



Sheffield Continuing Healthcare Collaborative service development

Page 17 **Healthier Communities and Adult Social Care
Scrutiny and Policy Development Committee**

Mandy Philbin: Chief Nurse, Sheffield CCG

Margaret Kilner – Chief Officer, Healthwatch

Phil Holmes: Direct of Adult Services, Sheffield CC

20th March 2019

Agenda Item 8

Why did we focus on the CHC assessment process?

Concerns

- Individuals who had experienced the assessment process and their families
- Voluntary and community groups who support people through the process
- Advocates who have participated in the process and observed practice
- Findings of the CQC Local System Review

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Opportunity

CHC Service Development Project

A collaborative effort between Sheffield CCG and Sheffield City Council to design a single health and social care CHC assessment process with the individual and their family at the centre of all decision making.

What did we do?

- Two [listening sessions](#) at Birch Avenue and Woodland View dementia care homes,
- A dedicated [Voluntary, Community and Faith Sector Health & Wellbeing Forum](#),
- A small focus group for people who have experienced the CHC assessment process themselves or have supported someone who has been through the process.

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What did we find?

Five key areas for development that we believe will improve experience and lead to better care.

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- Person centred care
- Listening to people with lived experience
- Involving family carers
- Relationship between CCG and voluntary & community groups
- Values and behaviours/culture change



What we heard

The need for greater person centred collaboration in service delivery.

Some staff can lack empathy.

Need to move away from 'the professional knows best'.



The actions we are taking

Values and Behaviours

Co-produced aimed at ensuring our workers deliver services in a consistent manner.

Launched on the 26th March.

Integrated training events planned for April.

What we heard

Lack of transparency and openness in the process

Lack of accessible information

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The actions we are taking

CHC Newsletter

Co-produced aimed at improving the way in which we communicate in a more open and transparent manner.

Individuals in receipt of services are helping to inform:

- the type of information provided
- how we will distribute (media)
- the frequency of communications

Launched in April 2019.

What we heard

People in receipt of services need to have a strong voice in being able to provide feedback on their service experiences.

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The actions we are taking

How did we do? – Questionnaire

Co-produced aimed at quality assuring services by providing people in receipt of care with a strong voice.

Feedback on people's experiences will help us to continually improve services.

Launched in April 2019.

What we heard

Consistency of the Decision Support Tool (DST) assessment process.



The actions we are taking

CHC Operating Procedure

Collaboratively developed aimed at ensuring services are delivered consistently, resulting in a high quality service experience.

Launched on the 26th March

Integrated training events planned for April.

What we heard

Lack of understanding of the CHC assessment process for individuals and their representatives.



The actions we are taking

CHC Awareness Tool Kit

Co-produced aimed at improving knowledge and understanding for people in receipt of services.

The tool kit will include:

- Video describing the process
- Slide deck providing easy read guidance
- Myth busting
- Frequently Asked Questions

Development/Training activities

When

CHC Operating Procedure and Disputes Resolution Policy

April 2019

Customer Services, Mentoring, Coaching and Leadership

2019-20

Workshop with workers to identify skill gaps and inform future development activities

April to June
2019-20

Reflective Practice events – collaborative approach to practice learning with health and social care workers having protected time together to reflect and share learning

April 2019

Induction Programmes – Introduction of dedicated time with counterparts from health and social care to develop awareness, empathy and relationships

April 2019



Next steps – service improvement

❑ **Joint Workforce Development Plan**

Integrated approach to workforce development to deliver a consistent high quality service experience

❑ **A more collaborative approach across the community**

Improved joint working arrangements which place the individual at the centre of the care

❑ **Care provision**

Working in close partnership with care providers to ensure we have high quality services which meet the needs of our citizens

❑ **Better use of digital technology**

Ongoing work being undertaken collaboratively to identify how we can best use technology to improve services.

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