

Healthier and Happier Holsworthy

Final recommendations

DRAFT

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Introduction



Today is the culmination of a pioneering project in which people from the Holsworthy area have directly influenced the development of bespoke services.

The collaboration began in 2018 when NHS Devon Clinical Commissioning Group (CCG) wrote to Northern Devon Healthcare NHS Trust to formally request an implementation programme to re-open beds. Beds at the town's hospital were temporarily

closed in 2017.

One of the main requirements for reopening the beds was for safe medical cover to be in place – and this is still proving difficult to achieve quickly with 1 in 8 nursing posts and 1 in 6 GP positions currently vacant across the country.

However, undeterred, the Holsworthy Community Involvement Group grasped the opportunity to influence services in their own community and for the past 18-months has worked with the NHS to properly understand local people's needs.

The views of more than 1,200 people directly influenced recommendations due to be unveiled today (18th February).

NHS managers say that many of the potential solutions would never have been made without the help of local people.

The need for end of life care was identified as an early priority.

This prompted the group to officially request that the NHS to consider interim bed provision for the town and local area. These three beds opened at Deer Park in early 2019 and occupancy rates has gradually increased and is currently up to about 50 per cent.

The community team continues to look after about 500 people at any one time in their own homes. This excludes those receiving social care.

The group also asked the NHS to contact their counterparts in Cornwall to see if additional beds at nearby Stratton Hospital could be used.

This is now subject to a 12-week trial to better understand need for bed-based provision as part of the overall local care offer. If a need is identified, then beds at the hospital could be commissioned in the longer term.

Other recommendations include increasing support for carers and working with youngsters in the area to understand the health challenges they face.

The group would like to see even more services provided at Holsworthy Community Hospital.

Since the temporary closure of the beds, use of the building by local people has grown with almost 70 services running out of the hospital.

There are now more than 2,000 outpatient appointments a month, compared to 500 in 2017. This includes new services such as those for chronic kidney disease, depression and anxiety and multiple sclerosis.

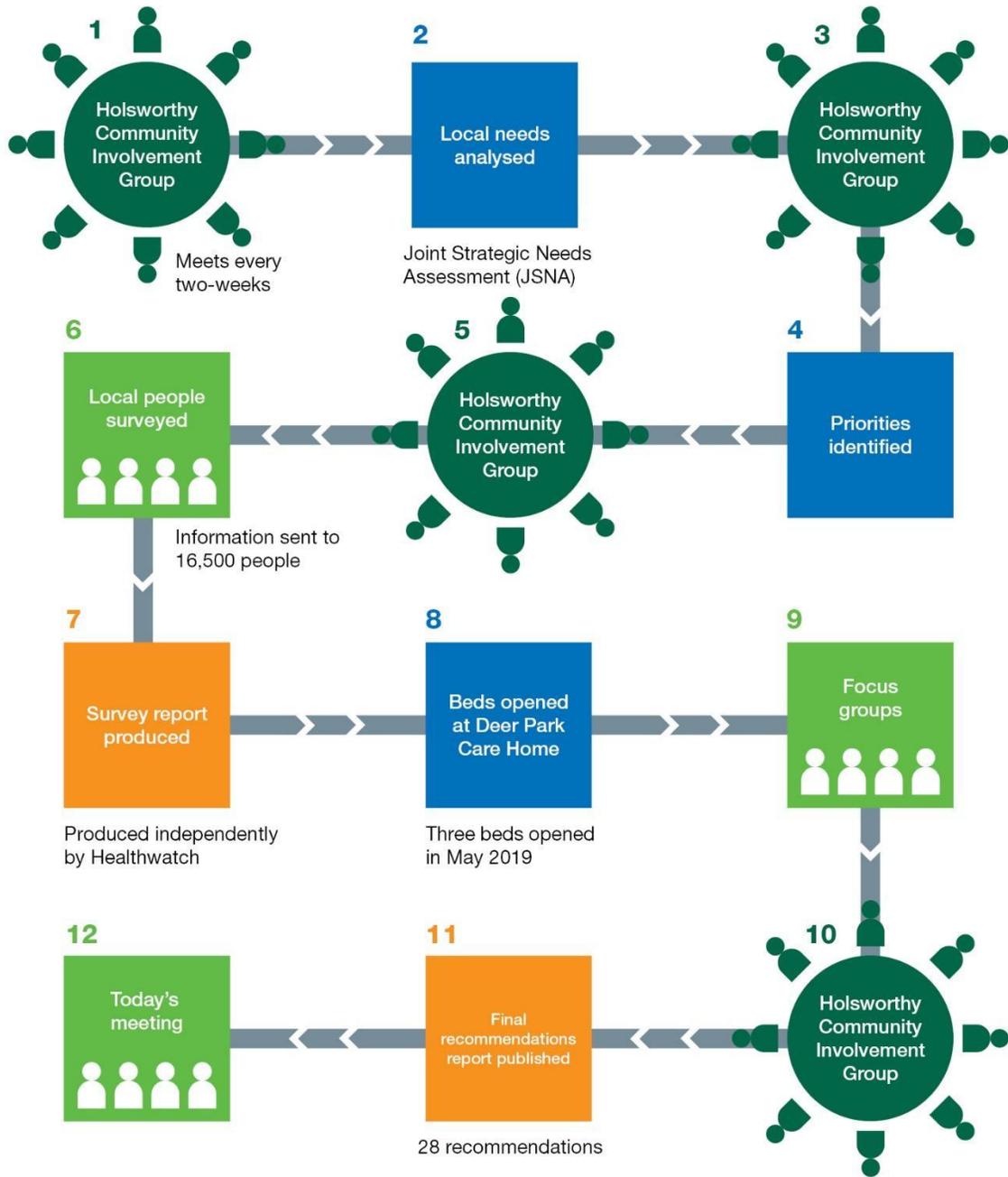
In addition, there are about 50 health and care staff providing care in the local community to rehabilitate patients, avoid admissions, help people to get home from hospital safely and quickly - and promote independence.

