

Improving health and social care outcomes for over 65s: Croydon Health and Wellbeing Board

22 October 2014

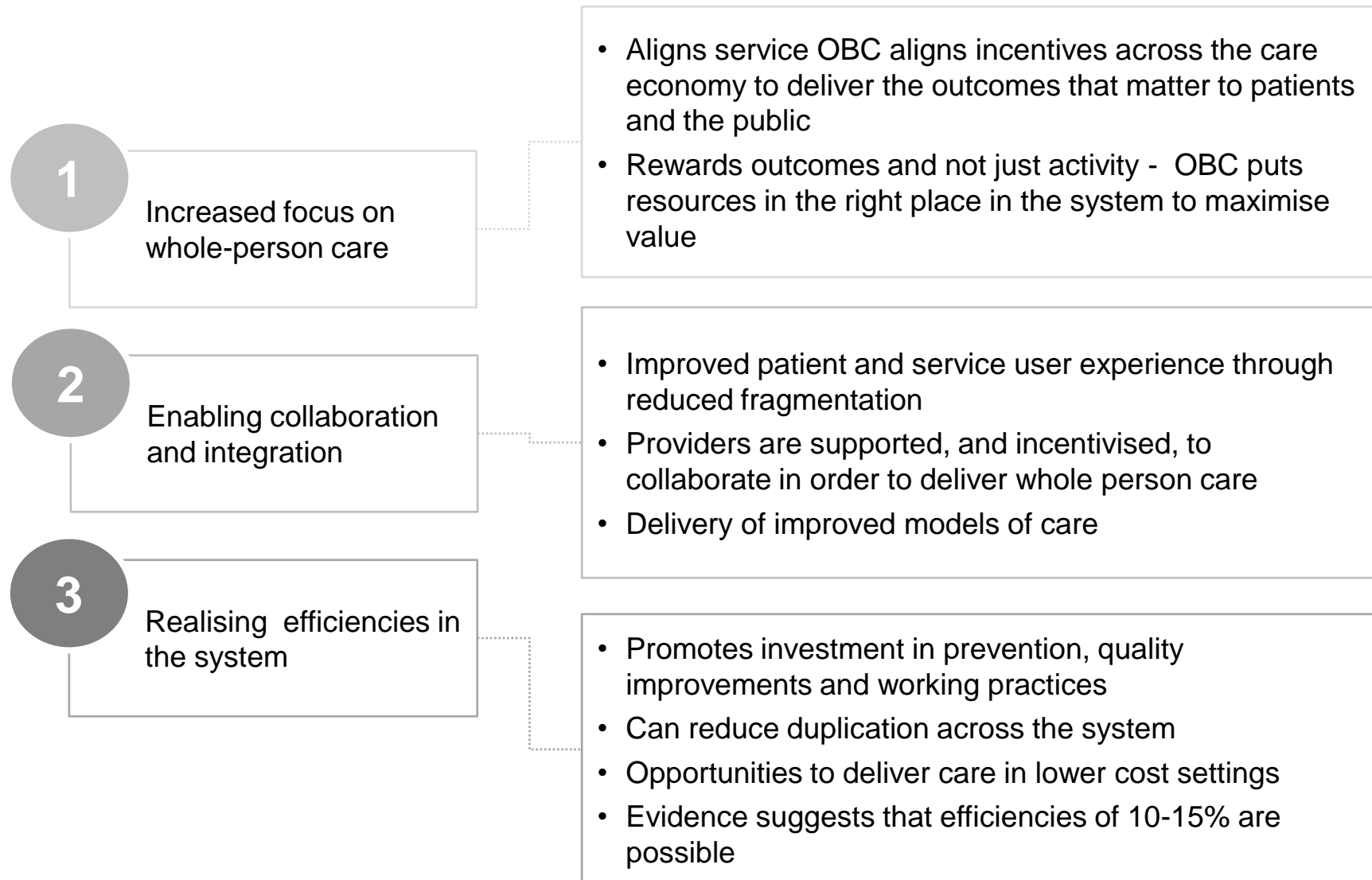
There are increasing challenges for the health and social care system:

