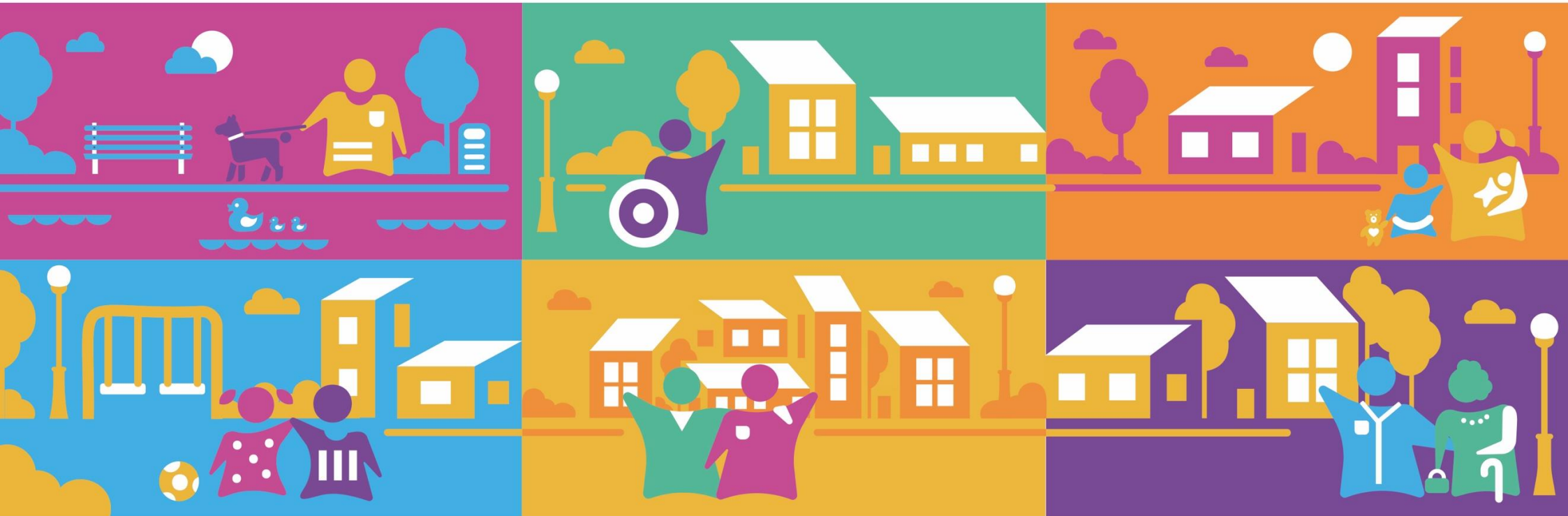




# Stakeholder Newsletter

December 2020



Collaborating for happier communities



Stakeholder Briefing December 2020

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## Introduction



Over the last two years the Walsall Together Partnership has been working closely to develop and provide services which will better meet the needs of our population, reduce inequalities and improve the health and well-being outcomes in Walsall.

So far all of this has been done through an Alliance Agreement which sets out how the organisations within the partnership work together to deliver sustainable, effective and efficient services whilst retaining their own statutory functions.

In line with the STP's plans to become an Integrated Care System by April 2021 the time has now come for us to take the next steps in formalising our partnership through an Integrated Care Provider (ICP) contract.

This will enable us to really drive forward with our ambition to deliver fully integrated services that are based on a population health approach to improve physical and mental health outcomes, promote wellbeing and reduce health inequalities across an entire population by focusing not just on health but on the wider determinants of health too.

Under the new ICP contract Walsall Healthcare NHS Trust will become the 'lead provider' and will be given an annual budget based on population size to ensure the delivery of integrated services for local people.

Most staff will see very little change as a result of this contract being formalised. We have already been working hard to implement more effective and efficient ways of working by bringing together health and social care staff under one roof in each locality in the community.

These new ways of working will provide opportunities for health and social care staff with the greater use of multidisciplinary teams providing scope for more varied and rewarding job roles.