The recommendations will be presented to the public today in a special community event.

Voluntary groups, charities and other local services will also be in attendance, showing their commitment to the local community.

Following today's meeting, the group's recommendations will be presented to the clinical commissioning group, Northern Devon Healthcare NHS Trust and other partners.

Timeline



1. Carers

A significant number of people who provide formal or informal care say the key things that matter to them are; better access to more, support services, communication and joined up planning. A key theme was carers telling us that support is not available, or they don't know it's available.

Recommendations summary

- 1.1. Improved signposting to, and support for, mental health services
- 1.2. Improve joining up of carer support services through a carer advocate role
- 1.3. Due consideration of carers in decision making
- 1.4. Better support for carers through technology
- 1.5. Improving the social awareness and status of those who provide care for others both formal and informal, which may limit their access to support.

Recommendations – Further detail

Recommendation 1.1: Improved signposting to, and support for, mental health services

Recognising there is need for more communication, linking to existing service and enhancing visibility of support for carers of people with mental health needs, the group recommends:

- a. A focused communication and promotion plan to signpost carers to the Holsworthy Link service (provided by Devon Partnership NHS Trust) as the universal point of contact for mental health carer support.
- b. Supporting the use of Devon County Councils "Pinpoint", or other online directory.
- c. NHS providers should develop a consistent approach to re-checking / updating advice, support training provided to paid/unpaid carers.

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Primary Care Network
- Devon County Council
- NHS providers

Recommendation 1.2: Improve joining up of carer support services through a carer advocate role

The group recommends that the Devon County Council/NHS carers lead is advised of the group's wishes to develop a community carer advocate role. This would act as a local point of contact to actively promote the support available for carers in Holsworthy and the surrounding areas.

This recommendation should be considered by:

- Holsworthy Community Involvement Group

Recommendation 1.3: Due consideration of carers in decision making

Health and social care staff should maintain strong links with their acute counterparts to support improved discharge planning, ensuring the patients carer is included in the discussion.

The group recommends that when planning a discharge of the patient from an acute hospital, the NHS provider involves the patient's carer or nominated advocate in the discussion.

This recommendation should be considered by:

- NHS providers
- Devon County Council

Recommendation 1.4: Better support for carers through technology

The group recognised that there is a vast array of online information and training support available to carers, however it has concerns that not everyone that may need it understands how best to access it.

The group recommends promoting the local carer network within the area to broaden the reach of such services.

