



Action Plan in Response to Healthwatch Sheffield Report

What Matters to Us – Older People’s Experiences of Living in a Care Home

December 2022

Recommendations	Proposed Actions	Organisation/Team responsible	Timescale
<p>Improve information given to residents and families before moving into a care home</p>	<p>Guidance for individuals and families reviewed and updated in consultation with individuals/families and workers Guidance for self-funders reviewed and updated</p> <p>Consideration for additional third sector support to be commissioned in order remove barriers to transitional arrangements following hospital admission.</p> <p>Develop the role of dedicated care homes social work teams, building better and more consistent partnerships with providers to support better and more personalised care</p>	<p>SCC – Chief Social Work Officer (lead) with practice development team and social care accounts service</p> <p>Better Care Fund initiative (part of winter pressure review) – supported by ICB and system partners.</p> <p>SCC – Assistant Director Living and Ageing Well (North) with care homes social work team</p>	<p>End Sept 2023</p> <p>Pending bid approval Q4 Jan – March 2023</p> <p>Ongoing</p>
<p>Staff teams who are able to get to know the residents</p>	<p>Quality and performance teams within SCC continue monitoring to assure commissioners that people are having a good experience of care and areas such as mobility, self-worth and relationship needs are supported.</p> <p>SCC teams will link in with the ICB Sheffield place Care Home Quality team to collectively support this action within their areas of responsibility linked to oversight of health and nursing.</p> <p>To note: Where there is a ‘health’ element to the care home the ICB will work collaboratively with SCC to ensure all contractual and quality concerns are being achieved and sustained with these homes.</p>	<p>SCC – Assistant Director of Commissioning and Partnerships</p> <p>ICB - Deputy Director of Quality With respect to leadership and oversight of ICB Sheffield Care Home Quality Team</p>	<p>Ongoing</p>

	<p>Workforce development programme takes account of front-line independent sector workers, including pay and benefits and retention of workers</p> <p>Care Homes support plan continues to ensure retention of permanent staff and minimum use of agency including:-</p> <ul style="list-style-type: none"> • Support from Skills for Care • Business Sheffield Webinars on recruitment and retention offered to care homes • Individual support offered to care homes by Business Sheffield <p>Improve our information, advice and guidance around residential care as part of an overall improved offer.</p>	<p>SCC – Chief Social Work Officer (lead) with practice development team</p> <p>SCC – Assistant Director of Commissioning and Partnerships with commissioning team</p> <p>SCC - Assistant Directors</p>	<p>End March 2024</p> <p>End Dec 2023</p> <p>Ongoing</p>
<p>The council should check with individual homes to see how they are hearing the views of residents and relatives and acting on them</p>	<p>Quality and performance teams in SCC continue to pursue this as part of monitoring processes to ensure that the voices of individuals and families are being heard and commissioners are assured that views are being acted upon. This includes ensuring individuals have input into their care and support plan and the running/involvement and development of the home. This will be done in conjunction with the ICB linked to health and nursing oversight and concerns.</p> <p>Care quality framework and practice framework to be completed and signed off</p> <p>New opportunities will be identified for people with lived experience to help shape and improve services</p>	<p>SCC – Assistant Director of Commissioning and Partnerships/</p> <p>SCC Assistant Director of Commissioning and Partnerships in conjunction with SCC practice development team</p>	<p>Ongoing</p> <p>Sept 2023</p>

Recommendations	Proposed Actions	Organisation/Team responsible	Timescale
<p>Share ideas and resources to help homes offer a range of activities and connect residents with communities, support social interaction and friendships within the home, and prevent and manage conflict between residents</p>	<p>Investigate potential to develop support meetings with Care Home providers, linking organisations together to share good practice and investigate sharing of resources (including how to support residents to guide, design and co-lead these where they wish to do so)</p> <p>Investigate the support that could be offered by the voluntary sector and specialist support i.e., dementia, befriending</p> <p>Work with Business Sheffield to identify any grant funding available to run development training and awareness sessions</p> <p>Ensure Sheffield Directory is updated to help identify local support/activities in local areas</p> <p>Links to ICB Care Home Quality team and CHC teams to gain soft intelligence and support awareness as part of care management process</p>	<p>SCC – Assistant Director of Commissioning and Partnerships with SCC practice development team</p> <p>ICB - Deputy Director of Quality with quality in terms of leadership from an ICB Sheffield CHC / Care Home Quality perspective</p>	<p>End Dec 2023</p>
<p>Care plans need to be clear about how residents will be supported to do things that matter to them</p>	<p>Quality monitoring systems assure commissioners that care planning includes the person and takes account of what matters to them and include the person</p> <p>Continue to support development sessions about what good care planning looks like and how this takes account of what matters to individuals.</p> <p>Ensure providers are aware of and refer to the “This is Me” document in care planning</p>	<p>SCC – Assistant Director of Commissioning and Partnerships/</p>	<p>End Sept 2023</p>

