# Appendix A – BCF Plan Strategic Narrative

# Section A – Integrating Care Around the Person

Leicestershire's vision for health and care integration is to create a strong, sustainable, person-centred, and integrated health and care system, which improves outcomes for our citizens. Our model of care is designed to:

- Deliver more care outside of hospital.
- Provide integrated, personalised, and holistic services.
- Help citizens, carers and professionals work hand in hand to maintain health, wellbeing and independence, for as long as possible.

The key features of our model are summarised in the table below, and in the BCF Plan on a Page, (see the supporting reference document).

BCF THEME	DESCRIPTION	IMPACT
Integrated Neighbourhood Teams	Proactive, MDT teams delivering multiagency care planning in partnership with GP practice.  Care coordination targeted to segmented groups e.g. frailty, multiple long-term conditions, other complex high health and care needs, end of life, supporting simple hospital discharges at risk of readmission.	Minimising hospital admissions Minimising readmissions Improving the personalisation, quality and coordination of community care Maximising the coordination and impact of local, multiagency resources on health and wellbeing outcomes Maximising the impact of Leicestershire's prevention offer
		Enabled by MDT working, risk stratification, population health management, Leicestershire's social prescribing and prevention offer.
Home First	Integrated teams for hospital discharge and reablement, involving nurses, therapists, social care and housing experts, operating on a "home first" philosophy  Supporting people to step down their care after a stay in hospital	Minimising hospital discharge delays Minimising readmissions Maximising opportunities for reablement Maximising the number of people still in usual place of residence following reablement.
	or step up their care at home, (e.g. when needs change and/or in a crisis).  Joint planning, oversight and review of packages of care at home.	Enabled by the national high impact changes framework for DTOC, trusted assessment, technology solutions, and colocation including new Locality Decisions Units (LDUs) to direct referrals and workflow.
Adult Social Care Sustainability	A new target operating model for sustaining adult social care involving large-scale process redesign and changes to cultural and operational practice - from	Sustainability of social care Releasing efficiencies and more time to front line care. Minimising hospital discharge delays

	the customer services centre, through assessment, to front line delivery.  Aligning adult social care resources to new health and care models e.g. neighbourhood working, crisis response, and integrated reablement.	Maximising opportunities for reablement Maximising the number of people in usual place of residence following reablement Reducing permanent admissions to residential care  Enabled by process improvements, technology, colocation, trusted assessment, the ASC Strategy, LLR Carers Strategy and the ASC accommodation strategy.
Community Services Redesign	A new specification and delivery model for NHS community services, including changes to bed-based services.  Aligning community nursing and therapy services to new care models e.g. neighbourhood working, crisis response, home first (integrated discharge and reablement)	Minimising hospital discharge delays Reducing permanent admissions to residential care settings Maximising reablement and independence at home  Enabled by process improvements, technology, colocation including LDUs, as noted above, trusted assessment and improved medical support in the community.
Lightbulb: Leicestershire's Integrated Housing Service	One stop shop for major/minor adaptations, home safety, affordable warmth, housing options/benefits, hoarding etc.  Delivered by innovation and "can do" housing coordinators based within hospital discharge teams and in the community.	Minimising hospital discharge delays Reducing permanent admissions to residential care settings Maximising reablement and independence at home  Enabled by embedding housing workers in hospital discharge teams, the housing MOT, streamlined DFG processes, continuous improvement, RRO, trusted assessment.
Unified Prevention Offer	A clear, coordinated multiagency prevention offer. Targeted to population/ community needs Supporting neighbourhood teams to apply prevention interventions to their caseload	Maximising the impact of local, multiagency resources on health and wellbeing outcomes Maximising the uptake and impact of Leicestershire's prevention offer Enabled by  First Contact (front door for the prevention offer)  Staff "making every contact count"  Local Area Coordinators –an asset-based approach in communities.  GP practice-based social

		prescribers.
Easy to access urgent care	Providing clear alternatives to A&E e.g. via urgent care	Reducing hospital admissions
	centres, the acute home visiting service, and extended GP services.	Reducing attendances at A&E and the overall burden on the ambulance service
Technology enabled care	Digital solutions for care delivery, professionals and their customers.	Maximising staff efficiency through technology and via e-care transfers between organisations. Reducing permanent admissions to residential care settings Maximising reablement and independence at home  Enabled by:  PHM tools Summary Care Record, E-referrals/transfers Assistive/smart tech at home Residential/nursing home connectivity Improved digital channels for prevention & self-care

# Person Centred Approaches: Promoting Choice, Maximising Independence

A number of joint assessment and trusted assessor developments have already taken place which will become further embedded in 2019/20.

