

Health & Care Together

Spring 2023 | Issue 4

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And more!

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Working together to make a difference in Leicester, Leicestershire and Rutland



How health and social care staff across Leicester, Leicestershire and Rutland are working together.

Welcome to the fourth edition of Health and Care Together – bringing you some of the highlights of the great work taking place across the Leicester, Leicestershire and Rutland Health and Wellbeing Partnership.

Our busy ‘winter’ has been more challenging than ever as we have faced increased demand and pressure on many fronts. The response has been outstanding and I would like to express my gratitude to all who have worked with such commitment, dedication and compassion in these difficult circumstances.

In this issue you’ll learn about some of the ways that people have come together to solve local problems head on and develop new ways to improve care delivery. It’s teams of people like this- who best know their communities- which will really help us tackle the health inequalities in our diverse communities.

You’ll read about a range of new initiatives and about closer working between health and social care staff to ensure we provide the best care for people; the ‘one team’ tackling cancer, high blood pressure and heart disease in Black, Asian and Minority Ethnic communities; our new Voluntary, Community and Social Enterprise Alliance; a new triage hub that will reduce pressure on our busy ambulance service and hospitals; and the innovative arrangements to offer specialist Covid clinics for people with learning disabilities. It is projects like these that are transforming how health and social care responds in a more integrated way to our patients’ needs.

I’m also pleased to let you know about a new series of podcasts that bring many of the projects you’ve read in previous e-zines to life through in-depth interviews with frontline staff and system



David Sissling

Independent Chair,
Leicester, Leicestershire
and Rutland ICS

leads. They are hosted by East Midlands and national presenter and broadcaster Geeta Pendse, who’s has done a fantastic job. Please download, listen and enjoy when they are launched.

Once again, may I thank you on behalf of all our system partners for all that you’ve done, and continue to do. Without you we wouldn’t be able to provide the great services that our people and communities in Leicester, Leicestershire and Rutland deserve. ●

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Future editions

If you and your team have a story to tell about the health and wellbeing partnership across Leicester, Leicestershire and Rutland, email us at llricb-llr.corporatecomms@nhs.net

Free mental health and wellbeing support for all staff

Did you know that we have an LLR Staff Mental Health and Wellbeing hub which offers confidential and free of charge support for all health, emergency services and social care staff in Leicester, Leicestershire and Rutland?

Helpline

Staff can contact the hub’s helpline:

Tel: 0116 2544388

Email: mhwb.hub@nhs.net

Visit the hub website for access to a wide range of advice and support:

www.llrstaffwellbeing.org



Keeping winter at bay

Winter is often a time when both health and social care services see most demand.

Older and frail patients are more vulnerable, staff can be stretched and COVID has not gone away, but closer working between health and social care staff across the area is helping meet the demands.

Lessons learned from previous winters and closer working across Leicester, Leicestershire and Rutland is helping services provide the best care for patients.



Rachna Vyas, Chief Operating Officer for the ICB, said: "Health and social care teams are working together now in ways that did not used to happen in the past. Everybody is supporting each other, whether that's service delivery or whether it's just checking up on the people that you work with, to make sure that your partners are okay.

"From a staff perspective it often feels like winter demands have never stopped. We are still in the aftermath of COVID and we see people who have complex health problems - people are sicker than we would normally see at this time of year.

"Their immunity has been compromised because people have been staying at home and not mixing as much as they would in the past. Normally you'd hear about the summer and the winter in the NHS and social care. We haven't had that at all this year. It's just been sustained demand."

Just two ways teams have been working to progress is trying as hard as possible to clear the backlog of planned operations. And in order to reduce the demand on the ambulance service, a multidisciplinary team are helping assess 999 calls, placing up to 50 patients to the right place at the right time.

Rachna added everyone can do their part to help health and social care services, this winter:



“

We can all make sure we've had vaccinations for COVID and flu and for children in particular, it's really important to emphasise hand washing and good hygiene.

”

Rachna Vyas
ICB Chief Operating Officer

One team tackling cancer, high blood pressure and respiratory disease in Black, Asian and Minority Ethnic communities



Three leading community organisations are helping pioneer a hyper local approach to tackling healthcare inequalities experienced in Black, Asian and Minority Ethnic communities.

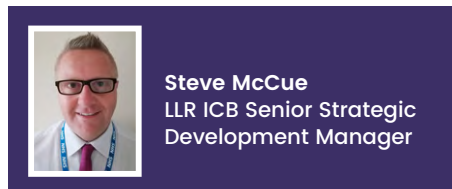
As part of NHS England's Core20Plus5 programme, Shama Women's Centre, South Asian Health Action and Equality Action are working with the Integrated Care Board to recruit teams of local 'connectors' to engage their communities in health services and reduce healthcare inequalities around three priority areas - cancer, high blood pressure and respiratory disease.

