

Agenda Item 65.

TITLE	Better Care Fund Review of schemes 2017-18
FOR CONSIDERATION BY	Health and Wellbeing Board on Thursday, 8 February 2018
WARD	None Specific;
DIRECTOR/ KEY OFFICER	Paul Senior, Interim Director of People Services, WBC and Katie Summers, Director of Operations, Wokingham CCG

Health and Wellbeing Strategy priority/priorities most progressed through the report	This report meets three of the four priorities of the HWB Strategy Priority 1 – Enabling and empowering resilient communities; Priority 3 – Reducing health inequalities in our Borough; Priority 4 – Delivering person-centred integrated services
Key outcomes achieved against the Strategy priority/priorities	To provide assurance to the Board on the activities of the Better Care Fund Programme, this focuses on delivery of the Boards strategic priorities.

Reason for consideration by Health and Wellbeing Board	To share with members an update on the Better Care Fund 2017/18 scheme review and action plan
What (if any) public engagement has been carried out?	None
State the financial implications of the decision	None specifically

RECOMMENDATION

That the board notes the progress of the Better Care Fund schemes and the continuing work to progress integration and user experience through the schemes.

SUMMARY OF REPORT

To provide a summary of the process for reviewing the Better Care Fund schemes performance and the outcomes of the review.

Background

The Better Care Fund (BCF) introduced in 2014, is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing, and live independently in their communities for as long as possible. It has been created to improve the lives of some of the most vulnerable people in our society, placing them at the centre of their care and support, and providing them integrated health and social care services, resulting in an improved experience and better quality of life.

The Wokingham Integration and Better Care Fund Narrative Plan 2017/19 was submitted to NHS England and Department for Local Communities and Government on the 11th September 2017 and we received confirmation on the 27th October that our plan has been approved by NHS England.

Wokingham's BCF programme has achieved many successes in the move towards delivering its original aims, including:

- One of only seven systems shortlisted for Graduation status.
- Wokingham has been recognised as an example of good integrated care in action and has been invited to shape national policy on health and social care integration.
- Already integrated our short term health and social care teams WISH and Berkshire Integrated Hub and we have robust plans in place to do the same for the long term health and social care teams (CHASC) by the end of 2018/19.

Scheme Review

On the 15th November 2017 the members of the Wokingham Integrated Strategic Partnership (WISP) carried out the annual review of Wokingham's current Better Care Fund (BCF) schemes.

The members in attendance at WISP for the review were:

Katie Summers (KS)	NHS Wokingham CCG
Rhian Warner (RW)	NHS Wokingham CCG & Wokingham Borough
David Archibald (DA)	Wokingham Borough Council
David Cahill (DC)	Berkshire Healthcare Foundation Trust
Johan Zylstra (JZ)	NHS Wokingham CCG
Martin Sloan (MS)	Berkshire Healthcare Foundation Trust
Michele Hayman-Joyce (MHJ)	NHS Wokingham CCG & Wokingham Borough Council
Barbara Sorkin (BS)	Wokingham Borough Council
Mark Robson (MR)	Royal Berkshire Hospital Foundation Trust
Philip Cook (PC)	Involve
Angela Morris (AM)	Optalis
Kam Purewall (KP)	BW10 Care Homes Project
Andrew Price (AP)	Wokingham GP Alliance (Part time)
Graham Ebers (GE)	Wokingham Borough Council

WISP reviewed 5 BCF Scheme's, 4 of which are Wokingham schemes and 1 of which was a Berkshire West 10 (BW10) BCF scheme:

- BCF 01 – The Berkshire Integrated Hub

- BCF 02 – Wokingham Integrated Social Care and Health (WISH) and Step Down
- BCF 03 – Step Up
- BCF 05 – Care Homes
- BCF 08 – Community Health and Social Care (CHASC)

A 10 minute presentation was given on each scheme by wither the Senior Responsible Officer (SRO) or Project Manager for the scheme. The presentations included the following:

- Scheme Overview
- Scheme Benefits
- Risks and Dependencies
- Performance – against National and Local Metrics
- 2017/18 Milestones

