

## Rotherham Place Board Partnership Section – 19 October 2022

### ***Rotherham Place Achievements – August/September***

<b>Lead Executive:</b>	Ian Atkinson, Deputy Place Director – NHS South Yorkshire ICB (Rotherham)
<b>Lead Officer:</b>	Lydia George, Strategy & Delivery Lead - NHS South Yorkshire ICB (Rotherham)

#### **Purpose:**

To provide members with examples of successes and achievements across the Rotherham Place.

#### **Background:**

Rotherham Place Partnership has **many examples of its achievements** which have been enabled through clear leadership, outstanding relationships, wider partnership engagement and strong governance.

The Rotherham Health and Care Community have been working in collaboration for many years to transform the way it cares for and achieves a positive change for its population. Rotherham Place has a strong, experienced and cohesive executive leadership team who have set clear expectations and the spirit of collaboration and inclusiveness with the key aim of driving forward transformation set out in the Place Plan.

Partners are fully committed to working together to make decisions on a best for Rotherham basis to achieve the transformations set out in the Place Plan. Our first Place Plan was published in November 2016, the second was published in October 2018 and the third was published in March 2020. All plans have continued to build on previous successes, aiming to be a catalyst to deliver sustainable, efficient health and care, with prevention at its heart.

We are clear that by working together can we transform the way we work and improve the health and wellbeing of our population, further and at pace.

#### **Analysis of key issues and of risks**

Up to July we have captured our achievements through the regular spotlight presentations and updates on our priorities provided to Place Board. To make this more inclusive we produced a simple template and introduced a process which we shared across our transformation and enabling workstreams inviting colleagues to tell us about good practice / achievements in their areas of work.

The first time we did this for the July Place Board we had a very positive response and we received 11 examples which we shared at the confidential meeting and are sharing at the public meeting in September.

We are confident that the process is capturing examples that we would not have easily identified previously and it seems to be well received across the place. For September we have received the following 6 examples:

1. Covid Vaccine Call Centre
2. Home Visiting Service
3. Ridgeway Covid Assessment Centre
4. Dementia Locally Enhanced Service
5. Safeguarding Children – Rotherham MASH (multi agency safeguarding hub)
6. Infection Prevention and Control Care Home/Domiciliary Care Training

We will continue to welcome further contributions, as and when, from across the place groups and will continue to share at Place Board.

#### **Recommendations:**

Place Board members to note the achievements received for this month.

# Achievements across the Rotherham Place Partnership

**Public Partnership Place Board:**

**19 October 2022**

## **Contents**

1. Covid Vaccine Call Centre .....	3
2. Home Visiting Service .....	4
3. Ridgeway Covid Assessment Centre .....	5
4. Dementia Locally Enhanced Service .....	6
5. Safeguarding children – Rotherham MASH (multi-agency safeguarding hub) .....	7
6. Infection Prevention and Control Care Home/Domiciliary Care Training .....	8

## Rotherham Place Achievements

Rotherham Place Board is keen to continue to capture and share the work of the transformation and enabling groups, recognising the significant work and dedication that is evident from all partners.

It would be great if you could complete the template below and tell us about any achievements, big or small, that your group has been working on, particularly over the last 12 months.

