



## Appendix 1

### The Better Care Fund - consultation feedback

#### Introduction

On 12 December 2013 Healthwatch City of London organised an event to bring together City residents, users of social care and health services and staff from local care and advice services with staff from the City. The aim was to get people sharing their views and experiences of social care services, and suggest how these could get better, and work more closely with health services.

Forty people attended, and the information we gathered will help us improve our services, and help develop our bid to the Government's Better Care Fund – a pot of money aimed at driving local improvements in the delivery of health and social care services.

#### Current Adult Social Care services in the City

##### What you think works well?

- social care assessments are good and carried out well
- care and equipment needs are met quickly
- GPs, the police and housing staff have good awareness of people's social care needs and of those that are vulnerable, and they have good links with Adult Social Care services
- there are good events promoting healthier lifestyles
- the Adult Social Care Services Directory is very useful, and
- specialist services such as foot care are good.

##### What doesn't work well? What could we do be better?

- you want more information about where to get help and what help is available – especially in an emergency
- our information should be more widely available and available to those who might be partially sighted, or for those who may need information in other languages



- both residents and agencies want more opportunities to share information and to help shape our services
- you want services that are close to where you live, and more freedom to choose which hospital you use
- where we provide equipment, you want us to check if your needs have changed or if better equipment might have become available
- you told us hospital discharge can be delayed and the timing can make it difficult to arrange care, and
- you want support for those with dementia to be delivered at an earlier stage.

### **Your priorities for the Better Care Fund**

Joining up health and social care services to provide you with better care is a priority for you and for the City. To make sure you experience this better care in future you would like:

- seamless services without gaps in provision or in the knowledge of people's issues, or delays in providing support or equipment
- a single named professional to help co-ordinate your care at home or on discharge from hospital, and to help you navigate your way through services
- your information and records to be readily available to, and shared between, health and social care professionals
- better communication between services such as GPs and hospitals – especially when you are being discharged home
- more individualised support, advice and information for carers - such as helplines, support groups, respite breaks and practical help
- services available around the clock
- a “well-being MOT” to assess your needs and the support you need to stay well
- support to avoid and tackle social isolation, and
- hospital discharge that is timely, has care in place whatever the day or time you leave hospital, and is not delayed by waits for medication or transport.



You provided lots of practical suggestions of how we might deliver this that will help us design what we do now and in the future, and will help shape our bid to the Better Care Fund.

## **How we are responding to your priorities**

### **What we are doing now**

Our plans for the Better Care Fund will take time to develop and put in place, but we want to start making a difference now. For that reason we are making changes to respond to your priorities and suggestions now. To do that we are:

- creating two new posts in our Adult Social Care team that will work flexibly with the hospitals and GPs that City residents use to co-ordinate and link-up services and improve the process of hospital discharge
- reviewing the work and role of the community based groups we commission to make sure they are meeting your needs and helping us tackle social isolation and deliver better, and more timely, care and support
- reviewing the support and advice we give to carers to make sure it meets their needs
- mapping the systems that hold your health and care information so that we can improve the processes of communication and data sharing, and
- mapping the “care pathways” that City residents use to make sure all of them deliver a better patient experience and better outcomes.

We have also listened to your concerns about community nursing services and have asked the local Clinical Commissioning Group to undertake a review of how these are delivered in the City.



## **Our Better Care Fund bid**

We will develop a joint plan between the City of London Corporation and the City and Hackney Clinical Commissioning Group that will form our bid to the Better Care Fund.

The aim of our Better Care Fund Plan will be to meet your needs and priorities, and to build on the work that we have already begun. Our plan will deliver some key outcomes which include:

- delivering care, reablement and other services seven days a week around the clock
- a better experience and better outcomes for patients
- information systems that can efficiently and effectively share data between health and care services
- services that are easily accessible, easily signposted and delivered locally in a way that is convenient to our residents
- hospital discharge that is safe, co-ordinated and without delay.

These outcomes cannot just be what we hope to achieve. We will set targets in our plan, and the future funding we receive will depend on us meeting those targets.

## **What next?**

Our proposed Better Care Fund Plan will be agreed by the City of London Health and Wellbeing Board and submitted to the Government in April 2014.

The plan will set out our actions and planned outcomes for two financial years – 2014/15 and 2015/16. Some of the funding allocated to us will be linked to achieving the outcomes our plan sets out.

Implementation will begin from April of this year. Some of our plans will be challenging and complex to deliver, and so it may take some time for them to impact. However, by acting now, we believe City residents accessing health and care services will start feeling the benefit of improvements immediately.