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25<sup>th</sup> April 2019

Ms Carrie Bulter  
Manager  
Healthwatch North Lincolnshire  
Suite 36 & 37  
Normanby Gateway  
Lysaghts Way  
Scunthorpe  
DN15 9YG

Dear Carrie

**Re: Formal report with recommendations submission under the Local Government and Public Involvement in Health Act 2007 (part 14) as amended by the Health and Social Care Act 2012 (Part 5)**

Thank you for providing North Lincolnshire CCG with a copy of the above report. We have reviewed this with interest. This report is welcomed and is particularly timely for North Lincolnshire CCG as we continue to develop our integrated frailty model and plan to develop a system wide care home action plan with partners by the autumn.

In response to recommendations 1 & 4 we can confirm the following:

Recommendation 1; We are currently reviewing the service specification in place between the CCG and care homes for the commissioning of Continuing Health Care. The CCG lead for care homes will be undertaking a joint piece of work with the local authority to develop the 'champion scheme' which will cover dementia, safeguarding, dignity in care, End of Life, Mental Health and Learning Disabilities. The aim of this scheme is to improve quality and consistency across all care homes, incentivised by a pay structure.

The report recommendations around falls training will be considered in the development of the champions scheme framework which will ultimately be co-commissioned by the CCG and Local Authority. The development of this scheme will be progressed within the next three months.

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Chair: Dr Faisal Baig

Accountable Officer: Emma Latimer



Recommendation 4: The CCG is currently developing an Integrated Frailty Model which will include the review and further development of the SAFE service, who are currently working with a number care homes to undertake preventative reviews.

The aim of the integrated frailty model is to ensure that all people who are frail or at risk of becoming frail can access the appropriate community and therapeutic services to proactively manage their frailty, regardless of whether they live in their own home or a care home.

As the report notes, the SAFE service was launched in August 2018 and received 455 referrals between August 2018 and January 2019. The service is expected to see and assess 1000 patients within its first year of operation- this will include both care home residents and those living in their own homes.

The CCG and the SAFE service recognise that referrals from care homes are currently low, however the service's clinical lead, supported by the CCG is working directly with care homes to raise awareness and promote referrals. The CCG has also recently commissioned pharmacy input into care homes and the pharmacists are working with the SAFE service to identify patients appropriate for referral.

The development of the Care Homes Action Plan forms part of the CCG frailty work-stream and will be developed with key partners. This will address care staff training, awareness of risk factors in falls, promoting health and wellbeing. As part of this plan we will ensure care homes have access to up to date information on local services available and how to access them. The Healthwatch report alongside activity data will support development of the Care Home Action Plan, which will be developed in Autumn 2019.

We continue to work with our partners to address the needs of our population and the focus on frailty will now include system wide consideration and review of the recommendations within this report.

Yours sincerely

Jane Ellerton  
Head of Strategic Commissioning

