

**Wiltshire Council**

**Health and Wellbeing Board**

**9<sup>th</sup> November 2017**

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**Better Care Plan**

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**Executive Summary**

The purpose of the Better Care Plan report is to provide a progress update on the Better Care works streams incorporated in the 2017/18 plan, submitted and approved in October 2017

The report defines the current performance against the Delayed Transfers of Care trajectory, that is currently under performing and recovery plan under development for implementation in November 2017

The report should be seen in conjunction with the Delayed Transfers of Care plan and presentation, Better Care Plan Dashboard, Better Care Fund Plan (submitted 4 October 2017) and financial plan currently under revision, for agreement in November 2017.

**Proposals**

It is recommended that the Board:

- i) Notes the update

**Reason for Proposal**

To keep the Board informed of progress.

**Sue Shelbourn-Barrow – Integration Manager**

**Better Care Plan**

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**Purpose of Report**

1. To update the Health and Wellbeing Board on the programme.

**Background**

2. The Better Care Plan is established across Wiltshire, leading schemes, managing the system in terms of flow and increased pressures and developing a consistent approach in relation to measurement, monitoring and delivery. The BCP plays a key role in managing pressure across the system and its impact continues to be monitored by the whole system with established system wide governance. The better care fund is based upon the outcomes which are set out in our Joint Health and Wellbeing Strategy and within national policy.

**Main Considerations**

3. The priority action for the Better Care Fund 2017/18 in quarter 3 and 4, is to recover our Delayed Transfers of Care position.
4. The Better Care Plan stocktake and subsequent gap analysis has commenced and once completed will inform the Better Care Plan work stream evaluation in Q3 and Q4 2017/18.

**Delay Transfer of Care**

5. The Wiltshire system in July 2017 agreed a trajectory to reduce the number of lost bed days to 1,325 in December 2017 from 1,749 in July 2017. Thereafter to sustain 1,000 lost bed days in 2018/19. The purpose of the reduction in those waiting is to drive improvement across the system, to deliver sustained performance going into the winter period and into 2018/19 (Table 1: DTOC trajectory and actual performance).
6. Wiltshire has continued to see an increase in the number of lost bed days reported. In August when compared to July 2017 the system lost 700 beds days (Table 2: reasons for delays)
7. In 2017 we have seen an improvement as the Better Care Fund work streams have started to embed however the areas that require focus in the latter part of 2017/18 are
  - Out of hospital care due demand which is higher than current capacity within Domiciliary Care, that is further impacted by workforce challenges in parts of Wiltshire,
  - An increase in demand and complexity of specialist placements which includes timely access for mental health patients,
  - Slower than planned implementation of Home First model that includes Discharge to Assess.

8. The detail underpinning the noncompliance can be seen in variation from trajectory ( Table 1 and Table 3) and where we are experiencing high demand (Table 2)