WISP members were then able to further scrutinise the schemes with a 15 minute discussion session to be able to assess the performance of the scheme in 7 categories. The 7 categories were:

1. Is working as planned and delivering on outcomes
2. Represents value for money in the long term
3. Builds long term capacity for integration locally; enables new models of health and social care
4. Evidently supports people effectively, improving patient/service user satisfaction
5. Has buy-in from all stakeholders and workforce: Frontline staff and political, managerial leaders
6. Reflects a truly whole system approach
7. Supports shift towards prevention / early help and community support/self help

The members of WISP were asked to agree the extent to which the scheme was performing using a scale of 1 – 10 where 1 is “not at all” and 10 is “to a great extent”. The table in figure 1 below shows the overall performance as assessed by WISP, as well as the self-assessment by the scheme SRO.

Figure 1 – BCF Scheme Evaluation Scores November 2017

BCF Number	Is working as planned and delivering on outcomes	Represents value for money in the long term	Builds long term capacity for integration locally; enables new models of health and social care	Evidently supports people effectively, improving patient/service user satisfaction	Has buy-in from all stakeholders and workforce: Frontline staff and political, clinical, managerial leaders	Reflects a truly whole system approach	Supports shift towards prevention / early help and community support/self help	Total Score /70	Total Score as a Percentage
01 HUB	5	9	9	7	7	9	6	52	74%
<i>Self Ax</i>	8	10	7	7	6	7	5	50	71%
02 WISH	10	9	9	9	9	8	9	63	90%
<i>Self Ax</i>	10	10	9	9	9	10	9	66	94%
03 Step Up	5	8	6	5	5	7	7	43	61%
<i>Self Ax</i>	5	8	6	5	5	7	7	43	61%
05 Care Homes	7	7	8	9	9	7	9	56	80%
<i>Self Ax</i>	9	9	8	9	9	9	9	62	89%
08 CHASC	8	n/a	8	8	7	7	8	46	77%
<i>Self Ax</i>	7	n/a	7	5	6	7	7	39	65%

WISP agreed, based on the results of evaluation of the schemes, that:

- For 2018/19 we would continue to further progress the 4 current Wokingham BCF schemes.
- For 2018/19 Wokingham would continue to support the BW10 BCF Care Homes scheme.
- An action plan was to be created, in order to improve the performance of the schemes evaluated.
- The review of schemes was to be shared with the Health and Wellbeing Board in January/February 2018.

The final action plan was shared with and approved by WISP on the 17th January 2018. All actions are expected to be completed by 31st May 2018. The action plan follows on the next 2 pages in Figure 2.

Figure 2 – Review of BCF Schemes Action Plan 2017/18

Scheme	Category	Actions	Planned Completion Date	Responsible Lead
All	Finances	All schemes need to be able to demonstrate clear financial performance - overspends, underspends, savings etc. to be considered for all schemes against previous years and original business cases. On an annual basis each scheme needs to complete a scheme over view for the year and highlight reports to be redesigned to ensure this can be collected on a monthly basis	31 March 2018	Rhian Warner and SROs
	Dependencies	Dependencies of schemes on local and Berkshire West wide schemes are not always clear and risks duplication or poor communication. Review dependencies for all schemes, to give a better idea of a 'whole service' approach and improve communications between schemes.	31 March 2018	SROs
	Performance	Performance measurement of BCF programme and schemes could be improved so we can measure success for the programme and all schemes. A review of current metrics and KPIs required, to ensure measuring scheme performance, user experience and staff satisfaction. Initial review for December WISP with implementation of new metrics and KPIs for March WISP	20 December 2017 21 March 2018	Rhian Warner and SROs
	Processes & Procedures	Ensure that annual review memberships of all programme and scheme groups (including WISP) to ensure the right people are attending the right meetings.	31 March 2018	SROs
	Performance	At present user experience and satisfaction measures are not reported. Identify measures to demonstrate user experience/satisfaction	31 March 2018	SROs
WISH & Time to Decide Beds	Finances	Is Time to Decide it achieving value for money? Review of service including usage versus costs/benefits and investigate implementing charging after	28 February 2018	Martin Sloan, Rhian Warner & Perry Lewis

