



**Transforming
health and social care**
in Kent and Medway



Local care in east Kent

**Kent Health Overview and Scrutiny
Committee**

September 2017

About today

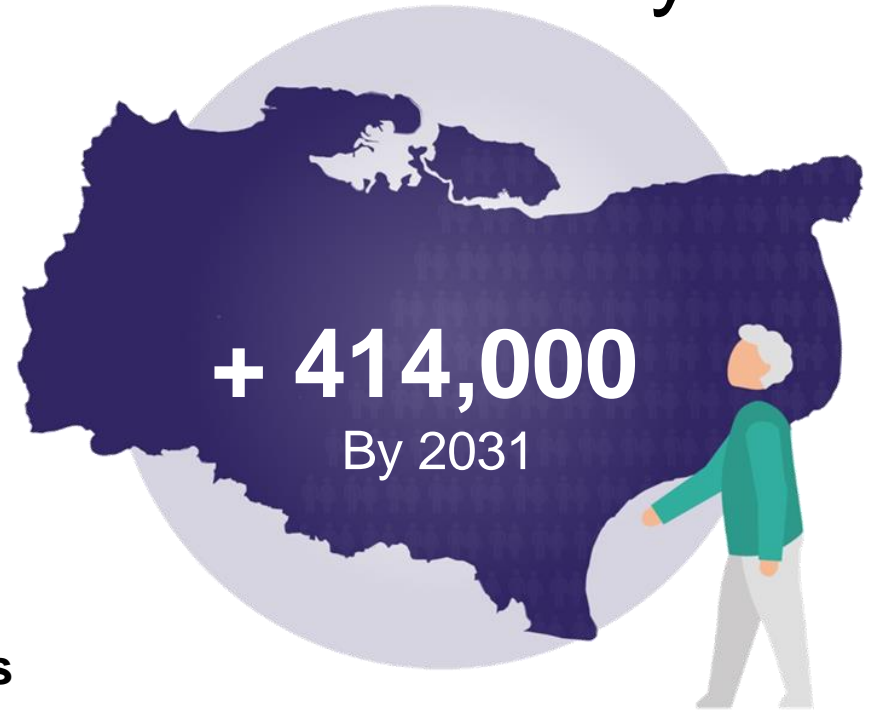
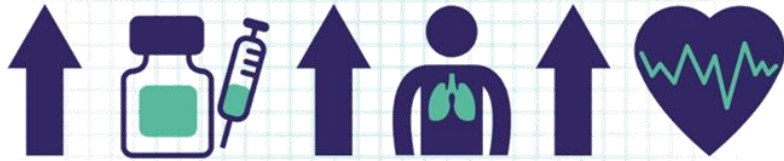
- Challenges in Kent and Medway
- Our model for change
- Listening to our communities
- Local care
- What we are doing already



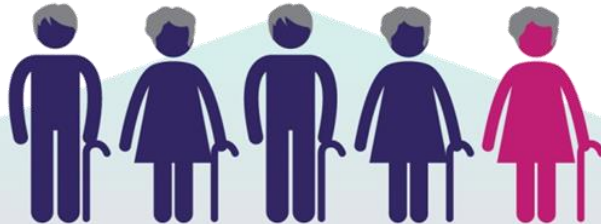
Challenges in Kent and Medway

Our population is growing

About 1.8 million people live in Kent and Medway. By 2031 this number will increase by almost a quarter, compared to 2011



More people have long-term conditions like diabetes, lung and heart disease



The number of people **over the age of 70 will rise by 20% in the next 5 years**



1 in 4 people have a mental health problem at some point in their lives

Challenges in Kent and Medway

As many as four in 10 emergency admissions to hospital could be avoided if the right care was available in the community



We have real challenges recruiting enough GPs and practice nurses



Find out more about the challenges we face in our case for change booklet: www.kentandmedway.nhs.uk



What's our model?

Helping you stay well

Doing much more to help you stay well so you don't develop some of the illnesses we know can be caused by unhealthy lifestyles

Doing more out of hospital

Redirecting more of our resources into local care services so we can offer more care out of hospital

Making acute services more effective

Organising acute hospital services in the most efficient and effective way



Listening to our communities

So far...