Leicester, Leicestershire and Rutland is one of 27 integrated care systems to be selected to join the programme.

Building on learnings from other successful roles, such as vaccine champions, peer advocates and social prescribing link workers, the connectors' influence in their communities offers insights into the barriers faced by people so that NHS services can find ways to overcome them.

Steve McCue, LLR ICB Senior Strategic Development Manager, said:

"It's great to be working alongside three brilliant delivery partners on this programme. Community and voluntary sector groups are vital to achieving health equity and through co-produced interventions, driven by insight from people living in our communities, I am confident we will be able to improve access to services and provide a better experience and outcomes for some of the most vulnerable people in our communities."



Khudeja Amer-Sharif
Shama Women's Centre

Khudeja Amer-Sharif, Chief Executive of Shama Women's Centre in Leicester, said:

"This is about improving engagement and contributing to reducing health inequalities in the most deprived communities through co-production, driven by communities and working with the ICS in collaboration with primary care networks, Social Prescribers, faith and community organisations - One Team!"



Kirit Mistry
Founder and Chair
South Asian Health Action

Kirit Mistry, Founder and Chair of South Asian Health Action, said:

"We are glad to be working as a delivery partner for the Core20Plus5 programme, recruiting 10 community connectors with lived experience of cancer, hypertension and respiratory disease to capture their personal journey to help shape future services that are culturally appropriate and sensitive."



Varsha Parmar
Executive Officer
Equality Action

Varsha Parmar, Executive Officer of Equality Action in Loughborough, said:

"Working with our beneficiaries we know first-hand the inequalities that face people, especially those from Black, Asian and Minority Ethnic backgrounds. We're delighted to be a delivery partner of the Core20Plus5 programme in our locality, enabling people with lived experiences to share their stories and help address the barriers to these three clinical conditions."



Core20Plus5 is a national approach to inform action to reduce healthcare inequalities at a national and system level amongst a target population – the 'Core20' most deprived 20% of the population, 'plus' ICS-determined population groups experiencing poorer than average health access, experience and/or outcomes, with '5' clinical areas of focus: Maternity; severe mental illness; chronic respiratory disease; cancer, and hypertension case-finding.



Voluntary sector in new alliance to tackle LLR health inequalities

Voluntary and community organisations from across LLR have come together in a joint commitment to changing the future of health care in their communities by joining the new Voluntary, Community and Social Enterprise (VCSE) Alliance.

The Alliance, formally launched at an event in Leicester in November, has been co-created by the VCSE and LLR Integrated Care Board to establish the very best way of working that involves people in decisions about designing and providing services.

The aim of the Alliance is to create a genuine partnership with the VCSE sectors and individual communities, initially with NHS and over time across all social care partners, to reduce health inequalities.

It builds on learnings from successful partnership projects such as the Building Better Hospitals public consultation in 2020 and Step up to Great Mental Health public consultation in 2021, during which the VCSE sector was integral to reaching out and engaging with people with protected characteristics, carers and the vulnerable.

Alliance members range from local support groups to large national charities who can access funding and grants; webinars, top tips and resources; and an online forum to share and discuss collaborations, insights and ideas.



Jo Ryder, ICB Experience and Relationships Manager, said:

“Our approach in LLR is novel in the way that we’ve let the VCSE lead the way in telling us what will work best for them. As a result, they have real buy-in and feel part of the system more than ever before.

“At the launch event we saw such great energy and positivity for working together to improve health and wellbeing across our patch. People really get what we’re trying to achieve together and I know that the Alliance will go from strength to strength as more organisations come on board too.

”

David Sissling, Independent Chair of the LLR ICB, hosted the Alliance launch event. He said:



“

The Alliance will mean that we have a much deeper understanding of all the people and communities we serve, which will support us to reduce health inequalities and improve the health and wellbeing of people living and working locally.

I would like to thank the sector for its tireless commitment to working in true partnership.

”

Organisations wishing to join the Alliance or find out more can visit the [VCSE Alliance webpages](#) for more details.



Trailblazing unscheduled care hub helping ease ambulance and hospital pressures

A new triage hub is giving patients access to the right care at the right time, helping reduce unnecessary pressure on our busy ambulance service and hospitals.

The Unscheduled Care Coordination Hub is a 'One Stop Shop' where urgent care responses and planned care services combine to make decisions about the best care for any patient at risk of an ambulance being dispatched where emergency care is not obviously required.

Manned between 9.30am – 5pm in Glenfield, the hub, which opened in October, brings together a team from East Midlands Ambulance Service, DHU Healthcare, Leicestershire Partnerships Trust, Leicester City, Rutland and Leicestershire County adult social care and the LLR Integrated Care Board (ICB), with real-time visibility of emergency ambulance demand and ability to interact with crews on scene to provide viable alternatives to hospital.

