

South Yorkshire Integrated Care Board
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15 December 2022

Dear Colleagues,

What matters to us – Older people’s experiences of living in a care home

NHS South Yorkshire’s Sheffield team welcomes this detailed Healthwatch report. I’d like to thank you for leading on this work and if possible, pass on our thanks to those people who took the time to talk to you.

The report recognises that residential care has faced significant and unprecedented challenges over recent years, and I’m pleased there have been positive experiences.

We welcome all opportunities to hear and understand about our patients’ lived experiences and their concerns, so we can be in the best position to make effective and sustainable quality improvements aligned to our residents wishes and feelings.

To support our aims and ambitions for a fully integrated model of care for our care homes (acknowledging the local authority’s statutory duties under the care act 14, and our NHS Long Term Plan), we have developed an integrated care home governance structure that includes full collaboration to enable delivery on key aspects such as the Adult Social Care Vision and Strategy for Sheffield, Quality Assurance Framework and aligned Care Home standard operating procedures. We are also working on a programme of quality improvement work which we will review in light of the recommendations outlined within the report.

From a health perspective, to support our commitments we have an established Care Home Quality Team within Sheffield, consisting of a wide range of healthcare professionals who offer specialist advice, support, and resources. This includes infection prevention and control nurses, pharmacy technicians and a dietician. In addition, and for those individuals who are eligible for Continuing Health Care, we have nurse assessors and care managers who will oversee the quality, appropriateness and delivery of good and safe care for those in Care homes placed in and out of city.

Since April 2022, we have also recruited to a new senior commissioning and contracting post within our planned care team with responsibilities for strategic direction within care homes.

As the report references, the NHS Long Term Plan also commits to the rolling out of the Enhanced Health in Care Homes (EHCH) model across England by 2024 and is centred on

the needs of individual residents, their families and care staff achieved through whole-system, collaborative approaches.

In Sheffield, I can confirm that EHCH has been established and is moving forward to deliver on the national requirements. Regular progress updates on mobilisation, actions, and outcomes for EHCH are disseminated through agreed communication and governance channels, and we are pleased to report that the programme is moving at pace and has received positive engagement from key stakeholders including GPs (through primary care networks (PCNs)) and independent care home providers, who are also committed to the ambition of 'doing things differently' to bring about sustained improvements. The cornerstone to delivery of this model is embedding multidisciplinary teams that can work together to improve the health of residents, and work with them to plan their proactive and personalised care. All care homes in Sheffield are required to be connected to the EHCH service, including those who support working age adults, not just older people.

In terms of next steps, the ICB is committed to:

1. Continue to support the co-production of a joint ICB Health and Social Care action plan to address the report's recommendations, and to report against these actions through the Care Home Strategic Plan and Reprourement Task and Finish Group (overseen by the Local Authority, but with health representation on the group as a Stakeholder and commissioner)).
2. Continue to share, analyse and discuss the content and recommendations of this report both internally and in collaboration with stakeholders across the city, in order to put the people's experience at the centre and to maximise opportunities to discuss and implement actions to address these, noting these will continue to feed into the joint plan referenced above at point 1. We are particularly keen to progress conversations with people from ethnic minority backgrounds to ensure our commissioned provision is inclusion and meets the needs of our population.
3. Continue to develop relationships with system partners appreciating recent challenging years, which includes Care Home Providers and to
 - Continue to support the capturing of patient experience to inform quality improvements – Quality Improvement Lead within the Care Home Quality Team
 - Highlight the recommendations within the report to receive stakeholder feedback, in order to maximise all opportunities to discuss and implement actions that could lead to patient improvements, noting these will continue to feed into the joint plan referenced above at point 1.
4. Continue to explore quality improvement through collaborative work and innovation, which will include.
 - Membership to the steering group for the RESPeCT model
 - Faculty member to the Project ECHO education group
 - Reviewing all forms of usable data to identify and target areas of concern, this would include the national Care Homes Tracker Reporting System
 - Working with partners to establish patterns of avoidable hospital admission
 - Membership to the SYICB Care Homes Leads Network in order to share best practice.

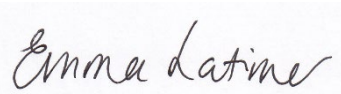
- Member of the Sheffield Falls Collaborative Group

We hope that by way of this response we have gone some way to assure you that health colleagues are committed to working collaboratively with partners to address the recommendations. We would be happy to share the joint detailed action plan following completion and formal sign off.

We would also very much like to continue to work with Healthwatch to monitor any improvements /changes for residents within our Care Homes, as we do value feedback and seek to continue to incorporate this within all our workstreams.

Should any colleagues wish to discuss any aspects of this response please do not hesitate to contact me on the above number, as I would be happy to discuss further.

Yours sincerely

A handwritten signature in black ink that reads "Emma Latimer". The signature is written in a cursive style and is positioned above the printed name and title.

Emma Latimer
Executive Place Director Sheffield