		the initial 21 day reablement stay to prevent self-funders over-staying.		
	Performance	As WISH is now business as usual need to review and introduce measures for assessing value for money/system savings for true benefits realisation of the project	31st May 2018	Martin Sloan
	Processes & Procedures	WISH often has to call capacity around the RRaT service. Need to identify frequency and reasons for calling his, solutions and escalate through the appropriate channels to minimise frequency of calling capacity. Verbal feedback to March WISP	21 March 2018	Martin Sloan
CHASC	Communications	Whilst developing and implementing this scheme need a robust Communications Plan to be formulated for sharing with Staff/Colleagues in the first instance. Explain what CHASC is, the services involved, how to/who can refer, timescales for roll out etc.	31 January 2018	Michele Hayman-Joyce & Heidi Ilsley
	Communications	Whilst developing and implementing this scheme need to consider Communications Plan for the local residents. Investigate the best method to deliver messages e.g. Empower had been considered to deliver the public message, but from recent discussions they may not be the best option. Potential for using local members to share the message within their wards.	31 March 2018	Michele Hayman-Joyce & Heidi Ilsley
	Communications	Clarity still required for the proposed CHASC model and service specification still to be agreed. HI/MHJ developing an updated plan and timeline together following the recent CHASC Workshop. To share updated plan at Feb WISP and service specification at Feb WISP	21 February 2018	Michele Hayman-Joyce & Heidi Ilsley
	Communications	CHASC launch date to be agreed by CHASC steering group and shared with Jan WISP. Possible 'soft' launch in March or April 2018	17 January 2018	Michele Hayman-Joyce & Heidi Ilsley
	Communications	Following the success of the CHASC Workshop on the 31st October 2017 important to continue this engagement. Revisit CHASC Workshop progress and workshop to be arranged for end of April 2018	30 April 2018	Michele Hayman-Joyce & Heidi Ilsley

Figure 2 (Cont.)

Scheme	Category	Actions	Planned Completion Date	Responsible Lead
Step Up	Performance	To ensure measurement of performance and benefits realisation metrics and KPIs need to be agreed for Step Up	31 January 2018	Michele Hayman-Joyce & Heidi Ilsley
Berkshire Integrated Hub	Communications	The Hub is perfectly positioned to support the shift to prevention and early intervention; this can be achieved by increasing the links and working with Community Navigator Service. The Hub and CNS to develop and implement joint working processes and share with WISP	18 April 2018	Jo Inness & Phil Cook
	Communications	Operational issues around information flow have been raised on occasion but not quantified or followed through by those who have raised. As part of the review of the Wokingham Hub project investigate the operational issues with the WISH and WBC social care teams.	28 February 2018	Jo Inness & David Cahill
	Performance	At present performance of the Hub has not been quantified as the right measures haven't been identified. Identify best metrics to measure success of Integrated Hub, including how we measure value for money and collating patient/service user feedback.	31 March 2018	Jo Inness & Perry Lewis
	Workforce	Phase 2 (fax and email referral processing) of the Hub scheme has been delayed mainly due to staffing issues related to C21st Council restructure. Following a meeting on the 11th December it is proposed that Hub team carry out a review of the scheme. The review needs to include: 1. Where we have got to against the plan? 2. Is the plan still for purpose and where do we want to get to – perhaps a refreshed plan needs to be produced? 3. What are the barriers/blockers to plan, what are the solutions to barriers/blockers and what actions need to be taken? This is for agreement on the 8th February by DC, PS and KS	28 February 2018	Jo Inness & David Cahill
Care Homes Project	Finances	WISP would like to have clear information provided by the care homes project which demonstrates savings made against plan in PID. E.g. NEAs reduction to date versus what has been invested, medications savings, quality etc. for 2016/17 and 2017/18	16 May 2018	Kam Purewall
	Performance	WISP would like performance information on all of the Care Homes project work streams as the focus is on RRaT delivery	16 May 2018	Kam Purewall

Partner Implications
It is important that all relevant partners feel engaged with and contribute to the Better Care Fund Programme and the delivery of integrated health and social care services.

Reasons for considering the report in Part 2
N/A

List of Background Papers
Nil

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