Pathways include access to same day community unscheduled care (such as advanced practitioners and 2-hour urgent response), virtual wards, community step beds (offering health and therapy intervention), urgent treatment centres, same day emergency care, frailty services, community mental health and social care.

The impact of this approach has been staggering, with 3,214 - 98% - of cases diverted to alternative care providers from ambulance call lists since October, and 85% of patients remaining at home after the hub's intervention.

98%

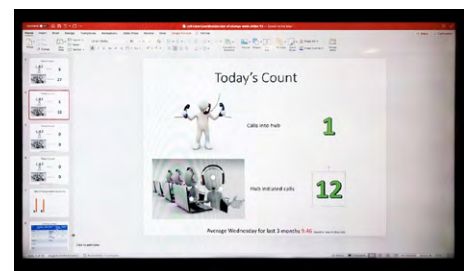
of cases diverted to alternative care providers

Kerry Kaur, ICB Head of Integration and Transformation, said: "For the first time we have a real time, joint decision-making process as an integrated team that helps us understand the community services offer, share risk and resources and embed the shared ethos of right care, right time, right place.

"It's going incredibly well. The team continue to problem solve together and their can-do, 'no wrong door' approach means they are always able look at the right care pathway for patients, while learning from each other, sharing experiences and always looking for any pathway improvements that can be made."

Alison Govan, Senior Nurse for Complex Care, Leicestershire Partnerships Trust, said: "It's great to see how we all contribute to the picture that we need to build about a patient to make quick and safe decisions about their care. It is also a great resource for our clinicians out on the road in nursing and therapy, offering a quick response to their patients' needs."

Sarah Cherry, Clinical Service Lead, DHU Healthcare, said: "We're proud to play our part in the LLR system through



close partnership working, delighted to see the working relationship between the services in the hub blossom, and the many alternative care pathways being used successfully for the benefit of the patients."

Melissa Wright, Integrated Crisis response Officer, Leicester City Council, said: "We see this as the start of something very special that will evolve, grow and contribute towards the health and social care system at a time of unprecedented demand."

The hub is a pilot running until March 2023, with hopes that it will be extended and embedded within the community response offer longer-term. ●

Lindsey and Ryan promoting the service on BBC TV East Midlands news

Covid clinics protecting more people with learning disabilities



Health inequalities amongst one of the most vulnerable populations have been significantly reduced thanks to the tireless dedication of learning disability teams in LLR.

Studies show that people with a learning disability are nine times more likely to die from Covid, and that getting protection from a vaccine is the best way to stay healthy.

Since early 2021, over 1,110 vaccinations have been given to adults and young people with a learning disability at one of Leicestershire Partnership NHS Trust's (LPT) 17 specialist clinics - the first of their type in England – held in community centres, shopping centres and hospitals in Leicester, Lutterworth and Loughborough.

The clinics are staffed by learning disability nurses, support workers, doctors, volunteers and support staff who create a specially adapted, comfortable and friendly environment, with longer appointment times. The agile team also offers mobile clinics, home visits and has even vaccinated people in their cars.

One family to benefit is Lindsey and her 15-year-old son Ryan who has a severe learning disability. Lindsey said: "When you've got a child with complex health needs you do worry more about Covid and it's really important to get a vaccine."

"The staff phoned me before the appointment to ask what Ryan's specific needs were and what adjustments they could make. We asked for a little bit of extra time and a side room, and for it to be quite quiet as Ryan can get quite anxious if there's lots of people talking."



Jo Whiley
BBC radio broadcaster



Sam Screaton, LPT Health Inequalities Lead for People with Learning Disabilities, said: "Everyone who needs a Covid-19 vaccine should have access to one and together across LLR

we have made sure that the 4,500 people with learning disabilities are not disadvantaged.

"We know that not everyone feels comfortable having the vaccine in the usual way and worked hard to create personalised clinics, staffed by kind and friendly people who do everything in their power to make people feel as safe and relaxed as possible."



Helen Thompson, LPT Director of Families, Young People, Children's Services and Learning Disabilities, said: "The work that goes into these clinics cannot be underestimated.

Their success is solely down to the determination and creativity of staff from many different teams to work together in new ways to support some of the people who are most at risk in our community.

"With doctors shining shoes and tap dancing, nurses doing flash mobs and administration staff dressed as superheroes it's no wonder they've been acknowledged nationally as leaders in their field – these teams are truly fantastic." ●

The health and wellbeing partnership for Leicester, Leicestershire and Rutland.



Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group



Leicester
City Council



University Hospitals
of Leicester
NHS Trust



Leicestershire
County Council



Leicestershire Partnership
NHS Trust



Rutland
County Council