Leicestershire's integrated reablement and crisis response service has a joint holistic person-centred assessment which directs joint care planning and delivery across community nursing and adult social care.

The UHL Integrated Discharge Team has Trusted Assessment (TA) in place, delivered by a small team of UHL admission avoidance nurses, on the Acute medical unit, in-reaching into ED, across the emergency floor. TA competency workshops have taken place to help facilitate this, and Community Hospitals can now accept discharges direct from the Integrated Discharge Team.

The Integrated Needs Assessment Tool (INAT - single assessment tool) has been developed and approved by all partners. This is used to identify the individual's needs in the acute sector and supports matching patients to suitable onward placements or care pathways. This is now operating as the accepted tool for TA between all organisations. The tool is being rolled-out in community settings in 2019/20. A Trusted Assessor role has been recruited to deliver care homes' assessments across City and County, to ensure that potential clients for Care Homes are assessed within 24 hours, and can be received without query/delay into care homes, improving DTOC.

In Leicestershire's integrated housing service (Lightbulb) the Housing Support Coordinators are also now trusted assessors for major and minor adaptations, was achieved through service and process redesign, with appropriate training from the OT service.

Leicestershire's jointly commissioned domiciliary care service (Help to Live at Home) has integrated, person centred approaches built into the process of assessment, placing and review of care packages delivered in the home. As we prepare for recommissioning the service from November 2020 these will be reviewed/improved further in conjunction with the new reablement pathway.

The operating model of integrated teams is focused on improving MDT working, care coordination and person-centred care planning/delivery, for patients who are frail, multi morbid or who have high health care costs, with their named GP retaining overall accountability. Investing further in care coordinators for this cohort of patients across each area of Leicestershire is a key development for 2019/20. Care Coordinators will be supported by the introduction of designated social prescribing roles for each PCN per the NHS long term plan, which in the case of Leicestershire will build on our existing prevention offer and social prescribing infrastructure. Care Coordinators in Neighbourhood Teams have tested commissioning a small threshold of social care support as part of the integrated teams pilot in Leicestershire, which can inform the model further.

The multiagency frailty check developed in 2018/19 list has been adopted into assessment and person-centred care planning in the acute sector, on hospital discharge and into the work of the Integrated Teams.

Work is also commencing at the time of this BCF submission to consider alignment with and preparations for the requirements of the Long-Term Plan Ageing Well strategy, for which some additional national funding is being made available.

## Promoting Personalisation, Choice and Independence

Leicestershire's model of integrated health and care is designed to offer more choice and personalised care planning via:

- The delivery of improved person-centred care planning in neighbourhood teams, supported by a strong platform of social prescribing, including face to face support from local area coordinators
- The home first philosophy, promoting maximum reablement opportunity at home
- The LLR Carers Strategy
- The holistic and asset-based assessment/offer from adult social care's customer services team
- The holistic housing MOT from the Lightbulb Housing Service
- Supporting those with learning disabilities to achieve maximum independence in the
  community through the LLR Transforming Care programme and the council's
  accommodation strategy, whereby a large capital investment for additional supported
  living and extra care units across the county has recently been approved by Cabinet.

# Personal Budgets

Although NHS and LA partners already have individual strategies for the delivery of personal budgets and direct payments respectively, work commenced in Q4 2018/19 to scope a number of priorities for joint working, with a view to producing and approving a joint LLR-wide strategy for personal budgets by September 2019. This will set out how integrated personal commissioning/integrated personal budgets can be offered and administered for a proportion of the local population.

This work is being led from the Leicestershire BCF but is being conducted on an LLR-wide basis. The joint areas of focus will likely include technical and process developments to create joint commissioning infrastructure, cultural change, identifying cohorts of service users to test integrated personal budgets, and joint approaches to market development. The direct payment cards currently in use in local authorities may be adopted more widely across the partnership as a result.

