

## SOUTH HOLLAND DISTRICT COUNCIL

**Report of:** Councillor Glynis P Scalese

**To:** South Holland District Council Wednesday, 26 February 2020

**(Author:** Councillor Glynis P Scalese)

**Subject** Health Scrutiny for Lincolnshire report

**Purpose:** To provide South Holland District Council with an update following the latest meeting of the Health Scrutiny for Lincolnshire Committee.

### **Recommendation:**

- 1) That the report be noted.

### **1.0 UPDATE OF CARE QUALITY COMMISSION (CQC) INSPECTION**

1.1 Not all services were inspected, but all sites were. The following services and hospitals were inspected:

- Urgent and emergency care at Lincoln and Pilgrim hospitals.
- Medical care at Lincoln and Pilgrim hospitals.
- Critical care at Lincoln and Pilgrim hospital.
- Maternity services at Lincoln and Pilgrim hospitals.
- Children and Young People services at Lincoln and Pilgrim hospitals.

1.2 The CQC found the Trust to have remained within an overall rating of requires improvement. Two of the four hospital locations are rated as good overall and following an improvement in the ratings of Pilgrim Hospital, two are as requires improvement.

1.3 The CQC report details a mix of positive improvements and current challenges for the Trust, many of which were identified within the Trust prior to inspection and formed part of the ongoing Quality and Safety Improvement Plan. The Trust is in the process of developing an Integrated Improvement Plan and is reviewing the process and structure through which this plan is owned, delivered and assured.

1.4 Overall the individual ratings for each hospitals are as follows:

- Lincoln County Hospital – Requires Improvement
- Pilgrim Hospital Boston – Requires Improvement
- Grantham and District Hospital – Requires Improvement
- County Hospital Louth – Good

## 2.0 **EXAMPLES OF OUTSTANDING PRACTICE**

2.1 In their inspection report CQC identified examples of outstanding practice and exemplary care across Lincolnshire services. This was recognised through the progress of Pilgrim Hospital where the overall rating moved from Inadequate to Requires Improvement.

## 3.0 **TRUST PROGRESS**

3.1 Critical care at both Lincoln and Pilgrim Hospital were identified as delivering exemplary care and teamwork. Bespoke care plans, patient follow up clinics and information for patients as areas where cited as example of how staff considered how they individualise and personalise care.

3.2 The maternity services who were congratulated by inspectors for the bereavement care and support given to women and families.

3.3 Older people's care praised for focus on dementia patients particularly the dignity campaign and the trusts development and utilisation of dementia practitioners.

3.4 Inspectors highlighted that most staff provided good care and treatment and worked well together for the benefit of patients. Most staff understood the vision and values and how to apply them in their work.

## 4.0 **ISSUES IDENTIFIED**

4.1 Urgent and emergency care at both Pilgrim Hospital and Lincoln Hospital was of significant concern.

4.2 Children and young people's services at Pilgrim Hospital remained inadequate.

4.3 CQC have imposed further conditions on the Trusts registration with regard to the emergency departments at both Lincoln, County and Pilgrim Hospital:

- Timely screening and treatment of patients attending the Emergency Department suspected of having Sepsis (Lincoln and Pilgrim Hospitals)
- Timely triage of all patients attending the Emergency Department (Lincoln and Pilgrim Hospitals)
- Ensuring the environment in the Emergency Department in which Children and Young people are cared for meets the national Facing the Future standards (Lincoln Hospital).

4.4 The new build for Pilgrim Hospital is expected for March 2023 with the £23 million spend authorised by Boris Johnson.

## 5.0 **NEXT STEPS**

5.1 Nursing levels at Pilgrim Hospital is a challenge as only half of the staff needed have been recruited and pressures this winter have been on all departments. By April it is hoped that staffing levels would have improved, but the full training program will take time.

5.2 The pressures this winter on all departments i.e., via patients calling for an ambulance instead of going to their GP or calling NHS 111, have put pressure on all departments and it has been hard to accommodate demands. New plans are to be introduced to make the services more successful, but this will be a challenge.

## 6.0 CHILD AND ADOLESCENT MENTAL HEALTH SERVICES

6.1 In line with national policy and working closely with colleagues at Lincolnshire County Council, NHS England and South West Lincolnshire Clinical Commissioning Group a new model of care pilot for Child and Adolescent Mental Health Services in Lincolnshire is being worked on. Under the new model of care, the vast majority of treatment would be given at home with the family of the young person, improving quality of care. The new model will be on a trial basis from April 2020 to October 2020.

6.2 Ash Villa particularly the availability of medical doctors to safely staff the unit. The difficult decision was taken to temporarily close the unit and bring forward the implementation of the new care model. Most of the staff working at Ash Villa commenced working on the new care model on 4 November 2019. Using their expertise to deliver the pilot at an earlier date than planned. Ash Villa, located in the centre of Lincolnshire (Rauceby near Sleaford), provided care to Lincolnshire Patients and generally had up to 50% beds occupied by non-Lincolnshire patients from elsewhere in East Midlands at any one time. The geographical location of Ash Villa provided a number of challenges as a stand-alone facility that is not located with any other medical health services, there is not a critical mass of staff to ensure an adequate team resource. Ash Villa does not meet some of the new quality standards.

6.3 The reason for piloting the new model of care is to improve the quality of care including access closer to home. Quality of care is improved through intensive home treatment being provided by highly skilled clinical teams, closer to home, with an additional 24/7 around the clock crisis response to young people requiring this. The sum of the new care model is to intervene early in the deterioration of a young person's mental health and provide a rapid response with treatment at home in order to prevent admission to hospital. If the young person did require a General Acute inpatient bed, the young person would need to travel to a suitable unit outside of Lincolnshire in the East Midlands provider network.

