

# **Integrated Care and Wellbeing Scrutiny Panel**

## **12 March 2020**

**Commenced:** 6.00pm

**Terminated:** 7.10pm

**Present:** Councillors T Smith (Chair), S Homer (Deputy Chair), Affleck, Alam, Cooper, Jackson, Martin, Mills, Owen, Patrick.

**Apologies for absence:** Councillors Boyle, Gosling, Welsh.

### **39. MINUTES**

The minutes of the meeting of the Integrated Care and Wellbeing Scrutiny Panel held on 9 January 2020 were approved as a correct record.

### **40. LIVING WELL AT HOME**

The Panel welcomed Councillor Eleanor Wills, Executive Member for Health, Social Care and Population Health; and Stephanie Butterworth, Director of Adult Services, to provide a progress update on the work to transform the commissioning and delivery of care services.

The Greater Manchester Health and Social Care Partnership has recently reconfirmed its priorities through a living well at home trailblazer, with Tameside actively reviewing the theme of blended roles. Key aspects include better care for older people and better jobs for care staff.

The trailblazer aims to explore how care can be delivered in a more integrated way across health and social care and at a neighbourhood level. This was initially informed from feedback on:

- Disjointed experiences of service delivery and care components in isolation
- The need for co-production and person-centred conversations
- A focus on time and task rather than a strength based approach to care and support
- Recruitment and retention problems for providers
- Difficulties in communication between health and care professionals

The Panel heard that the aims and objectives are built on feedback and experiences of how existing commissioning and delivery methods take place. This was underpinned by a focus on the continuity of care with fewer door knocks, to address workforce issues, improve care progression and to achieve greater integration of services and tasks in order to free up capacity in district nursing.

Ms Butterworth informed members that the pilot took place in Tameside's west neighbourhood over spring and summer in 2019. In order to find ways for homecare staff and district nurses to work more closely together a number of transferrable health care tasks were identified. Consideration was given to care of pressure areas, basic wound care and skin observations.

It was reported that the pilot has supported improved integration between providers and district nurses, with benefits from information sharing to attendance at meetings. A joint care plan was developed, the 'care bundle', along with competency documents. Homecare workers received additional training on healthcare tasks introduced with clinical oversight and governance.

Ms Butterworth reported that staff feedback from the pilot has shown that the new way of working has made a positive difference to care provision. It is also encouraging that 92% of staff involved in the group survey reported that this had made a positive impact on job satisfaction.

Identified impacts and outcomes include:

- Joined up care with coordinated care planning and a single point of contact
- Increased communication across organisational boundaries
- Reduction in waiting times for interventions
- Continuity of care

Based on 40 residents within the pilot requiring a high level of pressure area care support, it is estimated that over a 1 year period this would result in 205 fewer district nurse visits and allows this time to be repurposed to meet demand. If rolled out across all of west neighbourhood this could result in 957 fewer district nurse visits, a 40% reduction on visits for identified high intensity users.

Future plans include the blended role trailblazer being rolled out across west neighbourhood permanently and the remaining three neighbourhoods. Additional tasks for the future include blood glucose monitoring, tracheostomy care, gastronomy care, hydration and UTI management and prevention.

The Panel asked about timescales for the programme and whether the changes are able to make a positive impact on the ability of providers to recruit and retain care workers.

Ms Butterworth informed members that plans are now in place to expand the blended roles programme across the borough over a 3 year period. With a number of additional health care tasks and responsibilities, this introduces a positive change to the role of care workers. Additional training has helped to raise skills levels, confidence and improves the levels of care and job satisfaction, as shown in the recent staff survey results.

**Resolved:** That Councillor Wills and Ms Butterworth be thanked for attending the meeting.

#### **41. CORPORATE PLAN SCORECARD**

The Panel received headline indicators as a quarterly update on the Corporate Plan Performance Scorecard. The Chair advised members that information and data detailed within the scorecard will be reviewed on a regular basis and where necessary used to inform future work priorities for the Panel.

#### **42. SCRUTINY ACTIVITY 2019/20**

The Chair presented a summary of Scrutiny activity and oversight undertaken during the 2019/20 municipal year. Detail was provided on the updates received, in-depth reviews, budget briefing sessions, consultation responses and the shared learning from reports of the ombudsman.

#### **43. GREATER MANCHESTER SCRUTINY**

The Chair provided a verbal update on recent activity of the Greater Manchester Corporate, Issues and Reform Overview and Scrutiny Committee. The most recent meeting was held on 11 February 2020, with discussion on the following topics:

- GMCA budget papers that included transport revenue and waste levy
- Capital programmes

- High rise buildings
- Voluntary sector
- Care leavers charter

Regular Scrutiny update emails will continue to include a link to all public papers for the Greater Manchester Combined Authority Scrutiny Committees.

#### **44. CHAIR'S UPDATE**

The Chair informed members that a meeting of the Children's Working Group took place on 5 March 2020. The group received an update on the Council's Early Help offer from Lorraine Hopkins, Head of Service and Faye Edwards, Service Manager.

It was reported that the Early Help neighbourhood offer has been strengthened, with a positive example provided on the Team Around Approach that promotes the early identification of need through a multi-agency approach and shared vision.

**Resolved:** Details and outcomes from working group meetings to be routinely reported to the Scrutiny Panel.

#### **45. DATE OF NEXT MEETING**

To note that this is the last meeting of the Integrated Care and Wellbeing Scrutiny Panel for the 2019/20 municipal year.

#### **46. URGENT ITEMS**

The Chair reported that there were no urgent items for consideration at this meeting.

**CHAIR**