**Briefing for NECS and North Cumbria CHC staff regarding changes to the CHC function delivering key CHC services to the people of North Cumbria**

North Cumbria CCG (and its previous form as NHS Cumbria CCG) and NECS have worked closely together for over six years. NECS have delivered a CHC service on behalf of the CCG throughout that time. This is a complex and demanding area of health care of vital importance to the people of North Cumbria. We need to demonstrate our commitment to achieving our national and local KPI targets and our readiness to deliver an effective end to end process in line with the Revised October Framework.

To further drive and enable improvements in the delivery of CHC services and development of plans for the future as North Cumbria becomes as Integrated Care System, there will be changes to how the CCG and NECS will work together. The purpose of this briefing is to outline those changes and support meetings with staff. There will be ongoing briefing and involvement as plans are developed and changes implemented.

**Key principles**

* Aligned on values and behaviours, working to the highest standards
* Working together as one team across CCG and NECS
* Focused on agreed priorities
* Focus on solutions, how best to meet challenges and pressures within resources (within CHC and across N Cumbria system)
* Agreed ways of working and best use of the skills and experience of all staff to achieve delivery of those priorities
* Focus on continuous improvement with the engagement and involvement of all staff in design and delivery

**Outline approach**

Short term plan to end October 18 - Focus is on priorities, to stabilise and reduce backlogs in key areas of delivery:

* 28 day assessments – 80% in 28 days
* Acute DSTs – less than 15% of DST assessments in an acute environment
* Clear the outstanding 41 Learning Disability DSTs up to 31st March 2018 and prevent further backlogs for the new LD DSTs post April 2018 by October 2018
* Clear PuPoc cases up to 31st March and plan to clear new PuPoc post April 2018
* Commence co-production planning

**October onwards – a formal improvement programme**

* Commence CLIC Engagement for Improvement 20 week programme
* Agree approach/ways of working, prioritised programme of work to deliver revised national framework

**Leadership, management, roles & responsibilities, governance**

Anna Stabler, North Cumbria CCG Director of Nursing & Quality has overall responsibility for CHC. The CHC function will work in an integrated way across the CCG and NECS led by Louise Mason Lodge – Deputy Director of Nursing & Quality & Designated Nurse for Safeguarding with the following areas of focus:

* + - Work programme/priorities
    - Route map to the future
    - October 18 revised national framework
    - North Cumbria Integrated Care System

The employment and line management arrangements for both NECS and CCG CHC staff remain the same. The changes will be to lead responsibilities, approach and ways of working in order to achieve the best outcomes. A senior team comprising of Louise Mason Lodge, Nicola Jones as NECS’ CHC Senior Operational Manager, Sharon Owen Clinical Lead for CHC and Muriel Nixon, Commissioning Manager, NCCCG will work closely to focus on solutions, key enablers to improvement, role to ‘unblock’ and support CHC teams in delivery.

The senior team will meet weekly. This has started this week as the team develop the joint approach to the new ways of working and the forward plan.

Further information on the short term plan and the improvement approach will be worked through in the coming weeks and the North Cumbria CHC leadership team will work with you all to keep you informed. Engagement with staff within the service will begin immediately and time will be arranged with staff to enable face to face briefings and discuss next steps. Should you have any questions please contact:

**Louise Mason-Lodge**

Deputy Director Nursing & Quality & Designated Nurse for Safeguarding

Email: [Louise.MasonLodge@northcumbriaccg.nhs.uk](mailto:Louise.MasonLodge@northcumbriaccg.nhs.uk)

Tel: 07747 568 456

**Nicola Jones**

Senior Operational Manager – Continuing Healthcare

North East and Cumbria

Email: [nicola.jones39@nhs.net](mailto:nicola.jones39@nhs.net)

Tel: 07789 174 703

**Communication date:** 16th August 2018