**Table 1: Delay Transfer of Care Plan and trajectory 2017/18**

9. The table demonstrates for health and social care a continuation of demand above plan

2017/18 Wiltshire DToC Plan Trajectories

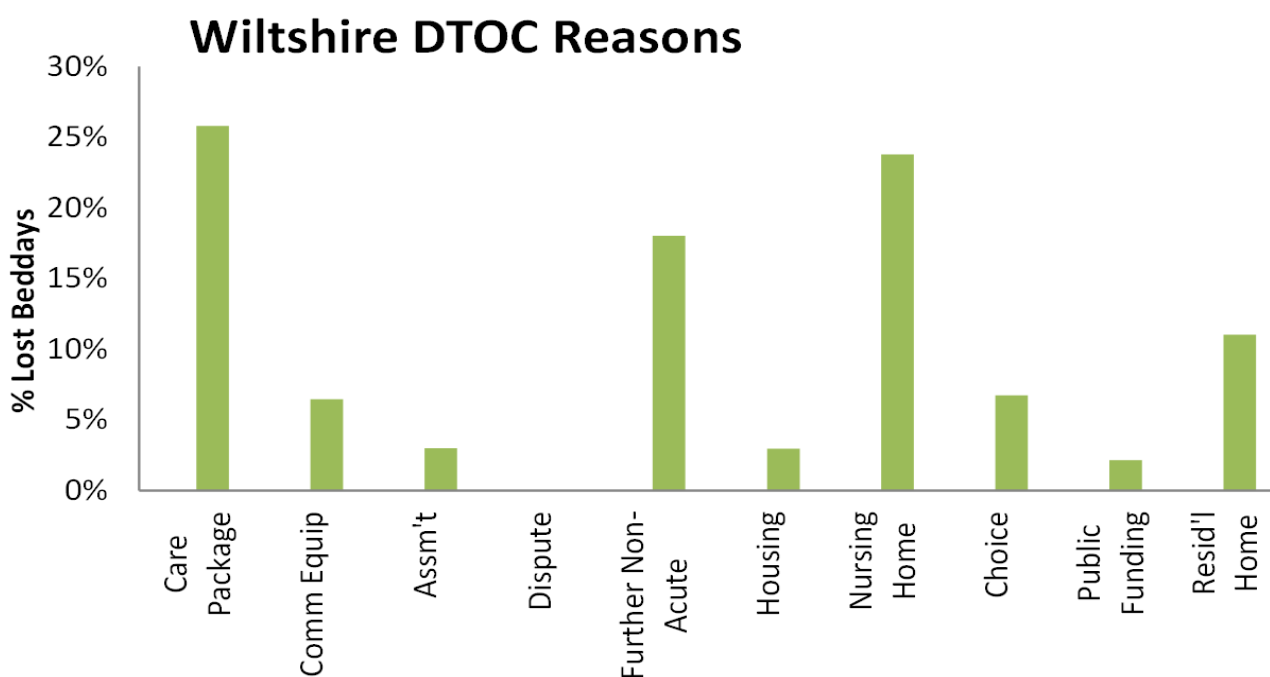
DToC Days		Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
NHS	Plan	1,079	977	873	808	759	794	794	703	703
	Actual	1,148	1,276	0	0	0	0	0	0	0
SC	Plan	553	510	466	432	407	421	421	389	389
	Actual	923	934	0	0	0	0	0	0	0
Joint	Plan	117	112	111	109	109	109	109	108	108
	Actual	189	119	0	0	0	0	0	0	0
Total	Plan	1,749	1,599	1,450	1,350	1,275	1,325	1,325	1,200	1,200
	Actual	2,260	2,329	0	0	0	0	0	0	0
Popn (SNPP 2014)		388,812	388,812	388,812	388,812	388,812	388,812	392,148	392,148	392,148

Rate	Plan	449.9	411.4	372.8	347.1	327.8	340.7	337.8	305.9	305.9
	Actual	581.3	599.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

