



DERBY CITY COUNCIL

**COUNCIL CABINET
6 SEPTEMBER 2005**

Cabinet Member for Adult Services

Emergency Care Strategy For Southern Derbyshire 2005-2008

SUMMARY

- 1.1 We need to approve the Emergency Care Strategy for Southern Derbyshire as developed by the Southern Derbyshire NHS Emergency Care Network Board and to note the work being done across the Council.
- 1.2 Subject to any issues raised at the meeting, I support the following recommendation.

RECOMMENDATIONS

- 2.1 To approve the Emergency Care Strategy for Southern Derbyshire. This document is available at:
<http://cmis.derby.gov.uk/CMISWebPublic/MeetingDocuments.aspx?Meeting=678>
- 2.2 To note the work taking place across the Council in support of the Strategy.

REASON FOR RECOMMENDATIONS

3. All agencies involved in the Southern Derbyshire NHS Emergency Care Network Board are seeking sign off of the Emergency Care Strategy by their Boards and Cabinets.



Emergency Care Strategy For Southern Derbyshire 2005 - 2008

SUPPORTING INFORMATION

- 1.1 The NHS Plan (DoH 2000) and the Reforming Emergency Care (DoH 2001), documents, emphasised an ambitious programme to totally transform the way emergency and unscheduled care services are delivered. The importance of providing a first class service that delivers care in a timely and responsive manner is stressed. A vision that places the patient at the centre of all care activities has been identified, with improved access and processes, new ways of working, together with a demand for less waiting and more appropriately trained staff.
- 1.2 '**Comprehensive**' solutions will be provided to address the existing fragmentation of services, where there is evidence of poor communications. In doing this, the Emergency Care Strategy will facilitate the first step towards the long term aim of the development of a **flexible** and **dynamic** workforce that is able to respond to peaks in demand. The **highest possible standard of care** will be provided, by the most appropriately trained person, in the most **convenient** and **appropriate** setting for the patient, irrespective of the time of day.
- 1.3 The Emergency Care Strategy for Southern Derbyshire echoes this new approach and has developed its vision for its emergency and unscheduled care services in an innovative and considered manner around the needs and wishes of its local community. It aims to improve patient **choice** and **access** to services, and to challenge traditional organisational barriers that may be detrimental to the patient's health care experience. It will pioneer an approach that will develop and sustain **new relationships** throughout the local health care community.
- 1.4 The Emergency Care Network Board will be responsible for ensuring that progress has been made against agreed actions and key milestones contained within the Emergency Care Strategy document and will modify these as circumstances, targets and national priorities change.
- 1.5 The Council is represented on the Emergency Care Network Board by the Assistant Director (Community Care). The Head of Assessment and Care Management represents the Council on the Emergency Care Delivery Group, which reports to the Network Board, and is responsible for the operational implications of the Strategy.

1.6 Many of the priorities in the Strategy are fundamental to the work of the Social Services Department and are already reflected in other workstreams:

- commissioning improved mental health services
 - Assertive Outreach and Crisis Resolution services have been developed. Liaison with A & E is being extended as many people presenting in A & E have mental health difficulties.
- developing Long Term Conditions Management
 - we are working with the Primary Care Trust on developing this new way of working which identifies people at risk in the community and provides specific input through Community Matrons to assist them to cope with their condition
 - the development of integrated assessment and care management teams, incorporating Long Term Conditions Management, is being planned
 - Nurse Assessors employed by the PCT have been co-located with social care staff at St Mary's Gate
 - we will be basing integrated teams in new Primary Care Centres as they are developed.
- improving Intermediate Care services
 - a Joint Head of Service has been appointed
 - we have developed a Single Point of Entry
 - Cherry Tree Unit (at Warwick House) has provided additional residential capacity
 - we will develop an integrated service
 - capacity needs to be improved if we are to offer older people quick and easily accessible rehabilitation.
- better access to services, including out-of-hours
 - we have implemented extended hours working at the Foundation Hospital, with Care Managers working on Saturday mornings
 - we will be placing Domiciliary Services Organisers in Careline from August for three months in order to pilot more effective management of home care out of hours.
- rapid provision of equipment
 - we have set up an integrated equipment service
 - on-line ordering has been implemented for Social Services staff
 - we are developing a self-assessment methodology for the provision of low-cost items of equipment.
- reducing delayed transfers of care from hospitals
 - the Home of Choice policy is in place
 - we have placed a jointly funded Social Services post in the new Operations Centre at the DRI
 - delayed transfers of care are low and no reimbursements are being incurred.

- providing a wider range of alternatives to acute hospital care
 - consultants have been commissioned by all the partner agencies in Derby to develop a Supported Accommodation Strategy.

1.7 The Strategy also refers to improvements required in Emergency Care for children.

1.8 A range of other Council Departments will play a part in achieving the objectives laid down in the Strategy given the wider community approach and the emphasis on better public health overall.

1.9 The Strategy will also be relevant to the LPSA 2 and LAA approaches that are being developed with partners and will need to be co-ordinated to ensure that they are effectively managed together.

OTHER OPTIONS CONSIDERED

2 The Southern Derbyshire community was required to produce an Emergency Care Strategy by the Department of Health.

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Background papers:	
List of appendices:	Appendix 1 – Implications

IMPLICATIONS

Financial

- 1.1 There are no specific financial implications for the Council in relation to this report.
- 1.2 The financial implications of any actions taken by the Social Services Department in support of the Emergency Care Strategy will be contained within existing budgets.

Legal

- 2. None.

Personnel

- 3. None.

Equalities impact

- 4. The development of improved emergency services will provide more effective support to vulnerable people in the community.

Corporate Themes and Priorities

- 5.1 This accords with the Council's objectives of **healthy, safe and independent communities** and furthers the priority of **modernising adult social care**.