



Stakeholder Newsletter

October 2020



Collaborating for happier communities



Stakeholder Briefing October 2020

In this edition

Introduction	3
An Overview of Walsall Together.....	4
Say hello to our new visual identity.....	5
Update from the Board	6
Walsall Together Investment	7
Family Safeguarding Model goes live	8
Multi-Disciplinary Team Meetings	9
Introducing ReSPECT in Walsall.....	10
Engaging with the people of Walsall.....	11
Get Involved	12

Introduction



I'm sure it hasn't escaped anyone's notice that the last few months have been dominated by Coronavirus. I would like to start by saying how proud I am of the way we came

together as a partnership and responded quickly to ensure the safety of both our staff and the people we look after.

Teams across the partnership showed commitment to their roles, colleagues and service users, often going above and beyond to continue to deliver care where needed. We had examples of staff working within different teams where extra support was needed, people learning new skills and techniques so they could support in other areas and colleagues working longer hours to cover those who needed to shield or isolate.

We saw many acts of kindness from both staff and the local community who supplied endless free lunches, snacks and goodies and let's not forget a show of appreciate every Thursday night with the weekly clap.

COVID has certainly meant we have had to find new ways of working and along the way we have learnt many lessons. Whilst we are not out of the woods as far as COVID is concerned, we are working together as a partnership and with our Sustainability and Transformation Partnership (STP) colleagues, on plans for our restoration and recovery moving forward. We are working with staff to reflect on the changes that have been made, what impact this may have on our model of care and in particular how we can ensure the positive ones are embedded in future ways of working.

We have been working closely together to plan our approach to delivery of care during the fast approaching winter months and in particular how we can ensure we are meeting the needs of our vulnerable groups. The flu vaccination programme is high on the agenda and there have been some positive conversations about how we can utilise our integrated ways of working

to ensure we are delivering as many vaccinations as possible especially to those most at risk.

Finally, as the STP works towards its requirement to become an Integrated Care System by April 2021, we as a partnership are reviewing our strategy and discussions are taking place as to how we want to contractually move forward and strengthen our commitment as a partnership. Perhaps one of the biggest challenges we will face is finding ways of delivering a model of care which will directly address the now even wider gap in health inequalities we expect to see as a result of this pandemic.

As part of this refresh to our strategy we will also be reaffirming our triple aim and working on agreeing a clear vision and set of values which we hope you will be part of.

You will see that the newsletter has a new look and feel to it and you can read more about the launch of our new visual brand in the newsletter. We hope you enjoy reading it and please share it with your wider networks.

Daren Fradgley

Executive Director of Integration



Stakeholder Briefing October 2020

An Overview of Walsall Together

Walsall Together is an integrated care partnership (ICP) between the organisations that plan and deliver health, mental health, social care, housing and voluntary services locally. As a partnership their aim is to work more closely to together, to transform the way health and social care services are delivered, in order to reduce health inequalities and improve health and well-being outcomes for the people of Walsall.

.Our Partners

- Walsall Healthcare NHS Trust
- Walsall Clinical Commissioning Group including Primary Care Networks
- Black Country Healthcare NHS Foundation Trust
- Walsall Council
- One Walsall
- whg

The bigger picture

The Walsall Together partnership is part of a wider system of health and social care called The Black Country and West Birmingham Sustainability and Transformation Partnership (STP). The STP, which is currently working towards becoming an Integrated Care System

(ICS) by April 2021, is responsible for five places covering large population sizes.

Within each of these areas there are partnerships like Walsall Together who are responsible for designing and delivering health and social care services that meet the needs of its population.

New Ways of Working

By joining together and working in new ways our aim is to improve the health and wellbeing outcomes of the population, increase the quality of care provided and provide services which are sustainable in the future.

We will be working closely with local voluntary organisations, charities, community groups, patients and local residents in the planning and delivery of services.

By doing this we'll be able to understand the local population better, including the wider deterrents of health such as poor housing, education and employment, help people understand and manage their own health and well-being needs and provide the right care in the right place at the right time.

To find out more about Walsall Together and its future plans visit:
www.walsallhealthcare.nhs.uk/walsalltogether



Stakeholder Briefing October 2020

Say hello to our new visual identity....

We are really pleased to introduce to you our new visual identity for the Walsall Together Integrated Care Partnership.

It was created following a branding exercise with representatives from across all the partner organisations and aims to give a visual representation of the principles of the partnership.

Some of the key themes that were identified to represent our visual brand were collaboration, partnership, inclusion, innovation, person centred and trust.

We have refreshed the colour palette to make it more vibrant and included imagery which represents a collaboration of people and communities.

Our aim is for it to be instantly recognisable and associated with the work of the partnership by our stakeholders.

In order to ensure the branding is used correctly, a style guide has been produced, along with a range of templates for use by staff.