- Listening events
- Online survey
- Focus group research
- Patient and Public Advisory Group
- Patient groups and Lay Members on every Clinical Commissioning Group (CCG)
- Healthwatch reports and advice
- Roadshows
- Local engagement
- Emails, presentations, letters, social media

Get involved: www.kentandmedway.nhs.uk



The background features several thick, overlapping, curved bands in shades of purple, pink, and teal, creating a dynamic, abstract pattern. The text is positioned on the left side of the image.

**Local care
(care not in a main hospital)**

What our communities say they want for local care...

- More **end of life care** and dementia care
- More support with **healthy lifestyles**
- Health and social care **working together**
- More **services alongside GPs**
- More services near or **in people's homes**
- More support for **family carers**
- To **see the same person** regularly
- Faster and easier **appointments**

1,925 people
responded to
survey

300 people came to
listening events in
east Kent



The main *concerns* are...

- Having to **travel** further for some care
- Are there enough **staff**?
- **Mental health** services
- **Social care** services
- **Funding**

Headlines from STP survey Oct-Dec 2016 and listening events analysis



Our aims for local care

- **prevent ill health** by helping people stay well
- **deliver excellent care, closer to home**, by connecting the care you get from the NHS, social care, community and voluntary organisations
- give local people the right support to **look after themselves** when diagnosed with a condition
- **intervene earlier** before people need to go to hospital.



Changing social care – joining up with local care – focused on your outcomes

Care Navigation

There will be Promoting Wellbeing Coordinators to help connect me to my community

Pathway for Young People

The Young Person will remain with the same team from 16-25 avoiding the current cliff edge at 18.

Kent Pathways Service

Providing support to achieve the best long term outcomes for people and enabling them to become more independent

“Own Bed Best”

If I need support to recover from a hospital stay I can have this arranged from my own home if appropriate

Safeguarding

People will be safeguarded throughout their journey.



Joined Up Service Delivery

I will have different kinds of support working well together; I might need a nurse and a carer at the same time

Information and Advice

There will be more info and guidance about community services available to me.

Self - Care

I will be able do my own self assessment or access support to help do it when I need it

Self Management

I will be able to use telecare and equipment to support me in my own home

Staying Well in Your Own Home

I will receive the right level of support at the right time to meet my needs which will be enabling and outcomes-based

An example: meet Dorothy



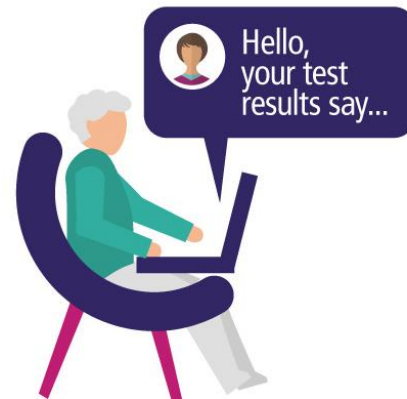
Dorothy's care now

- Inconsistent and overlapped
- Decided without her involvement
- Difficult to access
- Focused only on her health needs
- Only assessed by a specialist when she visits hospital

In the future

- Consistent and well-organised
- Decided with her
- Simple to access
- Focussed on her
- Assessed by an expert without going to hospital





