govern the delivery of the CHC assessment and care management services in line with the framework, with the aim of ensuring a consistent high quality service experience for individuals and their representatives.

2.5 **CHC Digital Transformation** is recognised as a key catalyst for change within Sheffield, creating a CHC digital information gateway between the CCG and Sheffield City Council, which will support joint working and the ethos of person centred care.

A shared CHC digital platform will support integration, enabling a more mobile, flexible and responsive workforce, delivering greater transparency and accountability and improved communication, at the same time as delivering a shared data set through the provision of an electronic dashboard.

The right digital platform will help to deliver compliant business process and working practices in line with the national framework and supporting 'CHC Operating Procedure'. This will ultimately improve outcomes for individuals in receipt of services, reducing variability and result in a more consistent service experience.

2.6 The service developments will contribute to an **increasingly open and transparent** approach to the delivery of CHC services with greater accountability.

3. Conclusion

The service improvements are aimed at delivering greater effectiveness and efficiencies with the key aim of improving the quality and consistency of the service experience for people and their representatives in receipt of services

4. Governing Body Recommendations

The Governing Body is asked to note the CHC service developments and recognise the positive impact the developments will have on individuals in receipt of services and their representatives along with the health and social care workforce.

Paper prepared by Paul Higginbottom, Senior Programme Manager Ongoing Care and Alison Hall, CHC Clinical Lead

On behalf of Mandy Philbin, Chief Nurse

23 October 2018