These are available to download from the professional resources section here: www.walsallhealthcare.nhs.uk/walsalltogether





Stakeholder Briefing October 2020

Update from the Board

The Walsall Together Partnership Board met on 23 September 2020. Highlights from the Board were:

- The Director of Public Health provided a COVID-19 updated, giving credit to regulatory services, community teams and ongoing community support for the fact there has not been large outbreaks in the community
- An enhanced care homes support delivery model was approved which demonstrates the additional benefit that the Walsall Together Partnership can bring to transforming community based services. The approach taken to care homes during COVID-19 by Walsall Together was recently cited as good practice in the national Social Care Taskforce Report
- Walsall Housing Group highlighting the integrated work that is being undertaken as part of their Social Prescribing model, which is aimed at reducing social isolation and improving the physical and mental health of their customers
- The Rapid Response and Locality Teams are supporting with increased referrals into the care co-ordination centre
- Partnership to address how they can support in assisting with reducing the pressures that are being placed on mental health

services, with unprecedented numbers presenting to accident and emergency

- An overview of health inequalities in the context of the partnership and how deliverables in the plan are prioritised according to their importance in delivering integrated care and reducing health inequalities. These priorities include the deployment of the population health module, creating a living directory for community and voluntary services and ensuring there is a robust, single model for social prescribing in Walsall
- A winter planning sub-group has been established to look at planning, delivery and resources across the partnership focusing on hospital discharge services and the social care COVID-19 winter response plan
- The addition of the 12 beds at Goscote was recognised as an opportunity to enhance the partnership's end of life pathways, and partners are working closely with Compton Care and the CCG to strengthen integration

To read the full highlight report visit:

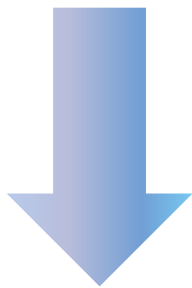
www.walsallhealthcare.nhs.uk/walsalltogether

Walsall Together Investment

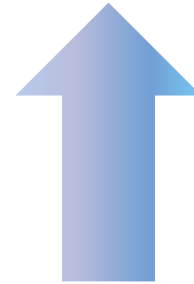
We are now heading into the second year as a partnership and with that have been reviewing what has been delivered in the first year, what the limitations were and what investment is needed to deliver our model of care moving forward.

In light of COVID some of our plans for this year are on hold and instead we are focusing on where we can make substantive investment in areas implemented as part of COVID but support new ways of working and are in-line with the overall plan for an integrated service.

We have focused on three areas:



Reducing acute demand in terms of emergency attendances and admissions and reducing length of stay. We will do this through the expansion of the rapid response ICS (intermediate care service) step up and step down service and working towards a 24/7 single point of access for the care co-ordination of this service.



Increasing the capacity in locality teams to manage frail and complex patients by expanding our workforce and skill mix of community nursing and through redesign of the outpatient appointments.



Develop an integrated front door that will work alongside walk-in services at Manor Hospital to further reduce admissions and length of stay. They would ensure patients who present at the hospital that are viable for community care are re-directed into the community with the right support.

Family Safeguarding Model goes live

The Walsall Family Safeguarding Model officially went live on Tuesday 1 September.

The idea is that specialist multi-disciplinary teams are co-located and work together to address the main family problems that cause harm to children's health and development.

Through the use of motivational interviewing techniques parents are supported to identify and take the lead in making positive behavioural changes to keep themselves and their children safe and their family together.

The referral process for anyone with any concerns about a family remains the same which is through Walsall's Early Help.

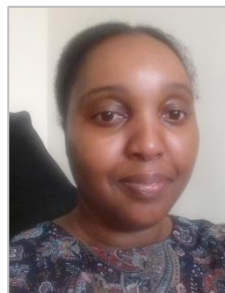
More information can be found by visiting:
www.mywalsall.org/walsallearlyhelp

You're invited ...

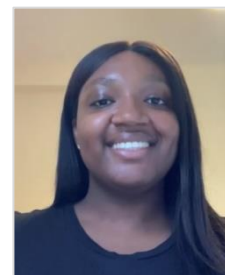
An official launch event is being held on Monday 19 October between 2-4pm for people to find out more about the programme, how you may be involved and hear about practical experiences. To find out more or to book place click on the image:



Meet some of the team...



Domestic Abuse Practitioner, Theodora Kunatsa, tells us what the new model means to her "The holistic approach within the model, supports restoration and building healthier relationships within a family, this has enhanced my passion for the work that we do with the families."



Rebecca Brade, Recovery Practitioner, said "Working within a multi-disciplinary team, using a restorative approach to support families has been the missing piece to the puzzle. I'm delighted to be a part of this project and adamant an everlasting difference will be made to the world of social care - barriers will be broken down."

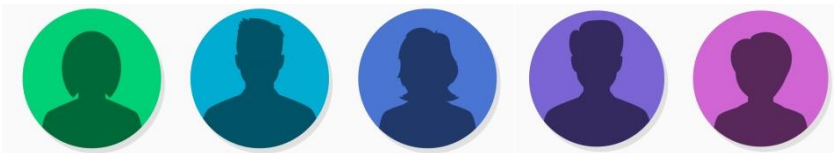
Multi-Disciplinary Team Meetings

In order to provide more joined up care for the people of Walsall we have developed weekly virtual MDT meetings to support people with one or more health or social care needs.