- Croydon has both a growing and ageing population
- increasing numbers of patients are living with long-term conditions
- there is potential for Croydon to improve performance in care for patients over 65 in order to match other London boroughs
- the CCG and the Council both face significant financial challenges

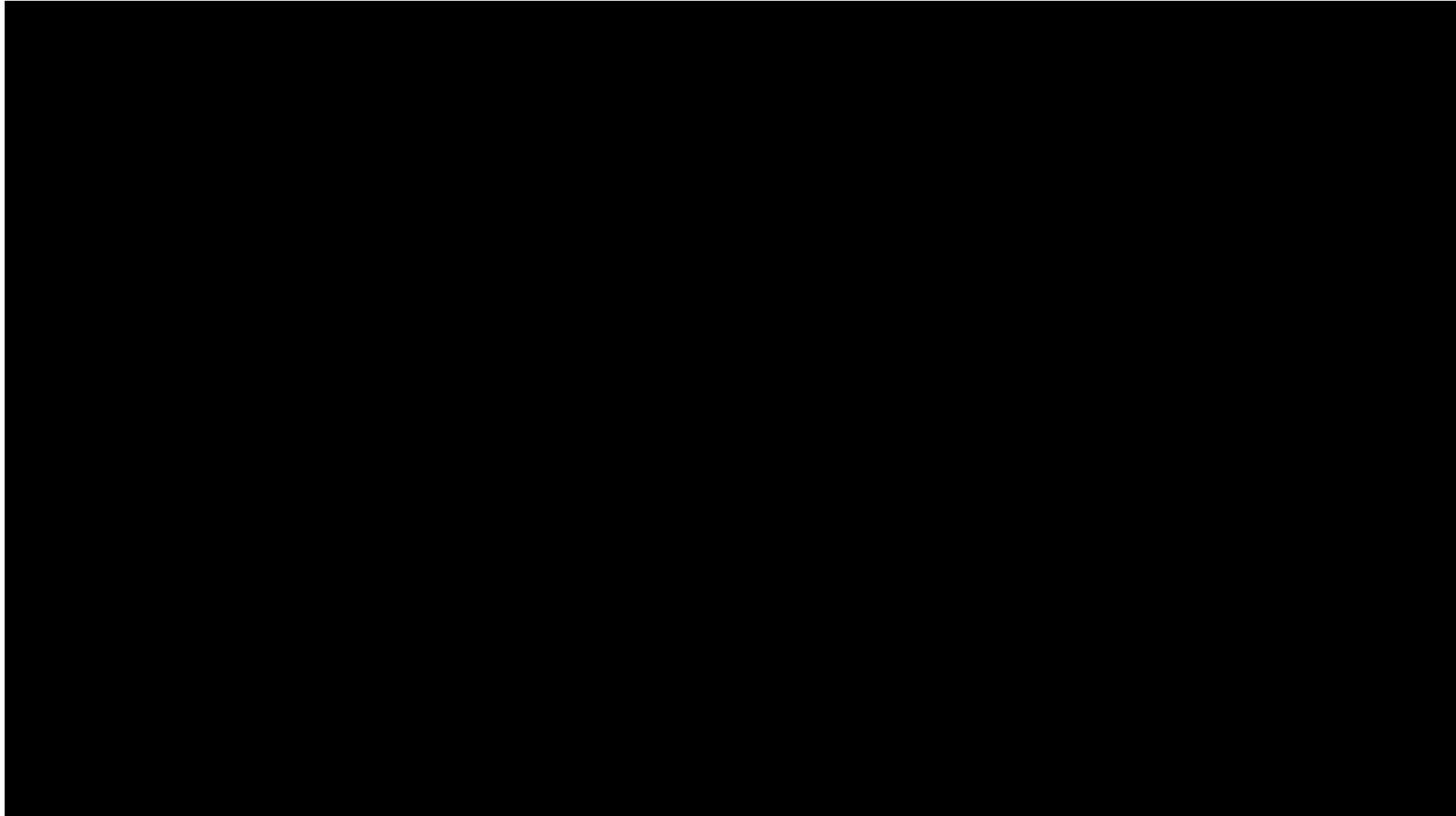
We want to look at doing things differently in Croydon to meet our challenges and create services that:

- are more joined up
- incentivise proactive health management, improve outcomes and user/patient experience
- are focused on outcomes not activity
- put the users/patients at the centre of their care
- use health and social care resources more effectively

How will the people of Croydon benefit?



What are the benefits for residents: Sam's Story



Source: [The Kings Fund, Sam's Story](#)

The scope of the contract

Summary of scope

The figure below provides a summary of the services in scope of the contract. Whilst the ambition is to maximise the range of services in scope, for a number of services there are challenges to overcome such as data quality and contracting arrangements. However the CCG and Council are committed to resolving these challenges and phasing these services in during the lifetime of the contract.. The following pages provide additional detail on each service area and a full breakdown is included in appendix 3. The following page provides an exact breakdown of the contract value.

Social Care: assessment and support

- Assessment & Case Management, and Brokerage services. This includes: Older People South and Older People North, Adult Care Team (CUH), START and TACS social work team

Social Care: Domiciliary and Residential Care

- Domiciliary Care, Residential & Special Sheltered and Residential and Nursing Care

Social Care: Older people support services

- Older people support services including lunch clubs, preventative services, meals on wheels, and Extra Care
- *In scope: Day Care services currently delivered by the Council are in scope*

Primary Care

- CCG commissioned enhanced services for older people
- Prescribing budget in scope of contract
- *Influenced: Health Checks (Public Health)*
- *Influenced: NHSE enhanced services – unplanned admissions, Dementia*
- *Influenced: Core primary care services throughout duration of contract*

Continuing Care and Funded Nursing Care

- Continuing Care and Funded Nursing Care currently provided by the CCG

Community Health Services and End of Life Care

- All community services currently commissioned by Croydon CCG excluding Adult physiotherapy, neuro-rehab & psychology and learning disabilities
 - Intermediate care services
- Council funded community services including CICS, Equipment, Occupational Therapy, Discharge Support and Avoidance
- End of Life care funded by the CCG and Council

Unplanned Hospital Care

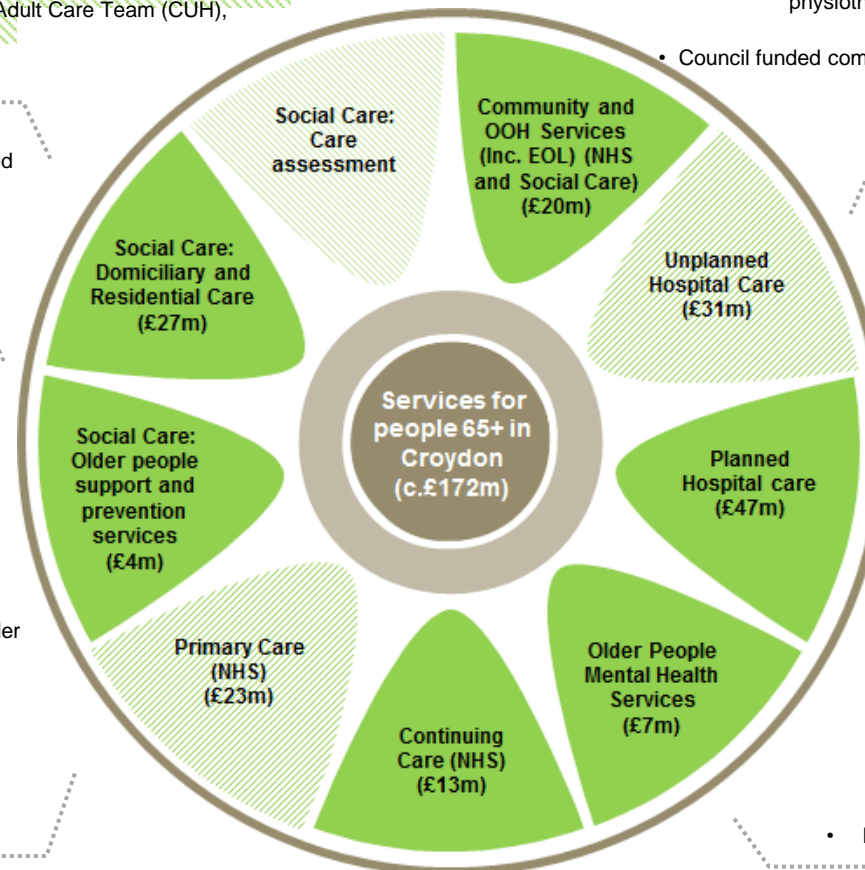
- All attendances and support services for patients aged 65+
- All Admissions, spells and specialties for patients aged 65+
 - All Services linked to emergency admissions
 - *Influenced: Ambulance services*
 - *Influenced: NHS 111*

