

Virgin Care

Health & Wellbeing Select Committee – 18 July 2018



Virgin Care **1 year on achievements**

1 year on achievements



B&NES community health and care services key achievements

- Feel the Difference Fund funded a choir to help people with speech problems after a stroke communicate and express themselves, a 'meet and greet' for Shared Lives Carers, Lego therapy building blocks for children with autism and an electronic lobby sign in for the Ambulatory Care team to improve their welcome
- Worked with partners to launch a Rapid Response Falls service, which is helping avoid the need for people over 65 who fall at home to be admitted to hospital
- Service for adults in B&NES with type 2 diabetes offered a new programme called X-PERT

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1 year on achievements continued



B&NES community health and care services key achievements

- Home First service regional winner in the NHS70 Parliamentary Awards
- Wellbeing House (run by Virgin Care and partner Curo) wins national Housing Award
- Hearing Therapy service nominated for Health Service Journal (HSJ) award
- Successful all colleague 1st Anniversary event held on 13 June
- Recent recruitment campaigns have been successful in the recruitment of support workers and physiotherapists – areas that were proving hard to recruit to
- Successful recruitment of Bank Health Care Assistants and Bank nurses
- Supported the system around winter pressures and Opel 4 status including during the snow in March

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B&NES Transformation update

17/18 transformation progress

YCYW Priority	Key achievements in year 1
Joined up care 	• Mobile working pilots undertaken, with colleague engagement in trailing and selecting devices. • Working with other partners to understand benefits of integrated records and developing the product for roll out.
Consider the whole person 	• Strengths based model for social care (3 Conversations) being piloted across social care • Citizens panel launched with over 50 members • Carers club launched as per the roadmap
Focus on prevention 	• Development of an advice hub, joining up all wellbeing services (launch in July 18) • Engagement and development with VCSE to deliver a directory of services across B&NES
Valuing workforce and volunteers 	• Go-live of the Volunteer pass, working with other organisations now well embedded across B&NES • Safe transfer of volunteer centre services enabling this volunteering service to continue and sharing expertise of developing volunteers throughout community services • Innovation fund launched with successful staff applicants across services

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18/19 transformation focus

- One advice hub launched
- One BANES phone number progressed
- One assessment agreed
- One e-referral portal in place

SPA



- Detailed operational plan developed
- Physical premises secured
- CCS team redeployed
- Community navigators integrated into CCS

CCS



- 6 year roll-out plan developed
- MDT working enabled & optimised
- Primary care data added & GPs on-boarded
- Patient portal piloted

ICR



- Service reviews completed
- Redprint updated and changes carried out
- Mobile working implemented
- 3 C's embedded in social care & beyond
- Locality hubs identified & plan in place

Working practices



One joined up back of house

with empowered & appropriately supported teams

One joined up front of house

With empowered & appropriately supported service users

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Virgin Care **Quality report**

Service Quality report



- ✓ Falls Service Car
- ✓ Extended clinic times to accommodate people who work
- ✓ Chronic Obstructive Pulmonary Disease (COPD) passport
- ✓ Clinic in a box for sixth formers
- ✓ 100% uptake of infant immunisation at 24 months
- ✓ Electronic prescribing
- ✓ Three conversations model

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Service Quality report continued



FFT feedback

- ✓ Friends and Family Test recommendation rate of 97%
- ✓ Pressure ulcers incidence at or below national average
- ✓ Podiatry cited as a service of excellence
- ✓ B&NES Supported Living Services positive feedback from a recent CQC inspection, Bath obtained a rating of Good, waiting report for North East Somerset
- ✓ Delayed transfers of care have fallen significantly
- ✓ Proportion of first face-to-face appointments having full continence assessment has increased significantly to 96%, due to improved process by the Bladder and Bowel Service

Feel the difference

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Virgin Care **B&NES priorities**

B&NES priorities



- ✓ Workforce plan to strengthen recruitment, decrease agency spend and develop workforce
- ✓ Service quality, safety and enhancing user experience
- ✓ Estates and Hotel Facilities Strategic Plan
- ✓ Delivering Year 2 Transformation Plan
- ✓ Meeting the B&NES System Needs, including expanding the Home First service and Reablement review
- ✓ Review and make changes to commissioning

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Questions?