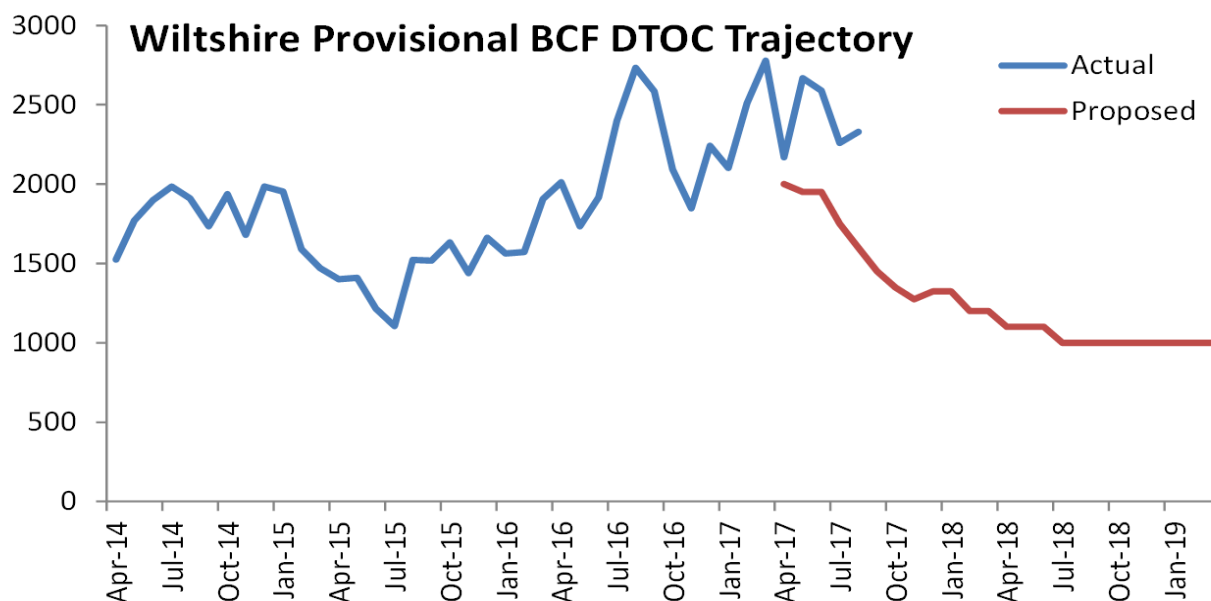
**Table 2 Reasons for the delays**

10. The reasons reported that are behind the current performance in August, is access to care package, further non-acute (community), Choice, nursing and residential home placements. To a lesser degree assessment, housing and public funding. Community equipment is being investigated as the current model to access equipment does not report delays.



**Table 3 Trend for 2017/18 vs. plan**

11. The current trajectory suggests lost beds days has shown some improvement however for August the trend is reporting a further variation from the trajectory.



12. The Wiltshire Delayed Transfer of Care plan that was submitted with the Better Care 2year submission in October 2017. The plan incorporated the 8 High Impact Challenges which are seen as core elements of a robust plan and system, these are

- Early discharge planning utilising an assess based approach and amongst home first (Discharge to access) and enabling Wiltshire residents to be placed in a timely way.
- System management of patient flow
- Multi-disciplinary discharge teams, step and step down pathways with the further integration of community teams which will build upon the trusted assessor role
- Home First (discharge to Assess) aligned to the current and future reablement service
- Seven-day service model building upon the 4 NHS Clinical Standards and social workers in the independent sector
- Trusted Assessors to support Integrated discharge teams
- Choice to test embeddedness
- Enhancing Health in Care Homes to strengthen quality assurance

13. The Wiltshire delayed transfer of care plan outlined the programme deliverables for 2017/19. However due to sustained non-delivery of delayed transfers of care a task and finish group was convened in October to develop a recovery plan to enable delivery of the December 2017 milestone date.

14. To note: In 2017/18 the Better Care pooled budget has reported an overspend due in part to the increase in spot purchase of additional beds outside of the acute setting to meet the increased demand which is above plan for the year. This has been included in the Better Care Fund joint budget.

## **Better Care indicators**

15. In month 5 non-elective activity has reported a 1.2% increase (212 admissions) when compared to the same period last year.

- Permanent placement in September 2017, Wiltshire reported a net increase of 31 new placements taking the ytd to 248 and projected end of year admissions is 500 against a target of 525. This demonstrates a reduction in permanent admissions to nursing and residential homes.
- The 91-day indicator has seen a reduction to 78.8% compared to previous quarter however overall the performance continues to demonstrate patients discharged home remain independent longer.
- Dementia diagnostic rate was 67.1% in March achieving the national target. In August following a change in methodology Wiltshire reported 65.6%.
- Intermediate bed service for July reported 50 admissions similar to those in Q1 however discharges increased to 53 although length of stay for step down rehabilitation patients was 32.3 days. This would be further improved if appropriate patients were referred not those waiting for long term placements or domiciliary care.
- Help to live at home activity was higher in September compared to August, although reporting under target however is achieving 80 approx. admission avoidance a month.
- Enabling technologies  
Telehealth and telecare are a core aspect of the integrated discharge programme and provide a service for those over 65years of age, this will be piloted in GWH from November 2017
- 72-hour pathway for end of life

## **Continuation of Better Care Schemes**

Appendix 3: Dashboard

## **Partnership implications**

16. The BCF S75 Agreement 2017-2019 is under development for submission and approval to the Joint Commissioning Group and Health Wellbeing Board in Q4, to include a risk sharing agreement for under and over spend apportioned to the contributions within the better care pooled budget.

## **Monitoring and Review arrangements:**

17. The BCF governance and reporting framework, will align to the JCG and HWB reporting timescales.

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**Background papers and appendices:**

Appendix: 1 BCF Risk register

Appendix 2: DTOC plan

Appendix 3: BCF dashboard

Appendix 4: BCF plan and financial template