It is also great news for the people of Walsall who will benefit from a more seamless approach to their care which will be delivered at home or within the community wherever possible.

The new contract will come into effect in shadow form on 1 April 2021 with a view to being fully adopted during the 2021/22 financial year.

We will keep you update once we know more details.

Finally, on behalf of the partnership, I would like to wish everyone a very happy Christmas and a happy and healthy new year.

Daren Fradgley, Director of Integration



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## An overview of Walsall Together

Walsall Together is a partnership of health, social, housing, voluntary and community sector organisations that are working together to improve physical and mental health outcomes, promote wellbeing and reduce inequalities across the borough.

### Our partners

- Housing (whg)
- Voluntary, community and social enterprise (VCSE)
- Healthwatch Walsall
- Primary Care Networks
- Walsall Healthcare Trust
- Walsall Council
- Black Country Healthcare NHS Foundation Trust
- Walsall Clinical Commissioning Group

### 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

As a partnership our aim is to work more closely to together to tackle the widening gaps in health inequalities by focusing on the wider determinants of health such as housing, education and employment and the vital role that people and communities play in health and well-being. In doing this we hope to transform the way services are delivered, reduce inequalities, improve

health and well-being outcomes for the people of Walsall, develop a skilled, motivated and happy workforce and make the best use of partnership resources in the process.

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 determinants of health), 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 for everyone.

**To find out more about Walsall Together and its future plans visit:**

**[www.walsallhealthcare.nhs.uk/walsalltogether](http://www.walsallhealthcare.nhs.uk/walsalltogether)**



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## Update from the Board

The Walsall Together Partnership Board met on 18 November 2020. Highlights from the Board were:

- Support was provided by partners to a Walsall Together approach to the COVID-19 vaccination programme. A sub-group of the partnership has been formed to work through the modelling and delivery of the programme
- The Care Co-Ordination Centre will become a standalone service from 9 November offering 7 days a week service
- Community nursing is providing more hours of care and cancelling less hours of care than pre COVID-19
- One Walsall is continuing to promote its development tool and training programme, secure funding for voluntary groups (with £176,000 being secured since lockdown), and progress their plans for a place-based volunteer centre
- Walsall Housing Group's Resilient Communities work included distribution of hampers and fuel vouchers for the community. Their employment and training programme sees unemployed customers gaining employment with Walsall Manor Hospital
- There continues to be significant pressure on Mental Health inpatient beds due to both demand and COVID-19. Inpatient care delivery is being remodelled to improve capacity and continuity, and partners were encouraged to utilise the early help available as part of the IAPTs (Improving Access to Psychological Therapies) service
- The following documents were approved:
  - Maternity Transformation Plan - Continuity of Carer Project Initiation Document (PID). The programme provides continuity of carer during the antenatal, intrapartum and postnatal period for all Women who access maternity services within Walsall
  - First Contact Practitioner Physiotherapy PID. A Partnership with Primary Care Networks to provide a physiotherapy-based First Contact Practitioner service within each network to assess, manage and treat patients with musculoskeletal complaints
  - Communications and engagement strategy which outlines plans to support the partnership's population health approach and commitment to working together with our citizens and communities to promote equality and reduce inequalities by focusing on the wider determinants health
- The Board received the pathway to ICP status, indicating the key tasks to be undertaken between now and April 2021. Minor amendments were made to the Terms of Reference including the addition of Healthwatch as a member.

To read the full highlight report visit:

[www.walsallhealthcare.nhs.uk/walsalltogether](http://www.walsallhealthcare.nhs.uk/walsalltogether)

## Mass Vaccination Programme

As you will all know there was a major breakthrough in the fight against COVID earlier this month when it was announced that the Pfizer vaccine had been approved for use.

Walsall Healthcare NHS Trust were named as one of the first hospitals to receive the vaccination and staff worked tirelessly to prepare the site for roll out to the over 80's and frontline healthcare workers.

Intensive Care Unit Senior Sister Ly Fletcher was the first member of staff to have her vaccination on Tuesday 8 December.