Our 8 ambitions for Dorothy and those like her



What we are doing already in Ashford

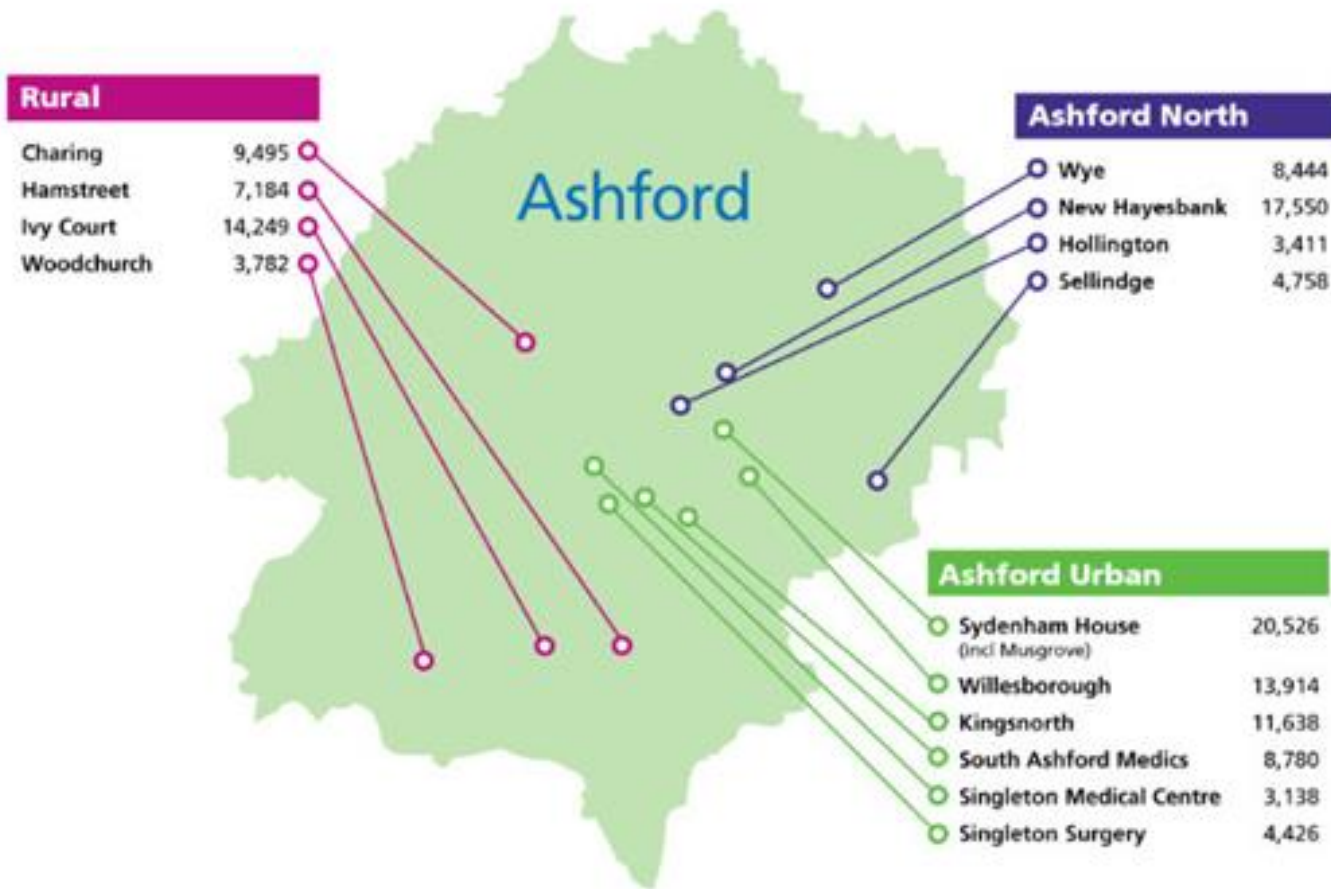


- **Ashford Clinical Providers –**
more joined-up working
- Joined-up nursing service – e.g. wound care, catheter care
- Specialist GPs – e.g. cardiology, diabetes
- Community geriatricians
- Specialist clinics at local level
- Health and social care joined-up teams
- Links to voluntary sector
- Improved access to minor injuries services