### Narrative Section B (i)

# <u>Approach to Integrating Services at HWB Board Level (Place) – (and neighbourhood level where applicable)</u>

To include reference to joint commissioning arrangements, alignment with PCNs and primary care, approach to partnership with the VCS, services to be commissioned via the BCF, noting any major changes to the approaches/BCF schemes.

LCC, NHS, District Councils and other partners collaborate to ensure the BCF plan and pooled budget is used in accordance with national conditions and funding rules, and to maximum impact, so that the model of health and care integration is implemented, can be sustained, and that Leicestershire delivers good performance against the BCF metrics.

Since 2015, the Leicestershire BCF plan and pooled budget has been deployed to transform and enable new models of care closer to home. It has:

- Brought health and social care partners into more effective joint working/teams,
- Redesigned pathways of care more effectively around the individual
- Delivered a unified prevention offer, and developed the approach to social prescribing
- Provided major improvements to hospital discharge and reablement
- Sustained adult social care financially, supporting delivery of the adult social care strategy
- Supported the development of new urgent care services, in the community and at home
- Supported the development of neighbourhood teams, testing new approaches to risk stratification, MDT working, care coordination and prevention
- Delivered innovation, (falls pathways, data integration, technology enabled care and integrated housing support).

The BCF pooled budget will fund the following key areas of place-based services in 2019/20: First Contact, Care Coordination, Urgent Care at Home/in the Community, Integrated Hospital Discharge and Reablement Pathways, Domiciliary Care, Transforming Care and LD priorities, health and care data integration solutions, assistive technology developments, key services and support to sustain adult social care, (e.g. Care Act requirements, residential respite, assessment and review teams, quality assurance team for care and nursing homes, mitigation of demographic growth and winter pressures).

#### Alignment with Primary Care/PCNs

Leicestershire's neighbourhood teams, previously aligned to GP localities, are now being aligned to PCNs. They are comprised of designated social care staff and community nursing staff, supported by Local Area Coordinators, Lightbulb Housing Services, and the wider multiagency prevention offer. There are good working relationships with district councils in each neighbourhood, and via county wide arrangements, (e.g. Health and Wellbeing Board, Unified Prevention Board, Lightbulb Management Board).

A supporting reference document has been provided to the regional BCF Manager which sets out the PCN arrangements in Leicestershire, and the alignment of multiagency resources to this model.

<u>How Leicestershire's Prevention Offer and approach to Social Prescribing supports the work of Neighbourhood Teams</u>

Leicestershire's multiagency Unified Prevention Board (health, social care, police, fire, district councils and VCS) has designed and implemented the county wide prevention offer and approach to social prescribing over the last two years, ensuring recurrent investment in the model by partners. The BCF plan continues to contribute to the First Contact prevention hub, a one stop shop featuring web based/telephone self-referrals and GP e-referrals, via PRISM.

To support the development of community-based assets and provide a face to face element of the prevention offer for citizens, Local Area Coordinators, funded by public health, operate in Leicestershire, with a dual role of community capacity building, and supporting individual citizens to access local support to maintain their health, wellbeing and independence.

The prevention offer has been specifically designed around the model of neighbourhood teams, which have very productive working relationships with First Contact, LACs and local district councils, maximising their engagement with, and the uptake of, the prevention offer.

The introduction of social prescribing roles within PCNs from 2019/20 provides an additional resource into Leicestershire's prevention offer. Local partners are in the process of codesigning how these new roles will operate. A support offer from Local Area Coordinators is part of this approach.

#### Joint Commissioning

Joint commissioning arrangements for domiciliary care services have been in place since 2016, with recommissioning from November 2020 onwards currently underway.

A joint commissioning OD workshop was held in May 2019, to refresh/reset ways of working and agree a new joint commissioning work plan, for the emerging place-based ICS arrangements. The workplan includes updating the LD s75 pooled budget, developing an approach to integrated personal budgets, improving CHC systems/processes for jointly funded cases, commissioning plans for the NHS community services redesign programme, and the future of the health and social care protocol.

Partners are currently considering future opportunities and timings for reviewing VCS commissioning at place level, in order to develop clear medium-term commissioning intentions for the model of VCS support across Leicestershire, including the VCS infrastructure arrangements.