<b>Name of Project/Scheme/Development</b>	<b>1. Covid Vaccine Call Centre</b>
<b>Contact for Project/Scheme/Development</b>	Chris Barnes / Judy Wood
<b>Form completed by (if different to above)</b>	Chris Barnes
<b>Which 'Place' Group does this come under</b>	Primary Care
<b>Approximate time period that the Project/Scheme/ Development was delivered / implemented</b>	January 21-May22
<b>Description</b> <i>(just a few sentences to explain about the Project/Scheme/Development)</i>	
Rotherham very quickly mobilised a Covid Vaccination Booking Service, which saw Primary Care unite to support a programme unlike any other. The booking service was a joint effort with Rotherham CCG supporting Connect Healthcare to mobilise a booking service with extremely short timescales. The service ensured that Rotherham lead the way in vaccine uptake and was the highest performing CCG area within South Yorkshire.	
<b>Outcomes</b> <i>(briefly explain the benefits, for example, what difference it has made to patients and public or to the way we work i.e. try to explain the 'so what' question)</i>	
Throughout 2021-22 the Call Centre managed 42,388 incoming calls and 150,596 outgoing calls.  The call centre approach allowed General Practice to focus on patient care and administrating the vaccine whilst the call centre took away the complexity of the booking process. The call centre ensured that even the hardest to reach patients were offered a vaccine and continued to book home visiting vaccines for autumn boosters well into 2022.	
<b>Anything else you would like to tell?</b> <i>(is there anything else you want to tell us e.g. who/what team (s) were involved, what the next steps might be etc)</i>	
This showed the collaborative working of the CCG and the GP Federation to offer a fantastic service for Rotherham.	

## Rotherham Place Achievements

Rotherham Place Board is keen to continue to capture and share the work of the transformation and enabling groups, recognising the significant work and dedication that is evident from all partners.

It would be great if you could complete the template below and tell us about any achievements, big or small, that your group has been working on, particularly over the last 12 months.

<b>Name of Project/Scheme/Development</b>	<b>2. Home Visiting Service</b>
<b>Contact for Project/Scheme/Development</b>	Chris Barnes / Judy Wood
<b>Form completed by (if different to above)</b>	Chris Barnes
<b>Which 'Place' Group does this come under</b>	Primary Care
<b>Approximate time period that the Project/Scheme/ Development was delivered / implemented</b>	April 20 – to present
<b>Description</b> <i>(just a few sentences to explain about the Project/Scheme/Development)</i>	
<p>At the very start of the Covid Pandemic Rotherham General Practice came together to support patients in ways previously unseen. Connect Healthcare Rotherham quickly mobilised a “Hot” home visiting service by mid-April 2020. This ensured our patients with covid symptoms (or covid pts) received rapid high-quality care without compromising the safety of General Practice. This service gradually grew to support “Cold” visits also and has been an invaluable service for Rotherham.</p>	
<b>Outcomes</b> <i>(briefly explain the benefits, for example, what difference it has made to patients and public or to the way we work i.e. try to explain the 'so what' question)</i>	
<p>From April 2020 to March 21 the home visiting service completed 3,750 hot visits and 1,913 cold visits            April 21 – March 22 – 5,038 Hot visits and 4,517 Cold visits</p> <p>Not only providing high quality patient care for our population the service also allowed GPs to focus on patient care within their practice. Reducing stress and allowing them to focus on the intense vaccine programme.</p> <p>The service was so successful the Rotherham GPs have decided to continue to commission this service.</p>	
<b>Anything else you would like to tell?</b> <i>(is there anything else you want to tell us e.g. who/what team (s) were involved, what the next steps might be etc)</i>	
<p>The service will be continued for the PCNs in Rotherham, with protected appointments for each Primary Care Network.</p>	

## Rotherham Place Achievements

Rotherham Place Board is keen to continue to capture and share the work of the transformation and enabling groups, recognising the significant work and dedication that is evident from all partners.

It would be great if you could complete the template below and tell us about any achievements, big or small, that your group has been working on, particularly over the last 12 months.

