



My Life a Full Life Programme Update: December 2015

Programme update

Since the departure of the Programme Director, Suzanne Wixey, in early October, Loretta Outhwaite (Chief Finance Officer, NHS Isle of Wight CCG) has been providing interim cover. A new Programme Director was appointed on 26th November and is due to start in post on or around 1st March'16.

Since receiving approval for the release of £3.4m of the £8.1m “agreed in principle” funding, the programme team has been:

- Establishing the four key work-streams and six enabler work-streams
- Developing each work-stream’s core project documents, which include:
 - Charter (summary of the project)
 - Detailed work-plan
 - Key performance indicators
 - Risks/issues log
- Securing interim support (through staff secondments/use of bank staff) to the programme office, whilst longer term appointments are made
- Embedding the programme management methodology, which is the same as that used by the Trust and the Council.
- Developing the partnership agreement between the New Care Models Team and My Life a Full Life, which details:
 - The support the national team will provide to My Life a Full Life, including access to free specialist advice (e.g. legal, HR, financial, IT)
 - What My Life a Full Life is planning to deliver

Currently, the teams are working on:

- Updating the work-stream plans for the remainder of 2015/16 and identifying any further funding release requests which need to be made.
- Finalising the 2016/17+ value proposition, which will be the request for future funding to progress My Life a Full Life through to implementation. The proposition has to be submitted to the New Care Models team by 8th January’16, and will be assessed alongside those from the other 49 national Vanguard sites.

- Preparing for the first quarterly monitoring meeting with the New Care Models team which will review how the funding has been spent to date and what has been achieved against the original plan.

Key work-stream updates

Prevention & early intervention:

- Prevention & early intervention strategy is being co-produced with professionals and Island citizens. Six stakeholder workshops will be held over the next few weeks. The aim is for the strategy to have been signed off by the end of January'16.
- 3 Local Area Co-ordinators (LACs) are now in post. They were recruited with community involvement. A further 3 will be recruited by the end of January'16. For each cohort of LACs will receive an induction programme, after which they will be assigned to work with vulnerable families.
- Community neighbourhood asset mapping is being undertaken to identify what community support groups and services exist. This information will be used by the LACs to support the families they are working with. A monthly Local Area Co-ordination Steering Group is being held.
- Training workshops called "Live Well" are being held to support the development of the family wellbeing platform, to provide staff within service providers, including staff from public health, libraries, education and housing, with the necessary knowledge and skills. Examples of training workshops are: making every contact count, fast coaching and motivational interviewing. At the end of the training (within 12 months) is for the family wellbeing platform to go live to support 1,500 families to make sustainable lifestyle changes.
- E-health mental health solutions are being appraised to come up with options by the end of December'15.
- Discussing and determining phase 2 priorities.

Integrated access:

- The Integrated Hub is now providing a range of emergency services, with Council, Trust and Voluntary Sector staff within it.
- Developing a memorandum of understanding on use of IT systems and service level agreements and support routes for ICT issues.
- The Wightcare system is about to move from the Council to the NHS IT network, so that calls can be taken by 111 staff. Go live is due mid-December.
- A single integrated access operational manager is in the process of being recruited. Standard operating procedures are being developed, as are key performance indicators and reporting.
- Training needs analysis has been completed, skills gaps identified and training programme developed. Training is due to be completed by the end of March'16.

Integrated localities:

- To underpin the integration of teams, the strategic partnership agreement (between IW NHS Trust and IW Council) is being developed and is due for agreement within the next few weeks.
- For the 3 localities the GP and Nurse leads are now in post, as is the voluntary sector locality co-ordinator.
- Three additional Care Navigators are now in place and receiving referrals from GPs for wider social and wellbeing support.
- Governance arrangements for the high performance integrated locality teams are in the place and the model has been agreed.
- Multidisciplinary Team meetings (MDTs) have started to review complex cases to see how patients can be better supported. Cases are identified using the risk stratification tools, which show patients with the highest levels of needs.
- The teams are working with the care homes to support and train their staff in areas such as: insulin, end of life care, simple dressings, blood pressure and urine monitoring, challenging behaviour, pressure ulcer prevention and the use of telehealth (remote monitoring)
- The Phase 2 services to be integrated will be agreed by the end of December'15.

Whole Integrated System Re-design (WISR):

- The process has commenced to engage an external partner to support the WISR Programme Board in undertaking this review. It is due to conclude very early in the New Year.
- Interviews for the Programme Director will take place on the 3rd December. In the interim period the post is being covered by Martin Robinson.
- The review will be dynamic and fast-paced, focusing on getting to pre-consultation business case within 7 months.
- The approach will be to:
 - Support co-production
 - Engage a partner to support the WISR Programme in undertaking the whole integrated system review
 - Develop and implement a comprehensive communication and engagement strategy
 - Develop a case for change
 - Develop a joint commissioning strategy
 - Develop new models of care to provide safe and sustainable services within the Island's resources
 - Undertake full formal public consultation on potential new models
 - Develop costed implementation plans on agreed future model
 - The scope of the review will include health, social care services, commissioned public health services and related voluntary sector services across the whole integrated system; take into account the whole patient pathway including prevention, community healthcare, social care, primary and secondary care; include reviewing

the flow of individuals into and off the Island and services delivered on the mainland, including providers from all market sectors.

Highlights from 6 enabler work-streams

Leadership & workforce development:

- Mapping of all resources to develop a development directory to support the development of a centre of excellence; identifying accreditation opportunities; holding scoping workshops with stakeholders
- Developing a plan to embed the My Life a Full Life behavioural framework, which was recommended following interviews with staff across partner organisations
- Speed of Trust training being rolled out across all system partners; 7 cohorts, with a mix of attendees from across partner organisations
- A workforce development group has been set up with nursing homes; looking at training needs; developing competency profiles; due to commission training programmes by March'16

Organisational form

- An initial workshop to review and gain an understanding of the different types of organisational forms that are possible will be held in the New Year.

Commissioning, contracting & one Island pound

- A commissioning leadership group has been established to take develop these plans at pace.
- Additional commissioning resource is being recruited to release key staff to take this work-stream forward
- Work on developing the joint financial strategy and to identify mechanisms to support the pooling of resources, will commence in the New Year.

Infrastructure, IT and Estate

- A Strategic Estates Group has been formed, with representatives from all partners; a high level Strategic Estates Plan will be developed by January, which is a national requirement for all Systems
- A digital (interoperability) roadmap is being developed, which is also a national requirement. This will explain how the Island will become paperless before the national deadline of 2020.
- Plans are being developed to enable community staff to use IT whilst working remotely.
- Plans are being developed for wider use of assistive technology/telehealth/telemedicine

Communications & Engagement

- The communications and engagement strategy is in the process of being finalised
- Interim communications support has been brought in whilst longer term posts are recruited to.

Evaluation & measurement

- Developing logic models, to identify the key outcomes of each work-stream and the key performance indicators. These will look at quantitative and qualitative benefits.

Loretta Outhwaite

Interim Programme Director (My Life a Full Life) & Chief Finance Officer (IW CCG)
26th November'15