



Better Care Southampton
Joining up your care



UPDATE...

February/March 2015 / @NHSSotonCityCCG / www.southamptoncityccg.nhs.uk

Welcome - from Dr Sue Robinson and Councillor David Shields



Happy New Year! The countdown is now on to April 1st when the Better Care Fund is formally launched and the Care Act comes into force.

This second Better Care Southampton Update continues to chart our progress, bringing you news and views from the people and organisations joining up our care.

It was great to see lots of you at our Better Care Southampton TARGET event recently. This event was attended by GPs, practice staff and stakeholders from across health, social care and the voluntary sector. It was a really good opportunity for us to share our progress to date and to get GPs and primary care teams involved in the next steps for Better Care.

You will see in this edition stories of joint initiatives, updates on the part primary care are playing in the development of joined up working and a view from the community outlining what Better Care Southampton means for one local voluntary organisation. We also shine our spotlight on the invaluable contribution that housing is making to joining up care. All of this together with a host of other updates really shows the breadth of what Better Care Southampton is setting out to achieve.

With our Better Care plan now having the national seal of approval we are ideally placed to make the necessary changes to join up health, care and the voluntary sector and provide a better and more intuitive service for local people. Looking to the future we need to think more about mental health and the Health and Wellbeing Board hosted a round table event before Christmas to start this discussion.

We have also now completed the complex process of establishing the pooled fund – the joint budget which will include money from the City Council and Clinical Commissioning Group budgets. The Health and Wellbeing Board initially discussed this, beginning the approval process for the finances that will support Better Care Southampton. This was followed by a City Council

Cabinet meeting and CCG Governing Body meeting where all gave the fund, which will initially be over £60m, the green light. The Full Council also approved the fund, marking the final formal approval. This is an important development and will give us the financial stability we need to move forward with confidence.

As the momentum for Better Care Southampton increases so does the amount of news we have to share. We will continue to keep you posted via these updates and if you have any comments or questions then please get in touch – email info.bettercare@southamptoncityccg.nhs.uk and we will do our very best to help.

Dr Sue Robinson, lead GP for Better Care Southampton and Cllr David Shields, Chair of the Health and Wellbeing Board

Better Care Spotlight



This new feature gives us a chance to look at an area in more detail and get the low down on the contribution it is making to joining up health and care services. This month we are throwing the spotlight on housing and will look at how it can make a difference to patient care.

Jean Brown, Supported Services Manager at Southampton City Council, is passionate about the involvement of housing in joining up health and social care. She has seen first hand from her experiences as part of the 'demonstrator site' pilot (which concluded last year), the extra skills and insight her staff can bring to GPs, social workers, community nurses and more.

[Click here to read the interview.](#)

A view from the community

Phil Williams, Health and Wellbeing Development Officer with Age UK Southampton, tells us about the work they are doing to help join up care in the city.

"We at Age UK are very excited about the possibilities afforded by Better Care Southampton to improve the range and type of services delivered to local older people. We are working hard to ensure our services are part of a joined up approach and have realigned them to meet the needs of Better Care Southampton. Introducing community/care navigators to provide initial and ongoing person-centred needs assessment and support planning is a key part of our work.

This is a nationally proven model that uses a combination of paid-for and volunteer navigators to reduce avoidable hospital admissions and GP visits and help cut delayed hospital discharge and premature residential care referrals.

In the future, we see ourselves working with the whole system to enable navigators to co-locate across the city in hospitals, GP surgeries and community venues, all working in a person-centred way to support behaviour change and help individuals improve



their quality of life.

We have long sought a more structured, effective and coordinated way of working with health and social care; Better Care Southampton enables us to contribute community and voluntary sector resources in a way that makes a genuine and sustainable difference to the quality of life for the city's older population. Better Care fits really well with our own holistic and proactive approach to identifying and addressing people's needs – for us Better Care offers the potential for a better quality of life.”

Is getting animated about care planning the key for GPs?



The Royal College of GPs (RCGP) are getting animated about care planning in a bid to communicate the benefits of joined up working to busy GPs.

We at Better Care Southampton think their animation is great, so please [take a look](#). It's only three minutes long yet it provides some real food for thought.

The RCGP say: "Care planning could be the solution to so many problems that GPs are facing in trying to provide high quality care to our patients with long term conditions. Yet still it is under-used, largely because it can be a difficult concept to understand. We have launched an excellent video animation that explains the process and what can be achieved when care planning is properly implemented."

Let us know what you think -
info.bettercare@southamptoncityccg.nhs.uk

Your views on shaping Better Care - You said, We did!

Following on from our last Better Care newsletter, please [click here](#) to view the progress we have been making on the four work streams in the Better Care programme. Each has a key role in tackling our main health and wellbeing challenges through joined up care. The four work streams are this year focussing on frail elderly across these areas:

1. Rapid response, rehab and reablement
2. Integrated Care – Cluster Development
3. Community Solutions
4. Enablers

Update on – the Community Navigator

Last month we gave a full update on what the new community navigators will do ([click here](#) if you missed it).