Planned Hospital care

- Planned care acute services currently commissioned by the CCG including patient transport
- Includes outpatients and elective, PBR and non-PBR budget spend
 - Includes non-NHS providers

Older People Mental Health Services

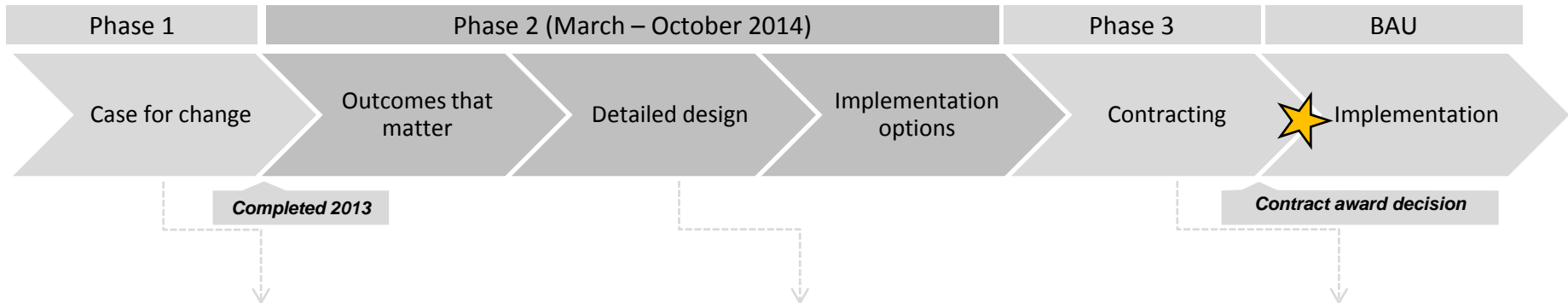
- All acute and community Older People Mental Health services currently commissioned by Croydon CCG
- Mental Health services commissioned by Croydon Council



Legend: In scope Some elements not immediately in scope, but to be brought in scope ASAP

The figures on this chart have been rounded for presentation

Where we are in the process



Phase 1: Case for change

- Developed in 2013
- Outlined the potential benefits of developing an outcome based approach to commissioning older peoples services in Croydon, and to outline the estimated scale of the potential financial opportunity achievable through this approach.

Phase 2: outcome design and contracting options

- This report is the output from phase 2.
- Involved the development of the outcomes framework, confirmation of scope and preferred implementation approach.
- 29 September Croydon Council and 7 October CCG decision made to proceed to next stage.

Phase 3: Contracting

- Issues to be resolve:
 - Joint Commissioning
 - Funding
 - Assessment functions in scope
- Detailed dialogue with providers

Any questions?