

# Gateshead Mini System Peer Review

Friday 11<sup>th</sup> May 2018

# Are services well led? - shared clear vision, credible strategy, governance, workforce, commissioning

- People have described a single direction and therefore a shared vision and understanding across health and social care
- There could be a clearer understanding of where system leadership sits
- Strong, well chaired H&WBB and has potential to be stronger in it's role in system leadership
- Good opportunity to use the refresh of the H&WB strategy in confirming the vision and direction
- Growing confidence in system leaders and significant improvement in partnership working over the last 12 months

Maintaining people in their usual place of residence - Do services work together to keep people well and maintain them in their usual place of residence?

- Huge commitment from frontline staff
- Range of preventative services with opportunities for better coordination
- Providers would welcome clarity on long term commitment to preventative services
- Service users reported some confusion in navigating the system
- Some evidence of really good outcomes

# Crisis - Do services work together to manage people effectively at a time of crisis?

- There have been some good examples of dealing with those in crisis
- CHC involvement causes some confusion and difficulties
- We would support your understanding that sustainability in home care and care home markets is one of the biggest challenges
- Learning from Vanguard project

# Return - Do services work together to return people to their usual place of residence, or a new place that meets their needs?

- Strong evidence that the system is committed to this and some positive feedback from service users
- Shortage of home care is impacting on patient flow
- Communication issues relating to discharge

# Key Messages

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- There could be a clearer understanding of where system leadership sits
- Frontline staff indicated that IT systems will be crucial going forward on integration
- Domiciliary care - rural issues – is an issue that we are aware of and seeking to address
- They were impressed that a care worker had taken the initiative to write to Norman Lamb MP to raise issues
- Market Position Statement – procurement/commissioning. We have a long term ambition and it will be important to communicate that ambition

# Key Messages

- While there was reference to the financial gap/funding pressures of individual organisations within the local system, there was less reference to the financial picture/pressures for the Gateshead system as a whole
- Providers had a good relationship with the LA which was transparent and genuine. The level of joint commitment was visible
- While much progress has been made at a provider level, there is no room for complacency and we need to press on
- Noted that we are seeking to articulate joint outcomes for the local system to deliver and to move more towards transformational commissioning (rather than transactional)



# Key Messages

- It was clear that we are proud of the success of the care homes vanguard work and shown that we are pro-active in building upon that
- We have shown a pragmatic approach – getting on with our own journey whilst things around us (e.g. at CNE level) still remain unclear/uncertain
- It was clear that the person is at the centre of our approach and that local partners share a common purpose
- The passion and commitment of front line staff was very clear from the session they had with staff

# Key Messages

- Service users reported that the care they received was excellent, though there was a frustration around information available at the outset – leaflets etc. Also, some confusion about the ‘offer’ in some cases (which mirrored the findings from our own survey)
- Partners seem to understand the position of other partners, tough times are bringing people together
- Encouraged us to be ‘brave’ and to continue on the direction of travel that we have set for ourselves
- In conclusion, very impressed with what they heard during the day and will want to learn from us as well