

My Life a Full Life Programme Update: March 2016

Programme update

On the 1st March'16 Nicola Longson took up post as the new Programme Director of the MLAFL Programme. Loretta Outhwaite (Chief Finance Officer, NHS Isle of Wight CCG) who had been acting as Interim Programme Director provided a handover to Nicola Longson between the 1/3 and the 8/3.

Following the third quarterly review which included a forecast exercise till the end of the year, we have been advised that the final allocation of £1.19 million required has been approved by the New Care Models Team. This funding has enabled the programme team to:

- Establish four key work-streams and six enabler work-streams.
- Develop and embed the programme management methodology into each work-stream's core project documents, which include:
 - Charter (summary of the project)
 - Detailed work-plan
 - Key performance indicators
 - Risks/issues log
- Secure interim support (through staff secondments/use of bank staff) to the programme office, whilst longer term appointments are made.
- Complete and submit the Value Proposition for 2016/17. This is the request for future funding to progress My Life a Full Life through to implementation to the New Care Models team and is presently being assessed alongside the other vanguard sites. A decision on the request for funding will be announced following a decision on the 18th March 2016.
- The first quarterly monitoring meeting has been held with the New Care Models team, this took place on the 1st February and reviewed how the funding has been spent to date and what has been achieved against the original plan. It was assessed that this meeting had gone well and the report format was acceptable.

Currently, the teams are working on:

- Reviewing governance arrangements for the programme and mapping to current partner organisations governance structures.
- Prepare for implementation of Value propositions in readiness for once approval for funding is approved.
- Planning the longer term appointments for the MLAFL Team and gain approval for recruitment dependent on Vanguard funding.

- A partnership agreement between the New Care Models Team and My Life a Full Life Team. has been agreed 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

Key work-stream updates

Prevention & early intervention:

- The IOW Prevention & Early Intervention Strategy led by Public Health is now at an advanced draft stage and has been circulated to stakeholders for final consultation and sign off.
- 3 new Local Area Co-ordinators (LACs) have been recruited to join the three existing LACs who will be able to cover half of the Island's population. This team offers a long-term, evidence based approach to supporting people with disabilities, mental health needs and older people and their families to make life better for individuals and reduce demand on traditional services.
- Plans for the development of the family wellbeing platform are well developed. These will provide a single workforce that is skilled and enabled to deliver support to people to enable a shift care towards self-care and community support improving outcomes and sustainability of the system. At the end of the training the family wellbeing platform will go live to support 1,500 families to make sustainable lifestyle changes over a twelve month period. Evaluation of this new type of intervention will be completed to academic standards.

Integrated access:

- The Integrated Hub is now providing a range of emergency services, with Council, Trust and Voluntary Sector staff within it.
- The Wightcare system is has now moved from the Council to the NHS IT network, so that calls can be taken by 111 staff.
- A single integrated access operational manager has now been recruited. Standard operating procedures are being developed, a function and process review is about to take place and key performance indicators for evaluation purposes are about to be identified.
- 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.
- Staff engagement events are now taking place to inform staff of the aims of the new facility and to gain feedback regarding the practical issues that need to be addressed.

Integrated localities:

- To underpin the integration of teams, the strategic partnership agreement (between IW NHS Trust and IW Council) has now been agreed and signed off.

- Multidisciplinary Team meetings (MDTs) continue 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.

Whole Integrated System Re-design (WISR):

- James Seward has been selected as the new substantive WISR Programme Director and has taken up post in January 16.
- The procurement process to engage an external partner to support the WISR Programme Board has taken place with KPMG being awarded the contract to provide this service.
- The review which has commenced will be dynamic and fast-paced, focusing on getting to pre-consultation business case within 7 months has commenced. The approach will be to:
 - Support co-production
 - 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
- Formal consultation has commenced with clinicians and the general public.

Highlights from 6 enabler work-streams

Leadership & workforce development:

- Scoping workshops have begun to map all development resources into a development directory and to support the development of a centre of excellence.
- Developing a plan to embed the My Life a Full Life behavioural framework, which was a recommendation following interviews with staff across partner organisations. Personal objectives have been developed for use in all partner organisations appraisal process to support this.
- Speed of Trust training being rolled out across all system partners; 7 cohorts, with a mix of attendees from across partner organisations. Evaluation of this training has now commenced.
- A Human Resource lead took up post in February 16.

Organisational form

- A webinar workshop held in January was participated by senior staff to review and gain an understanding of the different types of organisational forms that are possible. More resources and guidance will be made available by the New Care Models Team to assist the workstream to commence local planning.

Commissioning, contracting & one Island pound

- Additional commissioning posts have now been recruited to provide extra capacity for 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 have now commenced.

Infrastructure, IT and Estate

- 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.
- A Strategic Estates Group has after a period of consultation drafted a high level Strategic Estates Plan which will be circulated to stakeholders later this month.

Communications & Engagement

- The communications and engagement strategy for this workstream has now been finalised
- Evaluation methods to assess the effectiveness of MLAFI communications will be identified
- A stakeholder mapping exercise is underway to ensure all relevant stakeholders are engaged in the programme.

Evaluation & measurement

- Logic models, to identify the key outcomes of each work-stream and the key performance indicators have been completed for the four service workstream. Further work will be undertaken with the six enabler workstreams to develop performance indicators.

Nicola Longson

Programme Director (My Life a Full Life)

10th March'16