It is recommended that further research into the barriers to accessing information is required, then sharing that research with the joint Carers Lead (Devon County Council/NHS) review and further recommendation.

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Primary Care Network
- NHS Devon Clinical Commissioning Group/Devon County Council

Recommendation 1.5: Improving the social awareness and status of those who provide care for others both formal and informal, which may limit their access to support.

The group recognise that many people performing the role of a carer do not see themselves as carers.

The group recommends linking to the Devon County Council/NHS carer lead to understand this as barrier to accessing support.

This recommendation should be considered by:

- NHS Devon Clinical Commissioning Group
- Holsworthy Community Involvement Group

2. Healthier lifestyles

81% of people in Holsworthy considered themselves to have a healthy lifestyle. A key theme across all age groups was having more access to opportunities to be more physically active.

Recommendations summary

- 2.1. Actively support the creation of a safe recreational trail/ cycle path from Holsworthy to Bude
- 2.2. Support the development of Holsworthy leisure centre
- 2.3. Communicate the healthy lifestyle opportunities

Recommendations – Further detail

Recommendation 2.1: Actively support the creation of a safe recreational trail/ cycle path from Holsworthy to Bude

Through the qualitative work the group recognised that one of the barriers to healthy lifestyles was the lack of access to safe recreational trail/cycle path, for travelling to work, school or for leisure.

Therefore, the group recommends:

- a. Exploring the possibility of developing a safe recreational trail/cycle path from Holsworthy to Bude, demonstrating the benefits it brings to safer travel and transport and the opportunity to develop green tourism in the area.
- b. The group should write to Devon County Council leaders expressing the view of supporting the principle of a recreational trail/cycle path from Holsworthy to Bude and highlighting a need to prioritise funding in this area.
- c. The group should contact local business to explore further avenues of support, which should also include researching national funding initiatives

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Devon County Council

Recommendation 2: Support the development of Holsworthy leisure centre

The survey showed that some of the barriers to a healthy lifestyle were poorer experience of, and access to, venues for physical activities in Holsworthy and the surrounding area.

Therefore, the group recommends writing to the Head of leisure at Torridge District Council to explore ways to enhance the facilities and increase the use of the Holsworthy leisure centre.

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Torridge District Council

Recommendation 3: Communicate the healthy lifestyle opportunities

Whilst there are a considerable amount of health and wellbeing opportunities in the Holsworthy area, such as cricket/ football or community social clubs promoting healthier choices, people may not have access to up to date or correct information.

Therefore, the group recommends:

- a. Posting all relevant information onto Devon County Councils “Pinpoint”, or other website and promoting the link as the point of access for information in the Holsworthy and the surrounding area.
- b. The group should look to contact local business, such as Waitrose, to try and access their Corporate Social Responsibility which is set up to support the health and wellbeing of the communities they operate in.
- c. The group should look to promote the benefits of social interaction between young people and those in mature years/with disability, through the Youth Centre in Holsworthy and the respective support system ‘Devon Space’.

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Holsworthy Town Council
- Devon County Council

3. Loneliness and isolation

94% of people we spoke to considered loneliness and isolation a priority issue for them. Respondents told us of the need for better communication, building on the existing sense of community resilience, strengthening the feeling of safety and more joined up planning of services.

Recommendations summary

- 3.1. Promote and maintain a Holsworthy directory of services
- 3.2. Explore the One Communities programme approach in the local Primary Care Network area
- 3.3. Explore and implement a set of local initiatives to support community resilience

Recommendations – Further detail

Recommendation 3.1: Promote and maintain a Holsworthy directory of services

The group recognise there are many different health, social care and wellbeing services being delivered for people in the Holsworthy area, but people may not have reliable access to up to date, accurate information.

Therefore, the group recommends making pro-active use of a digital directory using Devon County Council's "Pinpoint" service, or other, as a model to ensure that there is a dedicated central directory of services specific to people in Holsworthy and the surrounding area.

The group should ensure that the information is kept up to date and widely publicised.

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Primary Care Network
- Holsworthy Town council
- Devon County Council

Recommendation 3.2: Explore the One Communities programme approach in the local Primary Care Network area

Explore the principles of the One Communities' program for the Primary Care Network area, ensuring reach across the border into Cornwall.