#### Enablers and Governance for Joint Commissioning

A new Leicestershire joint commissioning forum is being established from September 2019 to lead delivery of the workplan at place. The implementation of population health management across LLR, our refreshed JSNA and a joint commissioning outcomes framework, (being developed in Q3 of 2019/20) will provide improved insights for partners, with the ability to measure impact both on individual and population outcomes more effectively at place level. It is anticipated the reconfiguration of the CCGs will lead to further opportunities to develop joint commissioning infrastructure from 2020 onwards.

B(ii) Approach to integration of Disabled Facilities Grants and wider housing services, to support the needs of people with disabilities or care needs, include any arrangements for the use of adaptions and technologies to support independent living in line with Regulatory Reform Order 2002.

#### Strategic Growth Plan for Leicestershire

Leicestershire's LA's strategic growth plan to 2050 indicates the level of housing expansion and infrastructure developments expected over this period. The HWBB is already actively engaged, ensuring design elements for healthy places/spaces and planning the impact of population and housing growth on health and care. LCC is working with the NHS on the implications for Lutterworth, where preparatory work is underway for a development of 2750 homes.

#### Lightbulb

The Lightbulb Service **is** a collaboration of seven districts councils, LCC, Public Health, three CCG's and UHL. The service delivers an integrated housing offer which promotes health, wellbeing and independence, which has both a community-based component and a hospital discharge component.

The service is well evidenced in terms of reducing delays to hospital discharge, maximising independence at home, and revolutionising the DFG process. It has been cited in national best practice, (the major national review of DFGs published in Q4 2018/19, a recent report by the Royal College of OT's), showcased at conferences, and won awards.

The service went live across Leicestershire in October 2017. It is configured in a hub and spoke model, hosted by Blaby District Council. The hub provides general management support, there is a community-based service with "spokes" into each District Council, with staffing allocated according to demand.

The community-based service is accessed via several routes, (ASC customer service centre, First Contact, Neighbourhood Teams, District Councils). Wherever the entry point happens, the referral will immediately come into the one-stop shop, Lightbulb.

The service has 7.5wte staff based in the hospital sector, (the HET team), who operate across UHL and the Bradgate Mental Health Unit. They are embedded within integrated discharge teams and are established as an essential part of the discharge and flow, offering a follow up service in the community for complex cases.

Along with providing a holistic housing MOT which considers all the potential housing issues for the person (such as affordable warmth/damp homes, home safety and falls prevention, major and minor adaptations, advice on housing options and benefits), Lightbulb has developed innovative solutions to address those housing issued which previously took many weeks to resolve, (and in hospitals impacted on valuable clinical time). These include:

- Implementing a cleaning and clearing service to enable properties to be made accessible, habitable and suitable for care to be provided in the home
- Furniture packs/white goods for accessing rented accommodation
- Furniture moves within the home, for example to enable downstairs existence, often enabled by support from the fire service's community team
- Bespoke support to the homeless, those seeking refuge from domestic violence or those who lack the necessary residency documentation/status in order to access housing solutions/benefits
- Process redesign for DFGs so that financial assessments and decisions are taken early in the process, more tasks can be done by fewer roles, and with fewer handoffs (via training and trusted assessment)
- Achieving a stretch target for DFGs end to end times e.g. completion within 20 weeks (achieved across Leicestershire by Q2 2019)
- Consideration of assistive technology and how properties can be made dementia friendly

The Lightbulb Service has been supported by the development and approval of a Regulatory Reform Order (RRO), providing additional flexibility and aligned criteria covering the use of statutory DFG allocations, discretionary DFG spend and the Home Improvement Grant, in line with the housing MOT and improved DFG procedures.

The service is currently considering how DFG funding can be allocated to consider specific cohorts of the population, for example those with arthritis following a recent study by the Arthritis Society which highlighted that the majority of people who live with arthritis would qualify for DFG funding, but do not make applications for DFG's.

#### Governance

The governance for Lightbulb comprises a Management Board of senior officers of all District Councils, LCC and NHS representation. The purpose of this Board is to oversee the delivery and performance of the Lightbulb service, and its medium-term strategy. The Board is supported by a Lightbulb Delivery Group comprised of operational managers leading continuous improvement in housing services across the county.

#### Lightbulb Commissioning Decisions 2019/20 onwards

Leicestershire's Local Authorities took the decision in January 2019 that the hub and spoke community service be commissioned recurrently by all LAs in the county for a further three years.