As reported, the aim is to commission community organisations to provide our community navigators, with several organisations operating in the city having been given the opportunity to submit proposals outlining how they would make this role work.



Proposals were received by the end of December and have now been evaluated.

We are very pleased to be able to announce that SPECTRUM Centre for Independent Living (www.SPECTRUMCIL.co.uk) have been selected to begin the work of developing community navigators. The idea is for the work in these areas to be evaluated over the next 18 months with a view to rolling out across the city.

SPECTRUM will begin by working with partners to develop the initial approach to this new and exciting role. The areas which will form the early focus for this work are Shirley, Freemantle, Weston and Woolston (Cluster 1 and Cluster 5) with the aim of promoting and developing the role more widely across the city in the longer term.

Ian Loynes, Chief Executive of SPECTRUM said: "We are absolutely delighted to have been selected to provide this valuable role. We think community navigators will make a real difference to patients and service users and will help them gain access to a broad range of services offered by voluntary and charitable organisations in the community. We feel it is a great chance to make a tangible difference to the health and wellbeing of local people."

It is anticipated that the first community navigators will take up their posts by early spring when they can begin making a difference helping bridge the gap between care services and community groups. Watch this space for further updates.

The care provider perspective



Steve Smith from Solent NHS Trust answers key questions about the 'Case Manager' role.

What is the point of having a Case Manager?

One of the aims of Better Care Southampton is to have a holistic model of care – focusing on the whole person and not looking at each individual health issue separately. The case manager role will act as a vital part of this approach and will be a key element of our integrated Community Nursing Team, as well as being linked with the wider Community Health Teams.

[Click here for the full interview](#)

Personalised care for over 75s - update

As reported in our last issue, the introduction of the new practice based nurses for elderly patients as part of the 'Everyone Counts' initiative is now underway. The role of the elderly care nurse is to reduce the need for long term care by proactively identifying those at risk earlier to ensure they get the right support at the right time.

This initiative, closely linked to our Better Care work, requires Clinical Commissioning Groups (CCGs) to set aside £5 per patient to implement improvements in care for patients over 75. In the city, each locality developed their own proposals about how best to make this happen. [Find out more and hear from Lisa Lucas, a local Elderly Care Nurse from Burgess Road Surgery about her early impressions.](#)



Working together for a dementia friendly city



We want a dementia friendly city and we will work together to achieve it!

That's the message from NHS Southampton City Clinical Commissioning Group (CCG) and Southampton City Council as they join together with local charities, voluntary and community groups to provide more support in the community to help people in Southampton live well with dementia this winter and beyond.

The initiative, set up by the CCG and council, aims to develop support in the community for people with dementia and has seen several support groups established by charities across the city. Everything from art classes to gardening groups, to walking groups and Singing for the Brain® - all proven to improve wellbeing and connect those living with dementia with their community are now running - and to much acclaim!

Stephanie Ramsey, Chief Nurse and Director of Quality and Integration for the CCG and City Council said: "Dementia is a very real issue in our community and I am delighted to be part of such a great joint project to provide much needed support.

"62% of people with dementia say they are lonely and 47% say they don't feel part of their local community. We are determined to improve these statistics, especially over the colder months which can often be a difficult time for those living alone.

These groups are being delivered by local charities that can provide expert support giving those with dementia and their carers the chance to talk to others and make a positive impact on their day to day life."

Gary Marsh, Group Coordinator from the local office of the Alzheimer's Society added: "We are really pleased to join with our partners in health and the local authority and delighted that the groups we have set up are already making positive differences to people in Southampton – from walking groups and art classes to a seafaring memory group to encourage local people to share memories about their maritime lives and hobbies, all the groups are playing their part in tackling dementia and the isolation that

can go with it.”

Other local support includes opportunities for people with dementia to enjoy the outdoors at a community farm and reducing stigma of memory loss held by some ethnic minorities and using technology help stimulate and encourage reminiscing.

For further information about the groups please email us at info.bettercare@southamptoncityccg.nhs.uk.

Integrated Commissioning Unit update

The Integrated Commissioning Unit (ICU) is the name given to the growing department of people employed jointly by Southampton City Council and NHS Southampton City CCG with a remit of jointly planning and buying health and care services.

Director of Integration and Quality, Stephanie Ramsey, herself a joint appointment, said: “The ICU is vital in our work to join up services. For truly joined up services the starting point is commissioning – developing the right specifications and contracts to ensure services can be delivered seamlessly.”

[Find out more about the ICU and the projects they are currently working on.](#)

Care plans to be viewed by all

An exciting new project to upload all existing urgent and anticipatory care plans to the electronic Hampshire Health Record (HHR) has now begun.

This will enable the same care plan to be seen by health and care staff from a variety of organisations. It means that frontline staff from GPs and community staff to the ambulance service and acute sector can now all see plans to inform how they care for people - making life simpler. [Find out more](#)



Working together for your care:



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