



Organisations across **East Riding of Yorkshire** continue to work together to provide better support at home and earlier treatment in the community so people can remain healthy and independent without the need for urgent hospital care. Issued on behalf of partner organisations, this bulletin provides an update for stakeholders about the work we have been doing as part of our **Better Care Programme** to improve the health and wellbeing of people living in the East Riding of Yorkshire.

**Our Vision**

Health and social care services work together to provide better support at home and earlier treatment in the community to prevent people needing urgent care in hospital or early admission in care homes.



This bulletin provides a progress update on the refreshed Better Care Programme. [A copy of the latest Plan can be found here:](#)

**BETTER CARE PROGRAMME TEAM UPDATE**

The aim of the Better Care programme is to change how people access services and the ways in which they are delivered. These changes will not only deliver more joined up care or integrated care, but will also help improve the experiences and outcomes of this care for the East Riding population. The programme is now in its third year of operation and 2017 saw the introduction of additional funding for Adult Social Care known as the Improved Better Care Fund (iBCF). The focus of this new investment to enable people to be supported in their own homes and help people to be discharged from hospital. Since the last bulletin, a lot of work has been done across health and social care including reducing the number of delayed transfers of care and a refresh to the original plan for 2016-17 which now includes the following new areas of work (workstreams) agreed by the Health and Well Being Board in June 2017:



- Wellbeing and Social Prescribing.
- Active Recovery Model.
- Care Market.
- Information Technology.

For more information, contact Debbie Crohn, Better Care Programme Delivery Lead [via email](#).



## WELLBEING AND SOCIAL PRESCRIBING UPDATE

*The lead for this workstream is: Brian Pickles, Development and Implementation Lead - Asset Based Community Development (ABCD), ERYC*

The Wellbeing and Social Prescribing Service is a new service intended to meet the health and social care needs of residents by enhancing self-care, connecting /linking residents/patients with sources of support within the community, and developing the strengths and resources in the community (community assets and networks). This service has three elements:



- Assessing (Identification of current/future needs and opportunities).
- Linking (Helping residents to find out about and make use of available community assets).
- Building (Developing existing assets and working together with residents to develop (co-produce) new community assets, where needed).

A pilot Wellbeing and Social Prescribing service, delivered by Humber NHS Foundation Trust, started on 1 November 2017. The service is operational in 12 GP practices across the East Riding

and involves community link workers undertaking an initial assessment, prior to referral/signposting and supporting individuals, as required. It can be accessed by any patient at the GP practice that could benefit from the service. Interest from other GP practices across the East Riding is growing, and we hope that this service will soon be available across the whole area, a contract for this ERY wide scheme is currently out to tender . A contract for the East Riding wide scheme has just been agreed and will start on the 1 May 2018. The number of referrals to service is now significantly improving and, as of 18 January 2018, there had been 181 referrals.

## ACTIVE RECOVERY UPDATE

*The lead for this workstream is: Lianne Therkelson, Strategic Service Manager (Adult Social Care), ERYC*

The Active Recovery scheme involves developing six hubs across the East Riding to support hospital discharges and prevent admissions, with the aim of improving independence, confidence, and mobility and regaining skills for daily living. Each of the hubs will have some beds (active recovery beds) and a community based service to support around 10 individuals at any one time. Each hub will be supported by 10 care and support workers, one Occupational Therapist (OT) and one Social Worker. When the service is fully developed, there will be six sites offering active recovery beds across the East Riding, both in the community and in a mixture of sites in sheltered housing/extra care schemes/and care homes.





The first two hubs started in December 2017 and January 2018, in Rita Hunt Court (extra care housing in Beverley) and Woldhaven Residential Care Home (Pocklington). Currently the beds are in place and work is ongoing to develop the community-based service, in conjunction with our Business Management and Commissioning Service. The Community based services development will involve a mixture of out- and in-hours community support and will explore options for support from the independent sector.

Demand for the service has been high, with occupancy levels of over 90% since the commencement of the two hubs. During the first four weeks of the service at Rita Hunt Court and 10 weeks at Woldhaven, 14 people have benefitted from support in active recovery beds. Feedback has been positive and the new service has further strengthened relationships and support from City Health Care Partnership, who provide community health services care across the East Riding.