6.4 Lincolnshire Partnership NHS Foundation Trust is committed to a vision of providing care as close as possible to people homes. For people living with mental health problems their careers, friends and families, we are keen to explore new ways of working to build capacity in community teams and offer 24/7 community services. The new model is for Lincolnshire patients only.

## 7.0 OLDER ADULTS MENTAL HEALTH AND HOME TREATMENT TEAM

7.1 The Older Adult and Home Treatment Team was set up to service the temporary loss of Brant Ward, a functional mental health inpatient unit with 20 beds in order that a full refurbishment of the ward could take place. The new pilot became operational in October 2018 with its operational hours 8.00am to 8.00pm Monday to Friday and 10.00am to 6.00pm at the weekends and public holidays. The pilot has been very successful and was achieving excellent quality and financial outcomes.

- 7.2 The upgrade to Brant Ward at Witham Court in Lincoln to create single en-suite bedrooms and improve the ward living spaces is now complete and the ward is ready to reopen.
- 7.3 Lincolnshire Partnership NHS Foundation Trust is proposing to continue the current service model with one functional older adult mental health ward (Brant Ward, Lincoln). The Trust is proposing to transfer the in-patient ward, (Rochford Ward in Boston) to the Pilgrim Hospitals newly refurbished Brant Ward in Lincoln when it reopens in early 2020. Rochford Ward is not fit for purpose as it is on the first floor, which restricts patients' access to fresh air. It also has beds in dormitories, which is not conducive to mental health recovery and does not meet CQC standards for care environments. The change will mean that patients that need an inpatient bed will need to travel to Lincoln instead of travelling to Boston.
- 7.4 Rochford Ware, Boston will be temporarily closed with the staff working into that HTT model or in other services. There will be an additional HTT hub created in Boston to accommodate the community. The staff from Rochford Ward, Boston will be used to improve the upgraded service. Ward 12 at the Pilgrim Hospital for acute patients will be staying in the service.
- 7.5 Lincolnshire Partnership NHS Foundation Trust is committed to a vision of providing care as close as possible to people's homes. For people living with mental health problems, their careers, friends and families. The new Home Treatment Team is being trialled for 6 months. Patient feedback will be at a later date and a further report will be available in May 2020.

## 8.0 **COMMUNITY PAIN MANAGEMENT**

- 8.1 The four CCG's across Lincolnshire have commissioned a new Community Pain Management Service. The service went live on 1<sup>st</sup> April 2019. There were two discrete patient groups considered as part of the mobilising plan. The first patients who were receiving treated described as transition patients and new referrals. Connect Health have worked hard and diligently to address the mobilisation issues they have had to overcome during the transition of 6,000 patients as well as receiving an estimated 6,000 to 7,500 new referrals.

## 9.0 **CLINIC AVAILABILITY**

- 9.1 One of the key objectives of the new service was to improve access to patients bringing care closer to home. To date Connect have mobilised 14 clinic locations across the County, these locations have been chosen to ensure good coverage with some locations being mobilised as a direct result of patient feedback. These clinics include, Lincoln, Skegness, Gainsborough, Louth, Sleaford, Grantham, Spalding, Stamford, Mablethorpe, Boston and Market Deeping (NB County Hospital Louth and Star Lane Pain Clinic Stamford are new locations. Clinics started at these venues on 31 October and 28 November 2019 respectively.
- 9.2 Connect Health are working in collaboration with two partner organisations to deliver the injection pathway, In Health Pain Management (mobile injection facility) and BMI Lincoln (static hospital site). To date the mobile injection facility has been sited at the following locations:

- North Hykeham Health Centre, Lincoln
- Louth County Hospital
- Johnson Community Hospital, Spalding.

9.3 There are additional sites locations across other parts of the County, Grantham, Skegness, Sleaford and Boston. A further report will be made available at a later date.

## 10.0 **NHS DENTAL SERVICES OVERVIEW FOR LINCOLNSHIRE**

10.1 In Lincolnshire, there are 70 contracts providing NHS Dental services, 43 providing general dental services (9 of the contracts are restricted contracts, for example children under the age of 18 years old, 19 years old if in full-time education and/or exempt patients). There is 1 pilot contract which provides general detail services, 15 which provide general dental and orthodontic services, 5 providing orthodontic services, 5 providers who provide minor oral surgery services and 1 special care dentistry service provider.

## 11.0 **GENERAL DENTAL SERVICES PROCUREMENT**

11.1 A general dental services procurement process was undertaken in 2019 to commission 8 new Personal Dental Services Plus agreements across Lincolnshire and Leicestershire. Six out of eight lots were to commission general dental services in Lincolnshire.

11.2 Extended opening hours will provide routine and urgent dental care services between Monday to Friday 8am to 5pm with additional extended hours across sessions, e.g. minimum of two 1.5 hour sessions per week with early morning or evening and a Saturday morning 3.5 hours session per week if available within the premises defined opening hours.

11.3 NHS England and NHS Improvement (Midlands) is disappointed that no preferred bidders were identified for three lots in Lincolnshire, those being Mablethorpe, Johnson Community Hospital Spalding and Skegness/Spilsby.

11.4 Interim urgent dental care arrangements to enable patients in Spalding and surrounding areas to access urgent dental care have been extended until the end of March 2020 whilst the new general dental services to be delivered by the 8am to 8pm practice is established. There are no bidders at the moment for the Spalding Practice.

## 12.0 **ACRONYMS**

12.1 ULHT – United Lincolnshire Health Trust

12.2 NHS – National Health Service

12.3 CQC – Care Quality Commission

12.4 CCG – Clinical Commissioning Group

12.5 HTT – Home Treatment Team

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Background papers: -           None

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**Key Decision:**           N

**Exempt Decision:**       N