



Joined Up Care Derbyshire

Planning future services together
so people can be healthy,
live well and stay well.

Joined Up Care
Derbyshire



 **DERBYSHIRE**
County Council
Improving life for local people


Derby City Council

Shaping the future of Derbyshire's health and social care – Joined Up Care Derbyshire

Everybody would agree that it is important people in Derbyshire can be healthy, live well and stay well.

NHS and social care services are here to help make that happen so they need to offer the right care, in the right way, at the right time, using available resources in the best way.

■ But the UK is changing...

People's lifestyles are very different now to when the NHS was set up in the 1940s, or even as recently as ten years ago. Services need to change to keep up with the people they serve.

Growing numbers of people need treatment. A lot of these people have more than one ongoing, complicated health condition, such as diabetes, arthritis, or breathing problems. New technology is available, which provides better support but costs more to run.

Chances to improve people's health and provide targeted support to prevent illness, and offer the most appropriate care when it is needed, are being missed.

And by 2021 there will be a £219m financial gap for Derbyshire's health system – with an extra £136m gap for local authority care costs if organisations carry on working as they do currently, and services are used and offered as they are today.

■ So the NHS and social care needs to change...

Providing more care and services out in the community would mean people can get well without having to be away from their home, family, friends and normal everyday life and activities.

Helping people to stay well needs to be at the heart of all services – with care wrapped around the patient, rather than being offered at a distance in a particular building.

People who are ill will receive care and treatment in Derbyshire, which is appropriate to their needs. If community care services are best suited to a person's need, they should be provided. If specialist, residential, or hospital care is needed, that is what that person should receive. The most important thing is to match the type of care to the health problem, so people get the right treatment, first time.

This is why health and care organisations must work and plan together – looking beyond existing structures and ways of working – to make sure people:

- are kept as healthy as possible
- get the best quality care
- have well-run services which make the most of available resources.

Health and social care organisations across England have been working together more closely than ever to produce Sustainability and Transformation Plans (STPs), to look at how services should run over the next five years, up to 2021.

This has given health and social care professionals an opportunity to get a complete picture of people's needs, and services being offered across Derbyshire, so resources can be used fairly to give everyone the same opportunities to live long, healthy lives.

Derbyshire's STP, called **Joined Up Care Derbyshire**, highlights what services are provided, where gaps might be, and what changes could help improve things to offer care in the best way for people, now and in the future.





■ How it is

Joe is partially sighted, has hearing loss, and is fearful of going out. He is spending more time in bed and less time doing everyday activities. Joe's wife, Barbara, worries about this. He receives care from several different specialist teams and has a care plan from each service. But his physical and mental health needs aren't coordinated. He'll often have visits from different services in the same day. This causes confusion and often leads to aggressive behaviour from Joe. Barbara has asthma and finds it increasingly hard to deal with Joe's mood swings and physical deterioration. She feels nobody understands as each professional only helps with one part of Joe's needs. Information is not coordinated and she is constantly asked the same questions about Joe. She doesn't really know who to ring and which care plan to follow.

■ How it could be

The community team (physical and mental health) coordinate Joe's health and social care needs in one 'wellbeing plan'. Joe has been encouraged to set small achievable goals and this helps him recognise progress he makes. Adaptations and equipment have reduced Joe's falls risk and given Barbara peace of mind. She has learned to offer him simple choices and is receiving support herself. They attend a physical educational course together, alongside other people like them, to help them manage their wellbeing and get advice from others in a similar situation.

Joe and Barbara feel more positive and are happy maintaining their independence at home. They know who to call if they need help and the care plan covers all their needs.

■ Involving everyone

People will play a big part in helping shape services for the county and city so they are more coordinated and do more than just treat illness – they should also prevent it and promote longer, healthier lives.

By getting Derbyshire people involved and talking about any proposed changes, everyone can do their bit to help the health and care system work better.

■ What can be done better?