Ly, who has worked for the Trust for 15 years, said: "I always have my flu jab and I wanted to have the Covid-19 jab too to protect everyone – my patients, my colleagues, and my own family.

"Working on ICU throughout the pandemic we've seen first-hand how serious this virus is and I want to do everything I can to stop any more families suffering as a result of it. It has been quite emotional actually being the first member of staff to be vaccinated; it's a big day for everyone involved."

With other vaccines set to be approved soon the Walsall Together Partnership have been working closely with our Primary Care Networks in developing their plans for vaccinating prioritised groups of patients in the community. These include health and social care workers, care home residents and employees and people aged 80 or over.

Anyone who is interested in volunteering to support the vaccination programme can contact: [volunteering@onewalsall.org](mailto:volunteering@onewalsall.org)







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## Walsall Together secure £96k funding bid

Walsall Together Partnership is celebrating this week after successfully bidding with Walsall Healthcare NHS Trusts Well Wishers Charity for a £96,000 share of a NHS Charities Together grant.

The grant was part of a Black Country and Birmingham wide bid totalling £646,725 and our share will be used to deliver a number of projects that aim to tackle health and wellbeing inequalities and social isolation in Walsall.

**Daren Fradgley, Director of Integrated for Walsall Healthcare NHS Trust, said:** "We are absolutely thrilled to have been successful in our application for this bid. The money will be instrumental in allowing the Walsall Together partnership to really push forward with our plans to reduce social isolation and health inequalities in Walsall and support our most vulnerable residents to lead healthier and happier lives."

Project plans for the grant include:

- Working with the voluntary and community sector to engage with our communities, specifically with those people who are vulnerable or seldom heard, on issues such as the wider determinants of health including social isolation and the impact these have on the health and well-being outcomes for the population of Walsall

- Supporting whg with the recruitment of a small team of champions to their 'Kindness Counts' programme of work. The programme aims to use targeted interventions such as a co-produced activates programme, gaming platforms, befriending services and linking in with other community wellbeing programmes to reduce the impact of loneliness and isolation of people and communities
- Co-production training with key stakeholders to ensure co-production is embedded throughout the Walsall Together programmes of work enabling the people and communities of Walsall to be at the heart of decision making and service transformation

**Connie Jennings, Head of Health and Wellbeing for whg, said:** "We were delighted to find out the partnership were successful in securing some funding to tackle health inequalities and social isolation in Walsall. We know that the key to great health and well-being is feeling valued by others and having a sense of belonging. Through our kindness counts programme we aim to find and support different ways for people to be kind to themselves and to others, building communities that care and can count on each other."



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## Community Mental Health Transformation

In line with the NHS long term plan and learning from patients, carers, stakeholders and experiences through COVID-19, Black Country Healthcare NHS Foundation Trust are embarking on an ambitious plan to transform core community mental health services for adults and older adults. This ambition will deliver a core community offer that is tailored, where needed, to each locality.

The ethos behind the approach will be:

- Collaborating with all stakeholders so that co-production sits at the heart of the programme
- Partnership working and exploring new roles / models where it best meets the needs of the services
- Innovation, learning from new ways of working and best practise
- A radical shift in service delivery

The partner engagement and co-production sub-groups are currently developing plans to involve and engage with audiences. This will also fit in with the trust's clinical strategy development so all plans are aligned.

Stakeholders will have a part to play in this so look out for more information about how you can help shape and support the transformation plans. In the meantime if you have any questions please contact Head of Communications and Engagement: [michelle.carr8@nhs.net](mailto:michelle.carr8@nhs.net)

## Resilient Communities

whg have recently joined forces with HACT to undertake a research project into resilience. HACT are a national agency, who work alongside housing associations, developing innovative and new ways of working in order to improve service delivery.

The research programme will increase whg's understanding of resilience, helping them to respond to the challenges faced by their customers and communities, when resilience is low. It will inform how they measure and quantify the impact of their services on vulnerable customers and communities.