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- One Northern Devon

Recommendation 3: Explore and implement a set of local initiatives to support community resilience

Through the qualitative focus groups, community resilience was seen as a major strength within Holsworthy and the surrounding areas, and support to maintain this resilience was required.

Therefore, the group recommends:

- a. Developing a set of initiatives across Holsworthy and the surrounding areas to support the sense of belonging, community and social interactions, for example:
 - Self-nominated parcel drop-off points
 - Promotion of neighbourliness and the support it can provide
 - Build on the existing (or develop a new) neighbourhood watch scheme
 - Understand and promote opportunities for voluntary activities through consistent information points across the area
 - Set up a time-bank for Holsworthy and area

- a. Developing and implement a "Spare-Seat initiative" to enable local people who have a spare-seat during, or for, an activity to promote it within the community via an appropriate system (e.g. online/notice board). This could include having a spare seat, for example:
 - Travelling to a Hospital/GP appointment
 - On a shopping trip
 - At a social event – such as Christmas dinner

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Holsworthy Town Council

4. NHS Beds and the use of Holsworthy hospital

90% of respondents said that the Holsworthy hospital services were a priority for them, as they offered a much-needed local point of health and wellbeing provision. 58% (of those giving a reason) last attended for a clinic or day unit appointment. People reporting being unsure if the hospital was still open and what services were available there.

Recommendations summary

- 4.1. Open local NHS beds for people
- 4.2. Monitor the NHS beds for Holsworthy
- 4.3. Increase the range of existing outpatient services to benefit more local people
- 4.4. Hospital services open days
- 4.5. Hospital services promotion

Recommendations – Further detail

Recommendation 4.1: Open local NHS beds for people.

Based on present evidence, this group recommends the interim provision of beds for the people of Holsworthy and the surrounding area, with a regular review process.

The recommendation is to provide:

- a. Beds in a Holsworthy-based care/residential home for end of life and rehabilitation, with in-reach support from the community nursing and therapy team.
- b. Beds in Stratton Hospital for more intensive 24/7 nurse-led care, based on need
- c. Or a combination of the above

The rationale is that while the care home beds have been tested during the summer, we now need to test this in the winter (see recommendation 4.2 below).

This recommendation should be considered by:

- NHS providers
- Regular reviews will be undertaken by the Holsworthy Community Involvement Group

Recommendation 4.2: Monitor the NHS beds for Holsworthy

The group recommends that further change to the proposed hospital bed-based care model should not be made in the absence of a satisfactory assessment.

The group will therefore monitor the proposed bed-based model over winter 2019/20 to inform further recommendations.

An evidence-based statistical needs assessment will also be carried out by the NHS to inform the review.

This recommendation should be taken this forward by:

- NHS Devon Clinical Commissioning Group
- Local NHS providers

Recommendation 4.3: Increase the range of existing health and wellbeing services, including outpatient appointments, to benefit more local people

This group recognises the increase of outpatient appointments made available over the last 18 months. This has seen the numbers of local people treated within the hospital rise from 500 to more than 2000 (per four-week period). This has only been possible with the change of usage of the space within the hospital.

Taking this into account, this group recommends, using the space set aside for in-patient beds, to further increase the variety and range of health and wellbeing services available for local people, reducing the need for travel and improving local resilience.

This recommendation should be considered by:

- NHS Devon Clinical Commissioning Group
- NHS Providers
- Holsworthy Community Involvement Group

Recommendation 4.4: Hospital services open days

The group recognises that there has been an increase in services at the hospital that while patients are benefitting, the public are perhaps unaware of the scale of the services on offer.

Therefore, the groups recommend holding an annual open day at hospital to showcase latest available services. The organisation and delivery of a showcase event should take place at Holsworthy hospital site, to promote the in/outpatient services available from the hospital and the surrounding areas.

This recommendation should be considered by:

- NHS Providers

Recommendation 4.5: Hospital services promotion

A dedicated communications programme to promote the services available in Holsworthy hospital and Stratton hospital. Targeted (on-going) communications to the residents of Holsworthy and the surrounding area to inform about the services available in both the hospitals, which should include services, timetables and local transport links.