Five priorities have been highlighted so far:

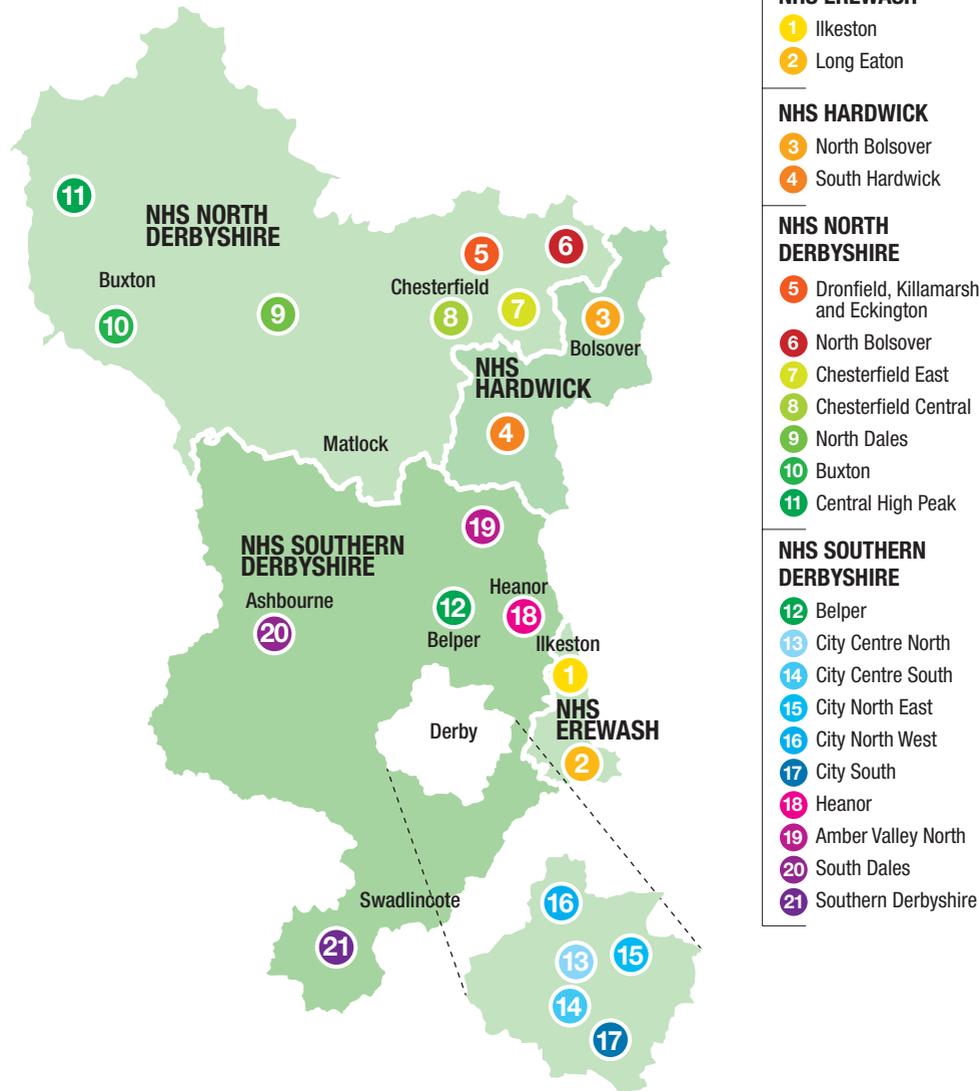
1. More work is needed on **preventing ill health and helping people take good care of themselves**. By preventing physical and mental ill health, and getting to grips with issues before they become bigger problems, people will lead happier, healthier lives.
2. **Care could be place-based**. This means services look after and focus on people in their community, rather than being offered in a way that suits organisations and revolves around buildings. By tailoring services to people and communities, patients get better, more targeted care and support.
3. **Emergency care services can be used more effectively**. People should be able to access the right care, whenever it is needed, so everyone gets good quality, quicker support, across the system. This would help keep accident & emergency, minor injury units and urgent care centres free for patients who really need them.
4. **Health and care organisations can work better together**. By working and planning together any gaps, overlap or doubling up of services can be ironed out to make sure people get the best care, offered in the most joined up and helpful way. Patients and users of services should only have to give their information once. Everyone should get the same high quality, well-organised services.
5. **Organisations need to be efficient** to make sure as much money as possible is pumped into services and care and running costs of providing these are kept low.

