



Great Yarmouth and Waveney Clinical Commissioning Group

HealthEast

Briefing for Great Yarmouth and Waveney Health Scrutiny Committee: 'Shape of the System' implementation – a six-month progress update

Since the 5 November 2015 decision by the NHS Great Yarmouth and Waveney Governing Body, in relation to the outcome of the Shape of the System Public Consultation, the following progress has been made:

North Out of Hospital Team (OHT) and Beds with Care

- 7 beds with care were commissioned on 1 December 2015. These beds support those patients not well enough to remain at home to be cared for in a safe environment, suitable for rehabilitation and nursing care, for a short period of time before returning back home to continue their rehabilitation. At all times, these patients are supported by the North Out of Hospital Team
- 5 of these beds were commissioned from Park House Residential Care Home in central Yarmouth
- 2 of these beds were commissioned from The Vineries residential Care Home in Hemsby
- Occupancy of these beds is around 65% and patient and staff feedback has been very positive
- Patient feedback of the North OHT has been very good with 86% of patients stating that they have been very satisfied
- Feedback includes
 - "Follow up care was arranged for myself and wife on leaving the hospital. A service we were unaware of."
 - "As a physically disabled person, hospital can be very difficult to cope with as equipment and devices used in ones own home are not there, but the team helped me to use them at home."
- The 15 beds in the GP Unit at Northgate Hospital were decommissioned on 1 December 2015

Out of Hospital Teams continue to have a positive impact on the number of emergency admissions into our local acute provider. This is particularly in the age group 75 years plus the highest users of the new out of hospital model of care. Both emergency admissions and emergency occupied bed days reduced in 2015/16 for this age group.

Clinical Service Reviews have demonstrated good outcomes for patients under the care of the out of hospital teams, with patients remaining well at home and that those who attend the acute provider as an emergency admission do have an acute care need.

South Waveney Out of Hospital Teams and Beds with Care

Southwold and Surrounding Areas

Through direct dialogue with the Sole Bay Health Centre, a local model of out of hospital care has been commissioned from the surgery. The surgery will work as a multi-disciplinary team to support patients to stay at home during periods of crises through carer packages, complex case management and planning and intensive medical and nursing support. Sole Bay Health centre are currently recruiting additional health staff to their team.

The Practice also has access to a bed with care in a local residential care home Oaklands.

Beccles, Bungay and Kessingland

Following dialogue with the GP surgeries in these localities, it was agreed that work would be undertaken with the local community provider (East Coast Community Health) to expand the resource and resilience of the Lowestoft Out of Hospital Team so it could support patients registered at these practices. Through discussion with all parties, a model of care, including additional health and social care staffing requirements, has been designed. The CCG will look to roll this model of care out as soon as possible.

In line with the roll out of the out of hospital model in these localities the CCG will also commission beds with care. These will be accessed directly by the local Out of Hospital Teams to support patients who are not well enough to remain at home but who do not have a medical need which would require admission to a district general hospital.

Halesworth

Following the Shape of the System public consultation the CCG has made a commitment to the population of Halesworth not to close Patrick Stead Hospital until suitable alternative provision is available. We continue to meet regularly with Halesworth Health to discuss future models of care and progress with plans for a care home which is due to open in January 2018

The CCG will continue to plan for the implementation of an out of hospital team and beds with care.

Intermediate Care Services

Capital Works

Capital works are due to start on Minsmere Ward, Beccles Hospital at the end of June. This is a £1.6m project. It has been funded through the support of the Norfolk and Suffolk Foundation Trust Charitable Funds, Beccles Hospital League of Friends and NHS Property Services.

The building works will ensure the ward is fit for purpose to deliver modern intermediate care services. This will further improve the quality of care patients receive at Beccles Hospital by refurbishing the existing ward, doubling the number of en-suite single rooms, creating dedicated therapy and day room areas and improving the nursing station. The ward has been designed to be dementia friendly and one of the single rooms is designed to support bariatric patients.

During the estate works, patients requiring community inpatient services will be cared for at Laurel Ward at Carlton Court, Lowestoft. The transfer of patients and staff to Laurel Ward took place on the 27 June 2016. Medical cover for these patients continues to be provided by Beccles Medical Centre.

It is expected that the works will take 20 weeks.

Service Provision

This new intermediate care service will be for patients across Great Yarmouth and Waveney. It is expected that the new service will commence when patients and staff are re-located back into Minsmere Ward at the end of 2016.

A model of care has been designed in partnership with the community provider, the provider of medical cover and with social care, will support a 7 day service and will be able to provide:

- complex nursing needs, including for specialist palliative and end of life patients
- complex and extensive rehabilitation and re-ablement and active support for independent activities of daily living
- Social care input to ensure effective discharge and longer term care planning
- Appropriate levels of nursing and auxiliary care overnight

Community Hubs

Hubs are developing in collaboration with system partners and according to community need.

The new build on the Shrublands site will build on existing services developed around the community and provide a permanent premises for primary care (following the GP practice premises in Gorleston public consultation)

The Greyfriars campus already provides an early help hub and working in conjunction with health, social care and borough council colleagues, we will be seeking to provide additional services on this site.

In Halesworth there is the potential to work with the provider of the new care home to ensure the provision of space which can be utilised for outpatient clinics, day services and community groups.

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