This recommendation should be considered by:

- Local NHS providers
- Holsworthy Community Involvement Group

5. Services in your home

People reported that some services received in their homes “met their needs poorly” or “did not meet their needs”, regardless of the provider (NHS or private). Respondents told us of wanting more joined up support across health and care providers, with opportunities to have access to better and more appropriate information

Recommendations summary

- 5.1. Joining up patient records
- 5.2. Encourage learning from the experiences of care received and given
- 5.3. Improve access to information for long term conditions

Recommendations – Further detail

Recommendation 5.1: Joining up patient records

The group recognises the frustration and impact of having to repeat their story to multiple different health and care professional can have on patients.

Therefore, the group recommends that the CCG writes this is into its long-term strategic plans with a view to being more joined up.

It should be noted that some specialities would still require the story to be re-visited for clinical necessity.

This recommendation should be considered by:

- NHS Devon Clinical Commissioning Group

Recommendation 5.2: Encourage learning from the experiences of care received and given

The group has recognised the need to encourage providers to schedule a reflective conversation, with the explicit inclusion of carers (or carer advocates), with patients at the end of an episode of care as a chance for all parties to learn from the care received.

The group recommends:

- a. Working with the Live Life Well (LLW) team to help support a conversation with patients as a chance to reflect on the learning from the care given and received.
- b. The CCG should commission a video to help promote the LLW in Holsworthy and across the wider Devon area

This recommendation should be considered by:

- NHS providers
- Devon County Council
- Holsworthy Community Involvement Group
- NHS Devon Clinical Commissioning Group

Recommendation 5.3: Improve access to information for long term conditions

Based on qualitative feedback, support services for long term conditions is reliant on the patient making the contact with the provider for more information. Therefore, the group recommends that service provider (GP/NHS) should pro-actively make that information for support available by phone, online and/or in person.

This recommendation should be considered by:

- NHS providers
- Primary Care Networks

6. Support at end of life

79% of respondents saw end of life care as a priority, with 75% of those placing care in their own home as a first choice (second being the community hospital with 16%). Respondents also reported the need for better communication between service providers, more joined up planning and more access and understanding of support services

Recommendations summary

- 6.1. A local out of hours community nursing service
- 6.2. Develop and implement a “trusted advocate” role
- 6.3. Improve the understanding of the support available for end of life

Recommendations – Further detail

Recommendation 6.1: A local out of hours community nursing service

Feedback from the qualitative work highlighted a potential area of concern with continuity of care in overnight support, specifically for patients in Holsworthy and the surrounding area.

Therefore, the group recommends that providers and commissioners consider the need, possibility and impact of developing a Holsworthy based out of hours, on-call community nursing team.

This recommendation should be considered by:

- NHS Devon Clinical Commissioning Group
- NHS Providers

Recommendation 6.2: Develop and implement a “trusted advocate” role

Feedback from focus groups suggested that patients at end of life could benefit from a “trusted advocate” to be responsible with, not responsible for, patients, by providing early and ongoing support with health and social care needs to help prevent escalation into a crisis.

Therefore, the group recommends further exploration into the principles of an advocate role, and how that could be implemented in Holsworthy and the surrounding areas.

This recommendation should be considered by:

- Devon County Council
- Holsworthy Community Involvement Group
- NHS Providers

Recommendation 6.3: Improve the understanding of the support available for end of life

Quantitative feedback highlighted a real need for easy to understand information regarding end of life care, the process and how to access services, helping to ease anxiety and misunderstanding.

Therefore, the group recommends:

- a. The production of an easy to understand description of the different tiers of end of life care covering; at home, in bedded care or in hospital.
- b. Targeted communication for public and health and social care professionals, to raise the level of awareness of the end of life services available in Holsworthy and the surrounding areas.

This recommendation should be considered by:

- NHS Providers
- NHS Devon Clinical Commissioning Group
- Holsworthy Community Involvement Group

7. Travel and transport

Nearly nine out of ten respondents rely on their own transport or support from someone else. Many respondents reported issues with poor and/or limited access to public transport. Other key themes include; the cost of parking and impact on private transport and a perception of services not considering the geographical challenges of where Holsworthy is when booking NHS (or other) appointments.