What we are doing already in Ashford

Ashford cluster

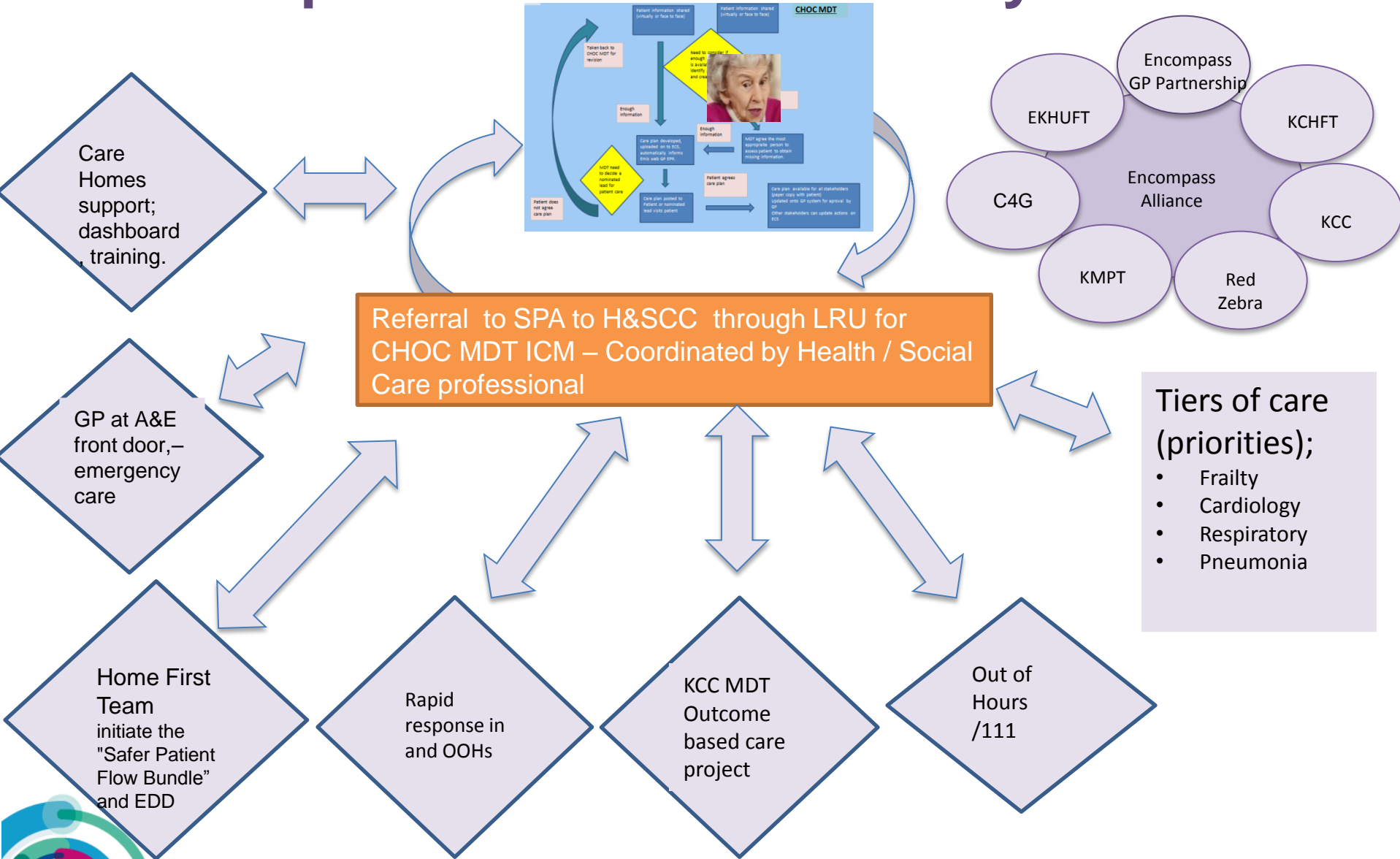


What we are doing already in Canterbury and Coastal

- Encompass – new model for care
- GPs in the Canterbury Urgent Care Centre
- GP practice on the Canterbury site
- Extended GP hours trial
- Wound clinics
- Catheter clinics – admission rates down by 29%
- New way of delivering primary care in Whitstable and Herne Bay



Encompass Local Care Delivery Model:

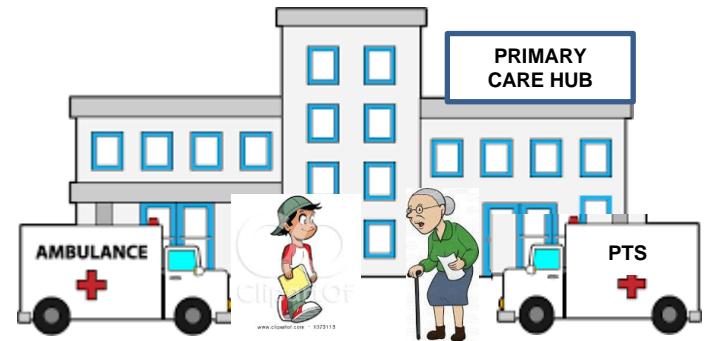


What we are doing already in South Kent Coast

Connected holistic care

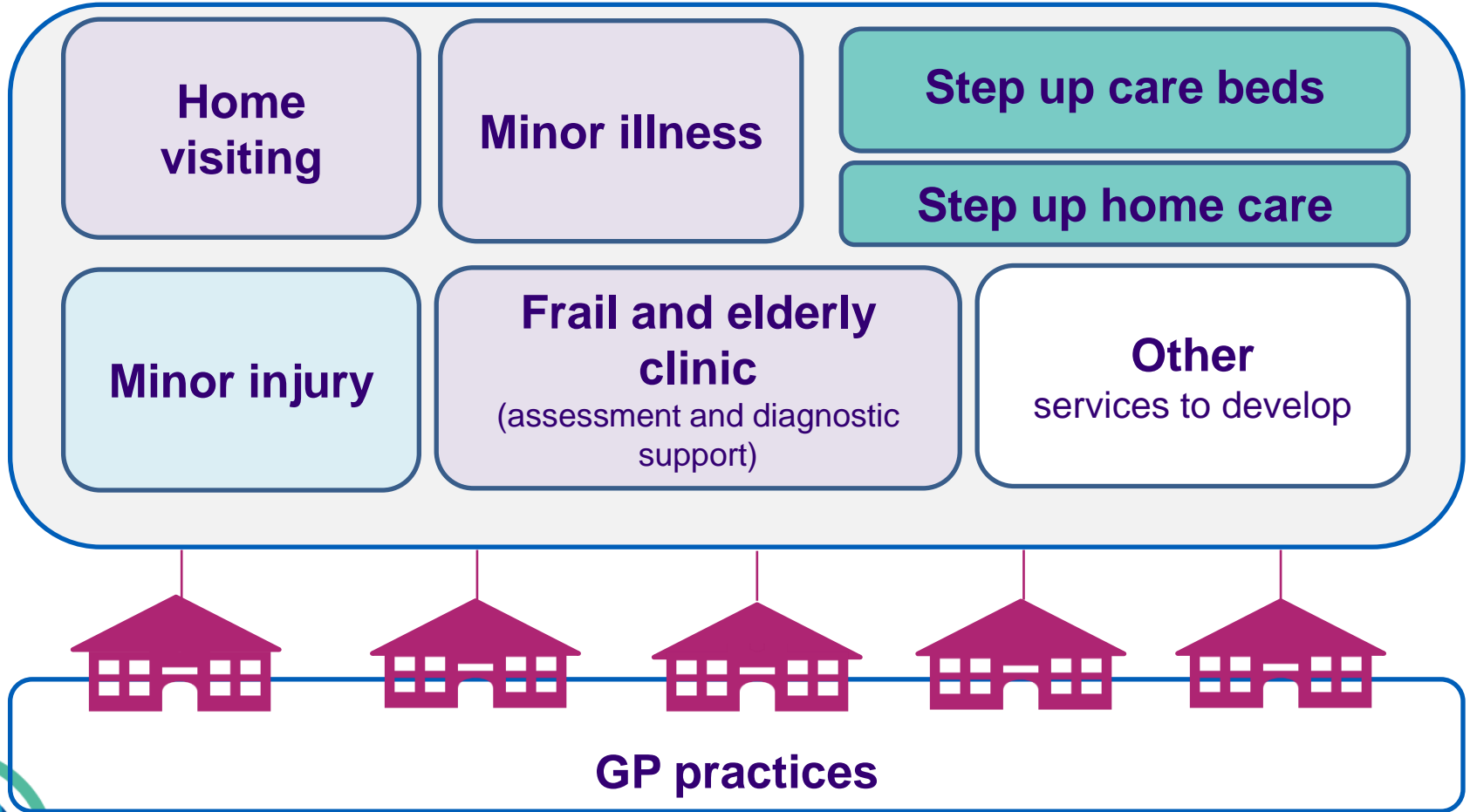
Primary care access centres ('hubs')

- One in each locality – Buckland, RVH, Deal, Hythe/Romney
- Holistic unscheduled care for the whole community
- 4-9 practices per locality
- 8am-8pm weekdays, with weekend access



What we are doing already in South Kent Coast

Primary care access centres ('hubs')



