

A Healthier Future for Hertfordshire and west Essex – workstream news

Frailty workstream update

Technology bid

The technology bid was discussed and accepted at the Frailty Board and an executive summary will be submitted to clinical commissioning groups (CCGs) to request the phase 2 funding. It was proposed that the four elements of the bid be led by different sub-workstreams:

- Wound care and care plan apps will be held by Tissue viability and Personalisation respectively;
- Training videos by Communications and Frailty Information Technology (IT) sub-workstreams;
- Comprehensive geriatric assessment (CGA) templates by Frailty IT;
- NHS mail for care homes by Care homes.

Workforce training

Two proposals to develop frailty training for the whole workforce have been shared with all organisations for review and comment by 12 November. The proposed training topics are:

- What is frailty?
- Scoring tools, including frailty assessments;
- Introduction to care planning;
- Use of personalised care and support plans;
- Falls overview;
- Systems working/culture change.

The STP Workforce workstream has allocated £75k from HEE funding towards this, an agreed priority across the STP footprint. The project will develop training modules to be delivered to and by the

health, social care and third sector workforce working within all STP partners and other third sector organisations.

Frailty datasets

The frailty datasets are in the final stages of development, with codes crucial to progress template design. Colleagues can add comments by the end of November when the formal sign-up process will begin.

Falls and frailty hub

A paper was presented outlining the minimum functional requirements of a falls and frailty hub to support the delivery of the falls and frailty pathways. This includes co-location, joint training and a single point of access (SPA) with a clinical triage, signposting and coordination function to deliver best practice for falls and frailty across the STP.

While this may require further integration with current hubs, SPAs and other pathways and services, e.g. end of life, it has been recognised that even though organisations have formally signed up to delivering this as part of the frailty pathway implementation, the understanding of the impact of this on existing services needs further clarification.

Early Intervention Vehicles (EIV)

Across the STP, when frail older people suffer a fall at home, EIVs are answering 999 calls and working to keep them out of hospital and set them up safe at home instead. Currently there are three different service models running and the meeting



heard a proposal to develop one generic service specification across the STP by April 2019.

All systems had expected current EIV services to be extended for winter but as provider EEAST is pausing service development until 2020, it was agreed local delivery boards would work together to explore other local options.

Falls pathways

Implementation plans for the falls pathways are being finalised and will be presented in January. The pathways were formally distributed to STP organisations for approval of the design by workstream SRO Kathryn Magson in the summer. Acute pathways continue to be developed but will be ready for January. A fracture liaison service specification is being developed and will be presented in the New Year.

Personalised care and support plan

Previously known as the 'core care plan', this co-produced personalised care and support plan will be the patient's record and does not replace any existing care plans used by professionals as it sits at the heart of existing plans and provides a way to connect them together with the patient's personal care needs placed at the heart of this.

Designed as a 'conversation starter' the A5 booklet – much like the Personal child health record issued to new parents – has been simplified and includes sections on self-management and advanced care plan with inserts on specific conditions, like diabetes, which are in the design stage. A working group is planning how to roll out the booklet to service users in 2019. A 'big bang' STP-wide launch has been agreed, with evaluation in small targeted localities.

Frailty resource pack

Signposting information for patients aged 60 to 74 attending their routine health check appointment

is with Public Health colleagues for input before being tested with service users ahead of roll-out. Short animated videos of key messages are being created for GP information screens, social media, etc.

Dementia pathways

Pathways are being developed and the outputs of the workstream will be brought back to the next meeting.

Tissue viability

Public Health consultant, Suzanne Walton is now in post and has started the needs assessment. The sub-workstream has had comments back from all partner organisations. A meeting is scheduled for beginning of December to amend the pathways accordingly.

Care homes and home care

The care homes workstream have revised their terms of reference and membership and agreed outcomes for the group:

- to reduce inappropriate attendances and hospital admissions
- upskilling of social care staff
- improvements in overall quality of care
- delivery of enhanced health in care homes framework.

They will be delivered across a three-year programme.

Implementation plans

All three areas fed back their progress for 2018-19. Longer term costing plans are not yet developed. By January, more robust plans for 2019-20 will be developed.

Alison Gilbert, STP PMO

[More information about the STP here.](#)



A Healthier Future

Improving health and care in Hertfordshire and west Essex

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