	<p>Explore with providers asking care home staff for a greater input into the review process or undertaking reviews themselves.</p> <p>ICB Sheffield to support from a Health and Nursing perspective through Care Home Quality and CHC teams as appropriate and with intelligence and follow up through those individuals who are CHC Care Managed</p>	ICB - Deputy Director of Quality with quality and performance teams	
<p>There is a need to better understand the experiences of older people from black and minority ethnic groups</p>	<p>Incorporate actions relating to this into the equalities strategy</p> <p>Continue to collate the voice of those in Care homes through the regular monitoring arrangements</p> <p>Actively work with patient experience teams in order to raise awareness and engage with older people from black and minority ethnic groups as part of our health inclusion programme of work</p>	<p>SCC - Assistant Director of Planning, Governance and Financial Inclusion supported by ICB and SCC equalities team</p> <p>SCC – Assistant Director of Commissioning and Partnerships/</p>	<p>End March 2024</p> <p>Ongoing</p>

Key

SCC – Sheffield City Council

ICB – Integrated Commissioning Board

DES – Direct Enhanced Service

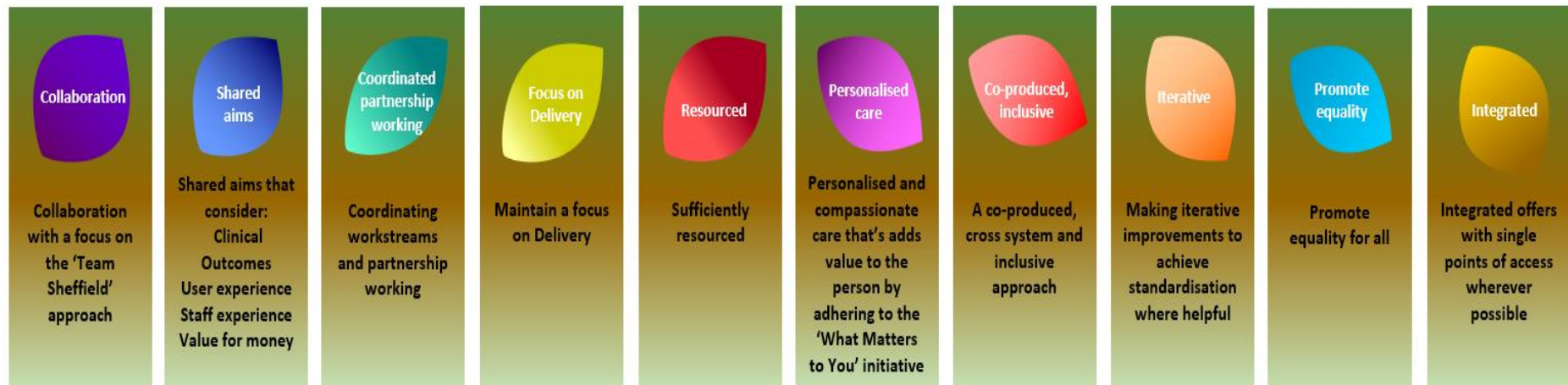
PCN – Primary Care Network

Appendix 1

Sheffield Ageing Well Programme and links to Enhanced Care in Care Homes (EHCH)

In Sheffield we have created a dedicated team who are focussed on delivering the nationally funded Ageing Well Programme within our locality. The team comprises representation from Health, Social, Voluntary, and Private Organisations who are working in partnership with the people of Sheffield to provide services that deliver 'what matters' to our community in line with the NHS England Ageing Well recommendations.

The programme has some core principles:



One of the three Core workstreams to the programme includes Enhanced Care in Care Homes (EHCH) with a key objective of ***Enhanced Support and better co-ordinated care and reablement and rehabilitation.***

As you can see from the diagram below our GP's and other primary care providers of services, are one element to the EHCH Programme.