These meetings are GP led and the other people involved in the meeting will depend on individual needs, but may include:

Anyone can refer an individual who they believe will benefit from the support of an MDT into the service. The referral will be reviewed and if it meets the appropriate criteria will be discussed during an MDT meeting and followed up with either the referrer or the individual.

For a copy of the referral form or for more information on MDT teams and meetings contact Karvin Jhalli on **07814103357** or email: mdt.walsall@nhs.net



GP Social Mental Voluntary/ Pharmacy
Care Health Community

During these meetings a person's health and well-being needs are discussed and recommendations and decisions are made together on how best they can be supported.

This may be signposting to local community groups to help a person support and manage their own care, developing a care plan and organising regular reviews or organising access to more specialist care.



Stakeholder Briefing October 2020

Introducing ReSPECT in Walsall

Improving Personalised Care in Walsall is one of the key priorities for the Walsall Together Integrated Care Partnership.

One of the ways we are aiming to achieve this is to replace the current Do Not Attempt Resuscitation (DNACPR) policy that is used across the borough, with the Resuscitation Council (UK) Recommended Summary Plan for Emergency Care and Treatment (ReSPECT).

We do not have an official live date as yet but we are currently working toward officially beginning the roll out of the policy this autumn.

By using the ReSPECT process we will be able to improve personalised care by talking about much more than just resuscitation. We will be able to engage with patients and their families and make decisions, recommendations to work together to effectively plan their care in the event of a situation where they are unable to express their own wishes.

People with a ReSPECT plan in place are more likely to avoid unwanted and unnecessary interventions including hospital admissions and allow people to be cared for and die in the place of their choosing.

It is really important that staff understand that **a patient may have a ReSPECT form and still want to remain for resuscitation.**

Once we have gone live the ReSPECT form will start to be used instead of the current DNACPR form and will work alongside existing Advance Care Planning (ACP) forms. There will be a period of overlap, where existing DNACPR forms will be valid in the absence of a ReSPECT form, but new decisions should follow the ReSPECT process and be documented on the new form.

As part of the process all patients facing staff will need to undertake either authorship or awareness training modules (dependant on role) electronically.

There is lots of information on ReSPECT available on the following web pages: www.walsallhealthcare.nhs.uk/respect

More information on the Trusts official process for completing training and well as some online question and answer sessions will be out soon.

In the meantime if you have any questions regarding ReSPECT and the plans to implement the process across Walsall please email walsall.together@walsallhealthcare.nhs.uk

**Recommended Summary Plan for
Emergency Care and Treatment**

Engaging with the people of Walsall

Walsall HealthWatch has been talking to local people about their experiences of living with and managing a long term condition such as diabetes, heart disease, respiratory conditions like Coronary Obstructive Pulmonary Disease (COPD) as well as their experiences of mental health services and end of life care. Here's an overview of some of the work that has been undertaken to date and some of the key themes:

- One Service User Group established
- One Chair of Service User Group recruited and group members
- Two Service User Meetings
- Three Diabetes workshops with over 60 attendees
- One Cardiology workshop with nine attendees
- 54 face to face interviews

A few key themes:

- Improved access to information on diabetes services especially for BMAE communities – communication/language barriers
- Better access to information to support self-care of conditions such as diabetes i.e diet, exercise and medicines management

- Improve early and timely access to mental health services especially for men
- Better co-ordination between services such as pain management, physiotherapy and psychological services
- Improved communication between professional and service user
- Ensuring communication and engagement around change of services is a continuous
- Ensure wide representation on the service user group especially from seldom heard and protected characteristic groups





Stakeholder Briefing October 2020

Get Involved

healthwatch Walsall

HealthWatch Walsall has teamed up with Diabetes UK to set a **Diabetes Peer Support Group**. The next event at 11am on Wednesday 21 October will focus on nutrition and healthy eating. It will also be an opportunity for people to ask questions, share their experience of living with and managing their condition or caring for someone with diabetes and give feedback on accessing services locally.

Respiratory Virtual Workshop: 11am on Wednesday 11 and Thursday 19 November 2020

An opportunity for people living with or caring for someone with a respiratory condition such as COPD to ask questions, share their experiences of living with and managing their condition, give feedback on accessing services locally as well as suggestions for improvement. If you would like to take part please contact Paul Higgitt on 07732683463 or email:

paul.higgitt@healthwatchwalsall.co.uk

Follow Us

@WalsallTogether

Follow us, re-tweet our news and get involved in commenting on our posts.



Don't forget to tag us in examples of partnership working and use the [#WalsallTogether](#) so we can give a real insight into all the work that is going on across Walsall

Visit Us

www.walsallhealthcare.nhs.uk/walsalltogether

Get in Touch

If you have anything you would like to include in the newsletter, or any feedback, we would love to hear from you Walsall.Together@walsallhealthcare.nhs.uk