As a social housing provider and an Anchor Institution, developing their customer's resilience is critical to sustain tenancies and improve the health and prosperity of their customers so they can flourish and thrive.

This is really important research and whg will be sharing their learning with the Walsall Together partnership which will provide valuable information to support the resilient communities element of the Walsall Together programme.

For more information contact: [Connie.Jennings@whgrp.co.uk](mailto:Connie.Jennings@whgrp.co.uk)



## Have You Got the H Factor (Health, Hope and Happiness)?

Whg have recently launched their new programme 'Have you got the H Factor (Health, Hope and Happiness)?

The programme, which is funded is funded by Steps to Work via the Big Lottery and VIEW, helps whg customers to improve health and wellbeing through social prescribing.

Social prescribing is provided through a link worker who supports individuals with finding and accessing social activities and groups, which help bring people together, such as music, arts, sports and leisure. This enables people to learn new skills and develop their confidence and supports those who are lonely or isolated to meet new people.

They also support people and signpost people to the most appropriate service for issues such as debt and income, unemployment and benefits as well as people who have drug and alcohol concerns and mental health support needs.



For more information or if you are a whg customer who would like to access the service contact: [Lisa.Sylvester@whgrp.co.uk](mailto:Lisa.Sylvester@whgrp.co.uk) or 07742400609.

### Doreen's Story

Eighty-three-year-old Doreen really struggled during the first lockdown. She was feeling anxious and worried but didn't want to bother anyone. Emily, one of our link workers, was asked to support her and began contacting her every week for a chat. During the calls Doreen told us all about her family and about her life as a wages clerk at Walsall Council.

Once the lockdown restrictions were relaxed, Emily began to visit Doreen each week. During the visits Emily discovered that Doreen had basic IT skills but didn't have a tablet or computer. Emily worked with our Click Start Team, who provided Doreen with a tablet and some basic IT training.

Using her new tablet, Doreen is now back in touch with friends and takes part in online activities such as bingo.

## Black Country Award Finalists

whg and Walsall Healthcare NHS Trust were delighted to be named winners in the Black Country Chamber of Commerce Business Awards 2020, which were held in November.

The organisations were highly commended in the Outstanding Collaboration or Partnership award, for working together to transform Holly Bank House back into a 17-bed discharge facility.

The former stroke unit in Short Heath was transformed in just two days, enabling more patients to be released from hospital and freeing up beds at Walsall Manor Hospital.

**Chief Executive Gary Fulford said:** “Our priority throughout the pandemic has been to support the most vulnerable in society and work with our partners to enhance the community response.

“The time and commitment that colleagues have put in to support local efforts has been truly amazing and I’m delighted that they have been recognised in this way.”

**Daren Fradgley, Director of Integration for Walsall Healthcare Trust, said:** “This is such great news and recognition so well deserved by everyone, especially whg and all the volunteers involved, who came together and really showed what the Walsall Together partnership is all about.

“The support we received meant we were able to transfer vulnerable patients quickly out of the hospital and into a community setting where they were less at risk. This wouldn’t have been possible without the support of the partnership and all the volunteers involved. Thank you once again to everyone involved and well done.”





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## Get involved

HealthWatch Walsall has teamed up with Diabetes UK to host a **Diabetes Peer Support Group**. The next event is at **11am on Tuesday 22 December**. It is a great opportunity for people to learn more about how they can manage their condition, ask questions, share their own experience of living with or caring for someone with diabetes and give feedback on accessing services locally.

Healthwatch Walsall **Friday Focus** at 10am on the 8 January 2021 will be on the way in which patients access to A&E is changing using 111.

**Cardiology Virtual Workshop: 11am on Wednesday 13 January 2021 and Wednesday 20 January 2021**. An opportunity for people living with or caring for someone with a heart condition 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 in either of these events please contact [paul.higgitt@healthwatchwalsall.co.uk](mailto:paul.higgitt@healthwatchwalsall.co.uk) or call **07732683463**.



## 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](http://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](mailto:Walsall.Together@walsallhealthcare.nhs.uk)