<b>Name of Project/Scheme/Development</b>	<b>3. Ridgeway Covid Assessment Centre</b>
<b>Contact for Project/Scheme/Development</b>	Chris Barnes – Judy Wood
<b>Form completed by (if different to above)</b>	Chris Barnes
<b>Which 'Place' Group does this come under</b>	Rotherham Primary Care
<b>Approximate time period that the Project/ Scheme/ Development was delivered / implemented</b>	August 21 – May 22
<b>Description</b> <i>(just a few sentences to explain about the Project/Scheme/Development)</i>	
The third Covid Assessment Centre managed by Connect Healthcare was mobilised on behalf of the Rotherham Practices so that Rotherham Patients could be seen in a dedicated setting to protect them and others. This service ran from August 21 until May 22.	
<b>Outcomes</b> <i>(briefly explain the benefits, for example, what difference it has made to patients and public or to the way we work i.e. try to explain the 'so what' question)</i>	
The service saw in excess of patients of 7,000 patients (Aug 21-May 22) in Rotherham. Providing a "Gold" Standard service for our patients. The service received fantastic feedback from patients and clinicians alike and was a superb example of working at scale.	
<b>Anything else you would like to tell?</b> <i>(is there anything else you want to tell us e.g. who/what team (s) were involved, what the next steps might be etc)</i>	
Connect have managed three "Hot" sites for Rotherham since the beginning of the Pandemic. We closed the site at Ridgeway at the end of May. However the Rotherham Practices wanted the flexibility to switch back to "Hot Site" in winter 2022/23 if needed.	
All of Rotherham Practices supported this project and sent patients to be treated.	

## Rotherham Place Achievements

Rotherham Place Board is keen to continue to capture and share the work of the transformation and enabling groups, recognising the significant work and dedication that is evident from all partners.

It would be great if you could complete the template below and tell us about any achievements, big or small, that your group has been working on, particularly over the last 12 months.

<b>Name of Project/Scheme/Development</b>	<b>4. Dementia Locally Enhanced Service</b>
<b>Contact for Project/Scheme/Development</b>	Julie Thornton, RDASH Care Group Director Kate Tufnell, SYICB
<b>Form completed by (if different to above)</b>	
<b>Which 'Place' Group does this come under</b>	MH, LD & ND
<b>Approximate time period that the Project/Scheme/ Development was delivered / implemented</b>	Planning 2022, implementation August 2022.
<b>Description</b> <i>(just a few sentences to explain about the Project/Scheme/Development)</i>	
To ensure patients diagnosed with Dementia were able to receive their ongoing dementia reviews closer to home, through collaborative working with Primary Care, RDASH and the ICB (formerly Rotherham CCG) the Locally Enhanced Service (LES) was agreed. In practice, this meant that following assessment, diagnosis and stabilisation, patients diagnosed with Dementia could be followed up and monitored by their own GP practice – promoting continuity and familiarity for this cohort of patients.	
<b>Outcomes</b> <i>(briefly explain the benefits, for example, what difference it has made to patients and public or to the way we work i.e. try to explain the 'so what' question)</i>	
Patients with dementia will be reviewed closer to home by their own GP practice – in more familiar surroundings. It will also free up staff capacity within the Memory Service to concentrate on seeing more new patients, supporting the improvement of diagnosis times for this cohort of patients.	
<b>Anything else you would like to tell?</b> <i>(is there anything else you want to tell us e.g. who/what team (s) were involved, what the next steps might be etc)</i>	
A collaborative approach with RDASH, Primary Care and ICB (formerly Rotherham CCG). Pilot commenced August 2022 with full roll out from w/c 5 <sup>th</sup> September 2022.	

## Rotherham Place Achievements

Rotherham Place Board is keen to continue to capture and share the work of the transformation and enabling groups, recognising the significant work and dedication that is evident from all partners.

It would be great if you could complete the template below and tell us about any achievements, big or small, that your group has been working on, particularly over the last 12 months.