Implementation of the community-based service of the scheme will begin following successful recruitment to the Project Lead role, the Social Worker/Occupational Therapy roles, and in-house Community Support Worker roles.

## CARE MARKET UPDATE

*The lead for this workstream is: Dorothy Montgomerie, Senior iBCF Project Manager, ERYC*

The Care Market scheme includes a number of projects to support, develop, and enhance the independent sector homecare and residential care market across the East Riding. This includes the:

- Development of an enhanced technology in care home pilot supporting eight care homes to have a dedicated laptop, secure Wi-Fi access and a secured nhs.net email address. This project will enable staff within care homes to update records, access the internet, and, through the provision of a secure email address, enable significant improvements to be made in exchanging information and communication between care homes and health and social care professionals.
- Establishment of an innovation fund to support bids from care providers for monies which focus on
  - improving quality
  - increasing capacity
  - reducing attendances at Accident and Emergency departments and
  - reducing unplanned admissions to hospital and are sustainable.



The total size of the innovation fund is £300,000 spread over three years. Stage one of the innovation fund, supporting bids of up to £25,000, has now closed but attracted in total 13 bids. The learning from stage one of the fund is now being used to inform stage two, which will commence in summer 2018.

- Funded by NHS England, work continues to implement a 'bed state' tool across the East Riding. The tool will give health and social care services up to date information on bed availability/vacancies across the East Riding. The aim of the bed state tool is to support earlier hospital discharges and reduce the number of delayed transfers of care. Currently, over 73% of care homes have signed up to using the tool and work is ongoing to increase this further.



## INFORMATION TECHNOLOGY UPDATE

*The lead for this workstream is: Carmel Ewens, Project Manager, ICT Roadmap, ERYC*



The Project Manager for the scheme has recently been appointed to oversee specific pieces of work around improving connectivity; improving access to shared records etc., this scheme is also instrumental in supporting the work of the other workstreams in terms of improving access, addressing IT barriers, and exploring digital opportunities.

Work associated with the Local Digital Roadmap (reducing paper and increasing interconnectivity in health and social care) continues, which has presented opportunities to further explore self-help

applications using the Orcha Health App Finder to help people stop smoking, address issues like stress and to manage long-term conditions like asthma and diabetes. Conversations are also taking place with NHS Digital on the potential use of the electronic Social Care Record (eSCR) by Social Workers and staff within care home across the East Riding.

All health organisations and Local Authorities within the Humber region have also agreed to implement GovRoam (government roaming), by the 1 April 2018 which will provide Wi-Fi connectivity for professionals in each other's buildings and at multiple locations.

Connect to Support promotes personalisation and is a website for people who need support in the East Riding. It supports commissioning, individual service users as purchasers and helps shape the local support market, matching needs with what local providers are able to provide.

[Find out more at Connect to Support online](#)

## FOLLOW THE CONVERSATION



An East Riding of Yorkshire Better Care Twitter hashtag has been created [#erybettercare](#) so people can follow the local conversation. If you are Tweeting about any aspect of our Better Care work, please include the hashtag. You do not need to have a Twitter account to see what is being said as part of the conversation, [simply visit twitter](#)

## WEBPAGES

Our [dedicated webpages](#) contain information for the wider public about the Better Care Fund.

Partners are welcome to link to these pages from their own sites and the communications team welcome requests for additional information to be added.



## THANK YOU!



On behalf of the Better Care Programme Board, we would like to say a big thank you to David Howarth from the Carers Advisory Group.

Alex Seale, Director of Commissioning and Transformation said; “David has been a real champion on the Programme Board for carers and service users and I would like to personally thank David for his contribution and commitment”.

We wish David all the very best for the future.

## GLOSSARY

As a CCG, we have developed a [glossary of terms](#) to help people better understand our terminology.

## WORKING IN PARTNERSHIP

There are a range of organisations that are working together under the leadership of the East Riding of Yorkshire Health and Wellbeing Board. These are:

- East Riding of Yorkshire Council
- East Riding of Yorkshire Clinical Commissioning Group
- Vale of York Clinical Commissioning Group
- Humber NHS Foundation Trust
- Hull and East Yorkshire Hospitals NHS Trust
- GP Federations
- Primary Care Practitioners
- Healthwatch East Riding
- Voluntary and community sector