Recommendations summary

- 7.1. More consideration to be given to the geographical location of Holsworthy when booking outpatient appointments
- 7.2. Formal recognition of the challenges of local public transport within remote parishes
- 7.3. To support digital innovation in Holsworthy
- 7.4. To ask hospitals if they consider rurality when planning non-NHS services, for example; parking

Recommendations – Further detail

Recommendation 7.1: More consideration to be given to the geographical location of Holsworthy when booking outpatient appointments

The group recognises that people of Holsworthy and surrounding area have limited access to public transport when requiring access to hospital services, and therefore greater consideration by health services should be given to this.

The group therefore recommends:

- a. NHS Devon CCG should link with the Devon Referral Support Service (DRSS) to understand how remoteness should be considered when booking appointments for patients. This should specifically include additional questions about travel and transport when the appointment is booked
- b. To ensure that where outpatient services are available locally (e.g. Holsworthy hospital) they are used as the default position

This recommendation should be considered by:

- NHS Devon Clinical Commissioning Group

Recommendation 7.2: Formal recognition of the challenges of local public transport within remote parishes

The group recommends formally writing to Devon County Council to set out these limitations and request a review of the position and consider the evidenced impacts on health and wellbeing.

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Devon County Council

Recommendation 7.3: To support digital innovation in Holsworthy

The quantitative survey of residents identified an appetite for the adoption of digital technology to support information about, and access to, health and social care services.

Therefore, the recommendation is that the group should apply to be considered as an early adopter of the digital innovation programs, so that Holsworthy and the surrounding areas can act as a test bed.

This recommendation should be taken this forward by:

- NHS providers
- Holsworthy Community Involvement Group
- NHS Devon Clinical Commissioning Group
- Devon County Council

Recommendation 7.4: To ask hospitals if they consider rurality when planning non-NHS services, for example; parking

Continuing to recognise that one of the key challenges to accessing hospital services for the people in the Holsworthy areas is the cost and the difficulty of parking at hospital sites.

Therefore, the group recommends formally writing all the acute hospitals to see if rurality has been considered as a factor in Quality Equality Impact Assessments when considering non-NHS services such as parking availability and charges.

This recommendation should be taken this forward by:

- Holsworthy Community Involvement Group

8. Young People

The number of young people (18-25 and 26-35) engaged with as part of this work was small. However, the percentage of young people who said they feel lonely or isolated was high (31% and 20% respectively). More needs to be done to understand the issues for younger people.

Recommendations summary

- 8.1. Explore the needs of younger people in Holsworthy
- 8.2. Map and promote existing support and opportunities for young people in Holsworthy

Recommendations – Further detail

Recommendation 8.1: Explore the needs of younger people in Holsworthy

Through the quantitative and qualitative work, it has been recognised that there is a need to understand more about the issues and challenges faced by young people in Holsworthy area.

Therefore, the group recommends the CCG commission a specialist organisation to undertake a structured piece of engagement work aimed at 15-25 year olds to further understand their issues and needs through living in Holsworthy and the surrounding areas.

There has been an acknowledged need for a safe space in Holsworthy and should be a focus for the research.

This recommendation should be considered by:

- NHS Devon Clinical Commissioning Group
- Devon County Council

Recommendation 8.2: Map and promote existing support and opportunities for young people in Holsworthy

The group recognise whilst there is a good amount of opportunity for young people to access health and wellbeing services in Holsworthy, the information of how to access them may not be known.

Therefore, the group recommends:

- a. To undertake a piece of specific work to map all the current services in Holsworthy and the surrounding area that are aimed at younger people. This should include all statutory, private and voluntary services
- b. To link all the services to Devon County Council's "Pinpoint", or other online directory
- c. To promote the directory as the information point of access for young people in the Holsworthy and surrounding area
- d. To explore cross county boundary funding and delivery opportunities

This recommendation should be considered by:

- Holsworthy Community Involvement Group
- Devon County Council

Next steps

Follow today's meeting, the 28 recommendations will be presented to key organisations, including; NHS Devon CCG, Devon County Council, Torridge District Council and other important bodies.

Holsworthy Community Involvement Group will oversee and monitor the implementation of these recommendations, including the outcome of the 12-week test.

The implementation plan to reopen beds at Holsworthy Hospital remains active.

The group will continue to meet regularly and update the community on progress.

Thank you to everyone who has been involved in the work of the group over the past 18-months.

Thanks also to the League of Friends for their contribution and support to the Holsworthy group.