Research highlighted by the National Audit Office this year revealed that, for healthy older adults, 10 days of bed rest led to a 14 per cent reduction in leg and hip muscle strength and a 12 per cent reduction in aerobic capacity – the equivalent of 10 years of life.*

With more coordinated working, and better planning between health and social care, people can get care they need in their community.

■ What would this mean?

Health and social care services would fit the needs of communities recognised by local people, across the whole of Derbyshire. This would help keep quality and services consistent for everyone, and specialist, residential or hospital care would still be available for those in need of it.



These communities, covering the whole of Derbyshire, would:

- give patients who have lots of health needs the support they need to stay well at home **so they recover fully and more quickly**
- put £6.5 million into making sure people can access services when they need them, including evenings and weekends, and see a doctor, advanced nurse practitioner or other appropriate clinician
- support 2,500 health and social care staff to focus more care out in communities, where it is needed, in GP practices, pharmacies, social care, mental health, opticians, and other providers
- offer more support to approximately 50,000 people across the city and county who have the greatest health needs, so they get extra help from professionals
- give better care to approximately 150,000 patients who have ongoing issues such as high blood pressure, asthma and diabetes
- reduce the number of people being unnecessarily treated in hospital, community or residential care when it is not best suited to their specific needs – instead giving them appropriate services, closer to home.

To make these things happen organisations and services need to change. Conversations about services, and how to improve them, have already begun in some areas in Derbyshire. When people have been asked about what they would like from health and social care they have said they need services that are run smoothly and efficiently alongside each other, close to where they live.

The ongoing work of **Joined Up Care Derbyshire** will give people more opportunities to talk about their experiences of services and their thoughts about how they could be offered in future.



■ How it is

Pat has kidney cancer which has spread to her bones. She has broken a leg from a minor fall and was admitted to hospital. Pat also suffers from depression and at times feels suicidal following her diagnosis. She has no family and few friends as she has isolated herself because of her depression. She doesn't know who to turn to and feels lonely in hospital. She receives excellent cancer care when she is admitted, but receives no support for her mental health problems while on the hospital ward as all of her treatment relates to her cancer.

Pat does not know how to make things better to get the most out of her life.

■ How it could be

While in hospital the community team (physical and mental health) coordinate all professionals to put together care for when Pat returns home. Before leaving hospital Pat talks to a lead professional. As a result she knows her physical and mental health needs will be supported at home.

Pat's information is available to all professionals in the community using one electronic record. Pat is working with a local voluntary sector organisation which is providing a befriending service. The befriender helps provide a distraction from Pat's daily care routine and supports her in completing her bucket list of things she wants to do and say, and making plans for her funeral.

■ What's next?

Change must happen. If services stay as they are people will continue to receive disjointed services, which don't match their health needs or help in the best way. Opportunities to improve care, and make the best use of budgets, must be taken.

Over time, this means fewer people would be treated in hospital, community or residential care beds when this is not really needed or helpful to them.

National audits of patients' care needs in acute hospitals found that for half the time patients spent there, they could have been successfully cared for and treated elsewhere.**

We want to focus on giving people the right care and support needed, to help them be as well as possible, instead of repeatedly being rushed into hospital, or staying there unnecessarily when they could be well looked after closer to home.

Health and social care services would fit the needs of communities recognised by local people, across the whole of Derbyshire. This would help keep quality and services consistent for everyone, and specialist, residential or hospital care would still be available for those in need of it.

In coming months there will be plenty of opportunities for local people to find out more and share their views on what they think health and social care services should look like.

For more information, and to find out how to get involved please visit www.southernderbyshireccg.nhs.uk/joinedupcarederbyshire

Any changes proposed to current services would involve local engagement and, if appropriate, consultation. Any consultation would follow legal guidance, and involve as many local people as possible.

* **National Audit Office**
www.nao.org.uk/wp-content/uploads/2015/12/Discharging-older-patients-from-hospital.pdf

** Taken from **Monitor – Moving Healthcare Closer to Home**.
For further information about Monitor please visit <https://improvement.nhs.uk/>



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