The HET (hospitals team) is commissioned non-recurrently from the IBCF until March 2020, CCG's have confirmed the HET service will be supported with recurrent funding at the current investment levels beyond this date (likely to be incorporated recurrently into the BCF at this point).

#### Narrative Section C – System Alignment

How the BCF plan and other plans align to the wider integration landscape, such as STP, ICS. A brief description of the joint governance arrangements for the BCF plan (visuals/diagrams can be added to supplementary information sheet)

The transformation and integration of health and care is being tackled at system (across LLR), at place (across Leicestershire) and at neighbourhood (within local teams and communities). Further information on the approach to the delivery of models of integrated health, care, prevention and housing, (at both place and neighbourhood levels), is given in sections B(i) and B(ii)

The Leicestershire BCF plan and pooled budget is just one element of many components of activity and sources of funds that can be prioritised and deployed by all partners to drive and deliver transformational change at these three tiers. It is also a comparatively small investment (£60.9m) when compared to the over £1.4bn spent on health and care in LLR annually.

Since 2014 partners across LLR have been collaborating on the transformation of health and care via the "Better Care Together" programme, now known as the LLR Better Care Together Sustainability and Transformation Partnership (STP). The LLR STP has several clinical and enabling workstreams. (see diagram and list on the supplementary sheet).

Many of the activities, services and deliverables funded via the Leicestershire BCF feed into the delivery plans of LLR-wide STP workstreams (see NHS System Operational Plan 2019/20), for example:

- Workplan of the Discharge Working Group and the HICM feeds into the A&E Delivery Board
- Workplans for falls, care homes, community services redesign, integrated reablement and neighbourhood teams feed into the LLR Integrated Community Services Board
- Workplans on data integration, business intelligence (such as for population health management), and technology enabled care feed into the LLR IM&T Board, which oversees delivery of the Digital Roadmap for LLR.

#### Maintaining Strategic and Financial Alignment

Following the establishment of the LLR STP, when the 2017-19 BCF submission was made, the Leicestershire BCF plan was fully refreshed and aligned formally to the emerging LLR STP workstreams. The overall BCF plan structure, themes and funding priorities were updated accordingly.

As each element of the LLR STP programme has led to redesign/recommissioning, any associated BCF funds have been adjusted to synchronise with these changes. E.g. the targeted investments to improving DTOC and the implementation of the new LLR urgent care services, whereby BCF funds have been re-directed over time to these new models of care. Currently the redesign of community services is also leading to phased implementation of operational and funding changes using BCF funds.

The introduction of the IBCF and Winter Funding allocations to LAs presented additional non-recurrent elements of the BCF plan and pooled budget to direct. These have been carefully managed, both in terms of meeting the conditions of use, such as in support of DTOC including the HET (housing discharge team), but also by ensuring financially the application of non-recurrent funding within ASC is used to implement transformational

change that generates medium term benefits, such as new approaches to the recruitment and retention of care workers, releasing operational efficiencies, or by applying time limited project support, infrastructure and quality improvements for work with specific short term milestones, such as Transforming Care.

Work is also commencing at the time of this BCF submission to consider alignment with and preparations for the requirements of the Long-Term Plan Ageing Well strategy, for which some additional national funding is being made available.

Irrespective of the national BCF submission timetable, the Leicestershire BCF plan and pooled budget is fully refreshed and aligned annually in Q3/Q4 so that it maintains alignment with the medium term financial plan of LCC, departmental budget setting for ASC, and the operational plan and financial plans of both CCGs including QIPP assumptions.

The Leicestershire Health and Wellbeing Board has traditionally held a commissioning intentions development session (annually in Q3) so that the commissioning priorities and financial plans of all partner agencies are shared, discussed and aligned.

#### System, Place and Neighbourhood – the journey to ICS

The STP and its system level workstreams provide direction across the LLR footprint in terms of the national requirements and standardised models of health and care that are driven largely by NHS policy, as set out previously in the Five Year Forward View and since January 2019, the NHS Long Term Plan. The NHS Long Term Plan indicated that every part of the English NHS should become an ICS by 2020/21 and the LLR STP leadership team is currently assessing local implications and milestones using the national maturity matrix.