<b>Name of Project/Scheme/Development</b>	<b>5. Safeguarding children – Rotherham MASH (multi-agency safeguarding hub)</b>
<b>Contact for Project/Scheme/Development</b>	Sam Davies – Samantha.davies4@nhs.net
<b>Form completed by (if different to above)</b>	
<b>Which ‘Place’ Group does this come under</b>	Rotherham Place
<b>Approximate time period that the Project/ Scheme/ Development was delivered / implemented</b>	Rotherham Multi Agency Safeguarding Hub (MASH) started in 2015 – the review of the health component of the MASH – ‘True for Us’ was completed in March 2022
<b>Description</b> <i>(just a few sentences to explain about the Project/Scheme/Development)</i>	
‘True for Us’ – Review of Rotherham Health MASH against recommendations from a Joint Targeted Area Inspection (JTAI) of Solihull’s Multi-agency response to the identification of initial need and risk in Solihull – following the death of Arthur Labinjo- Hughes	
<b>Outcomes</b> <i>(briefly explain the benefits, for example, what difference it has made to patients and public or to the way we work i.e. try to explain the ‘so what’ question)</i>	
<p>Rotherham Health welcomed the opportunity to review our role in the Multi-agency Safeguarding Hub (MASH) against the recommendations following a Joint Targeted Inspection in Solihull. The evidence collated demonstrated that Rotherham Health evidenced robust processes and are a key partner in the MASH. Rotherham Health MASH have ensured that communication with health colleagues and Rotherham Health Organisations, including GP’s is central to safeguarding the children of Rotherham, who have been referred into the MASH and where multi-agency information sharing has been necessary.</p> <p>The evidence provided the appropriate and relevant assurance against the Joint Targeted Area Inspection for Solihull. It is recognised that no service can reach perfection 100% of the time. With this in mind The Rotherham MASH has developed processes, checks and balances to try to maintain the highest of standards to safeguard children. This has included ‘horizon’ scanning which prompted MASH case meetings for Female Genital Mutilation, Child Criminal Exploitation and recurring concerns for cases involving neglect.</p>	

## Rotherham Place Achievements

Rotherham Place Board is keen to continue to capture and share the work of the transformation and enabling groups, recognising the significant work and dedication that is evident from all partners.

It would be great if you could complete the template below and tell us about any achievements, big or small, that your group has been working on, particularly over the last 12 months.

<b>Name of Project/Scheme/Development</b>	<b>6. Infection Prevention and Control Care Home/Domiciliary Care Training</b>
<b>Contact for Project/Scheme/Development</b>	Emma Batten, Lynn Flynn (input from NHSE national team at the start)
<b>Form completed by (if different to above)</b>	Emma Batten
<b>Which 'Place' Group does this come under</b>	Workforce & OD
<b>Approximate time period that the Project/Scheme/ Development was delivered / implemented</b>	Developed within weeks and ran for 2 years.
<b>Description</b> <i>(just a few sentences to explain about the Project/Scheme/Development)</i>	
Place Infection prevention and control (IPC) training package to support care homes throughout Covid.	
<b>Outcomes</b> <i>(briefly explain the benefits, for example, what difference it has made to patients and public or to the way we work i.e. try to explain the 'so what' question)</i>	
<p>April 2020 saw the RCCG's Chief Nurse team identify a gap within infection prevention and control (IPC) at Place and quickly developed a training package to support care homes across the borough. This was quickly followed by NHS England asking for all CCGs to support and assist local authorities with infection prevention and control training to include donning and doffing training. A specific plan on how this would be achieved was via train the trainer. Rotherham CCG's IPC Lead Nurse undertook this along with members of the CCG's CHC team, the Care Home Quality Nurse (a joint position between the Local Authority/The Rotherham NHS Foundation Trust), and a trainer from RMBC.</p> <p>This approach was launched across Rotherham however, within a few sessions it was evident that the package could be built on to meet to services IPC requests. The sessions demonstrated that care homes were seeking further training and wanting to increase their knowledge base. It was also highlighted that the original NHS England ask didn't include learning disability/supported living and domiciliary care. As a result, RCCG modified their original training to ensure all aspects were included. This was offered to all adult social care facilities/services as a PowerPoint teaching session with live donning and doffing demonstrations, along with outside visits for additional donning and doffing demonstrations. These were offered and led by the CCG IPC Lead Nurse and the Care Home Quality Nurse with support from commissioning teams at Rotherham CCG and Rotherham Council. The sessions were offered over a two-year period and ranged from a few weekly sessions to monthly over the pandemic.</p> <p>In addition, the IPC Lead Nurse and the Care Home Quality Nurse supported at RMBC outbreak meetings ensuring legislation and guidance were noted. Support and advice with visits were given as required along with direction to local training sessions and national platforms/literature for all staff within adult social care.</p>	