What we are already doing in Thanet

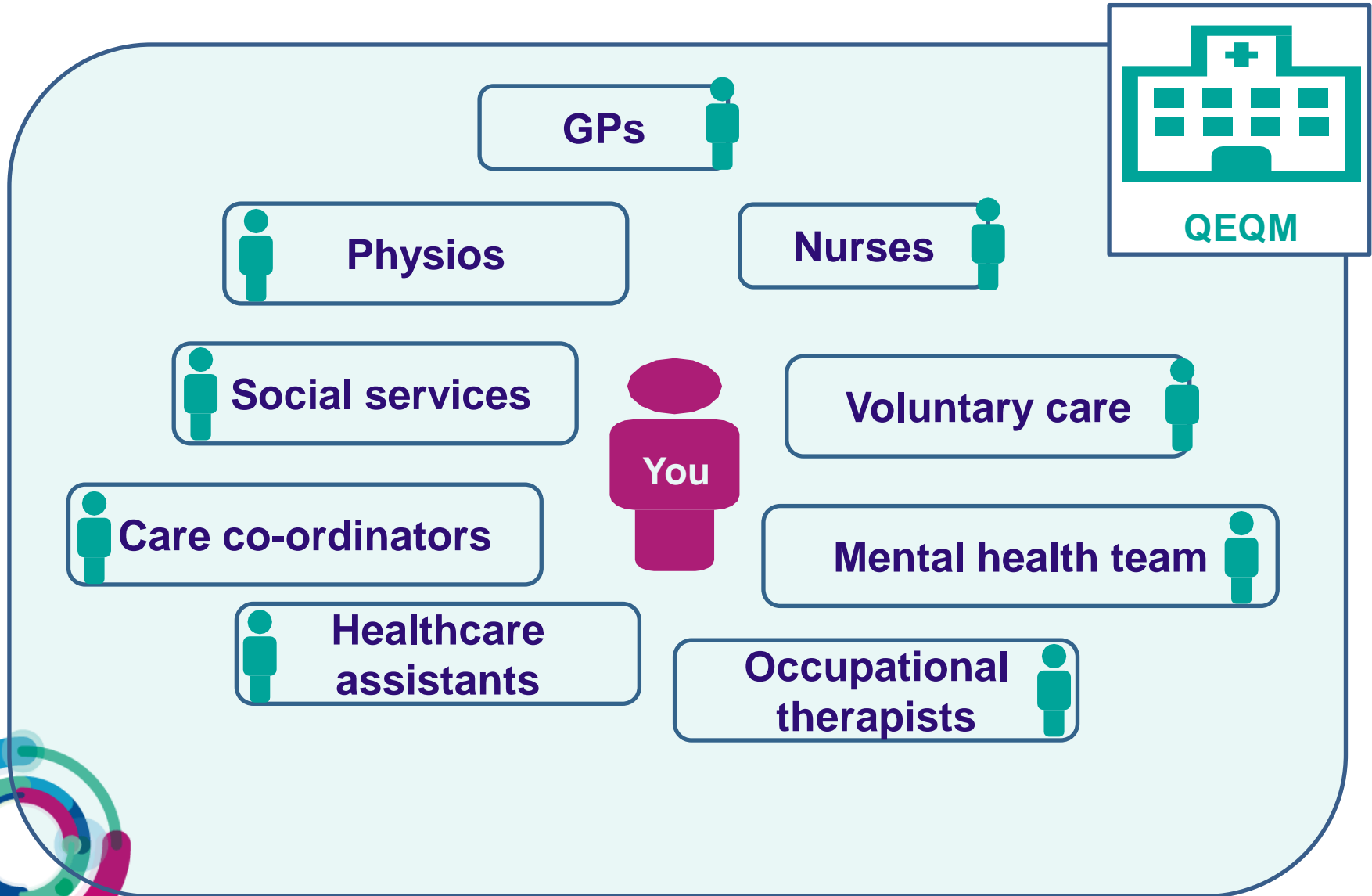
'Primary care home' centres – lots of services, joined-up care

- Four for Thanet – Margate, Ramsgate, Broadstairs, Quex (eastern villages)
- 8am-8pm primary care access for Thanet
- Get the right treatment, from the right specialist, quickly
- Better urgent care services
- Mental health, social care, voluntary sector included
- 'ART' – Acute Response Team for frail people
- 'Esther' approach – what matters to people (not what is the matter with them)



What we are already doing in Thanet

'Primary care home' centres – lots of services, joined-up care



So, the future for local care...

- More **self-care** thanks to better tools, information and services
- **Connected care** from NHS, social care and voluntary sector
- More **treatments locally**
- **Fewer hospital visits**



Get involved

- **Website:** www.kentandmedway.nhs.uk
- **Email:** km.stp@nhs.net

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our website