The delivery of integrated models of health and care with Local Authorities relies on a clear vision and direction at place, and strong coordination and relationship management with a range of other agencies outside of the STP partnership, such as District Councils, the Police and enterprise partnerships. In particular, those commissioning and delivering solutions targeted to the wider determinants of health and wellbeing, including economic growth, housing, transport, community safety and other socio-economic factors.

For Leicestershire, there are a number of key areas of wider place-based partnership working which have implications for the commissioning and provision of integrated health, care, housing and prevention services. These include:

- Leicestershire's 2050 Strategic Growth Plan
- The priorities of the Housing Services Partnership
- The target operating model for adult social care
- The priorities of the Children's Partnership Plan
- The adult social care Accommodation Strategy (extra care/supported living)
- The priorities of the LLEP, and its associated Industrial and Workforce Strategies
- The Leicestershire Communities Strategy (asset-based communities)
- The overall role and work of Public Health
- The overall role and work of Leicestershire and Rutland Sport

Place level working also necessitates effective arrangements and infrastructure for joint commissioning including the implementation and oversight of pooled budgets between the NHS and Local Government, (see further detail about Leicestershire's arrangements at section Bi).

The organisational development plan for the LLR STP to become an ICS by 2021 will include refreshing the system level governance structure. This refresh has begun with the introduction of a new Partnership Board comprised of lay members and councillor representatives, the latter being the Chairs of the three HWB Boards.

The journey to ICS will also involve setting out a clearer articulation of the governance and delivery arrangements for the integration of health and care at all three tiers of the NHS system. It is envisaged the role of the health and wellbeing board and its governance sub structure at "place" will become increasingly important in this regard. In addition, the national policy refresh of the BCF for 2020 may lead to changes in how the BCF functions and is positioned and structured within ICS arrangements going forward.

In the meantime, Leicestershire's placed-based governance arrangements have been updated during 2019 with the aim of:

- Centralising integration governance arrangements across the two existing CCG footprints/Boards in the County
- Build in place level representation from the emerging PCNs
- Provide routine information and a support offer to PCNs about the workplan at place
- Develop a new place-based dashboard in three sections: a) commissioning outcomes, b) impact/outcomes of integrated models of health and care and c) health and wellbeing/wider determinants outcomes

It is recognised we are likely to remain in this transitional phase between the old and new arrangements through the remainder of 2019/20 and into Q1 of 2020, when the CCGs are fully reconfigured, and as new NHS structures for delivery at system, place and neighbourhood are established.

A further review of place-based governance will be undertaken, when the:

- new CCG AO is in post and the CCG is reconfigured
- ICS arrangements are further developed in LLR
- BCF policy framework for 2020 onwards is communicated.

## Joint Governance Arrangements for the BCF Plan

Leicestershire's place-based governance arrangements have been updated in Q2 2019 and are shown in diagrammatical form on the supplementary reference sheet.

#### In summary:

- The Leicestershire Health and Wellbeing Board has three sub-groups as follows:
  - o The Leicestershire Integration Executive
  - The Unified Prevention Board
  - The Children and Families Partnership Board.
- The Leicestershire **Integration Executive**, a director level group, which currently meets bi-monthly, has delegated duties from the Health and Wellbeing Board which includes the oversight of the preparation and day to day delivery of the BCF plan and pooled budget.
- The Integration Executive is now supported by three sub-groups as follows:
  - Integrated Finance and Performance Group (meets quarterly, oversight of pooled budgets/s75 agreements)
  - Integration Delivery Group (new May 2019 meets monthly comprised of providers and commissioners, including primary care – new place-based group

- overseeing the overall delivery of integrated models of care for health, care, prevention and housing across the County)
- Joint Commissioning Forum (new August 2019 meeting monthly commissioners only oversight of the new joint commissioning workplan see further information in section Bi)
- The Leicestershire BCF plan and pooled budget is approved formally as follows:
  - By two x County CCG governing bodies (10<sup>th</sup> September 2019)
  - By LCC departmental (adult social care) and corporate governance (11<sup>th</sup> September 2019)
  - By all partners via the Health and Wellbeing Board (BCF preparation reports already submitted in January, March, and July 2019, followed by final report for formal approval, 26<sup>th</sup> September 2019)
- The engagement and governance planner undertaken for the refresh and approval of the Leicestershire BCF Plan across all partners during 2019/20 is provided in the supplementary sheet.

