

The background of the slide features a collection of white plastic gears of various sizes scattered across a textured, light blue surface. The gears are arranged in a way that suggests movement and interconnectedness, with some in sharp focus and others blurred in the foreground and background.

# Health and Care Partnership Group

17 March 2022

# What is the JCM?

5-year programme of work to improve health and care services on the island, for Islanders that aims to:

- Work in partnership with providers across the system
- Support person-centred care
- Enable preventative care



# Jersey Care Model – Timeline

The 5-year programme is split into 3 delivery tranches

## Tranche 1: 2021-2

- Establishing the programme, key strategies developed, acute service improvements and early public health and intermediate care community services

## Tranche 2: 2022-3

- Care pathways and partnerships development, comprehensive review of outpatients, further intermediate care community services

## Tranche 3: 2023-5

- Care pathways developed in T2 will be put into operation, closer working with partners on new service delivery models, new commissioning models to focus on partnerships in practice. All planned intermediate care services are live



# Highlights -2021

## **Overnight Community Care**

- A new overnight service for Islanders and health care professionals, launched in April 2021

## **HCS24**

- A hotline for Islanders, launched at the end of November 2021 Staffed by a team of multi-disciplinary health and care professionals in one central office hub

## **Help at Home scheme**

- Campaign to recruit 100 new staff into the sector and to fund their salaries while they are training while also funding the upskilling of 50 existing employees in the sector

## **My mHealth**

- Digital app supporting more than 500 Islanders to manage their long-term conditions

## **Therapies**

- Occupational and physiotherapy therapies services have been developed to better support people in the community



# Plan for 2022

## **Teleguidance**

- Guidance on self-care and referrals to pharmacies, GPs or Emergency Department through HCS24 MDT

## **Telecare**

- Community Alarm System to be upgraded that supports Islanders to live at home for as long as possible

## **Discharge Support Team**

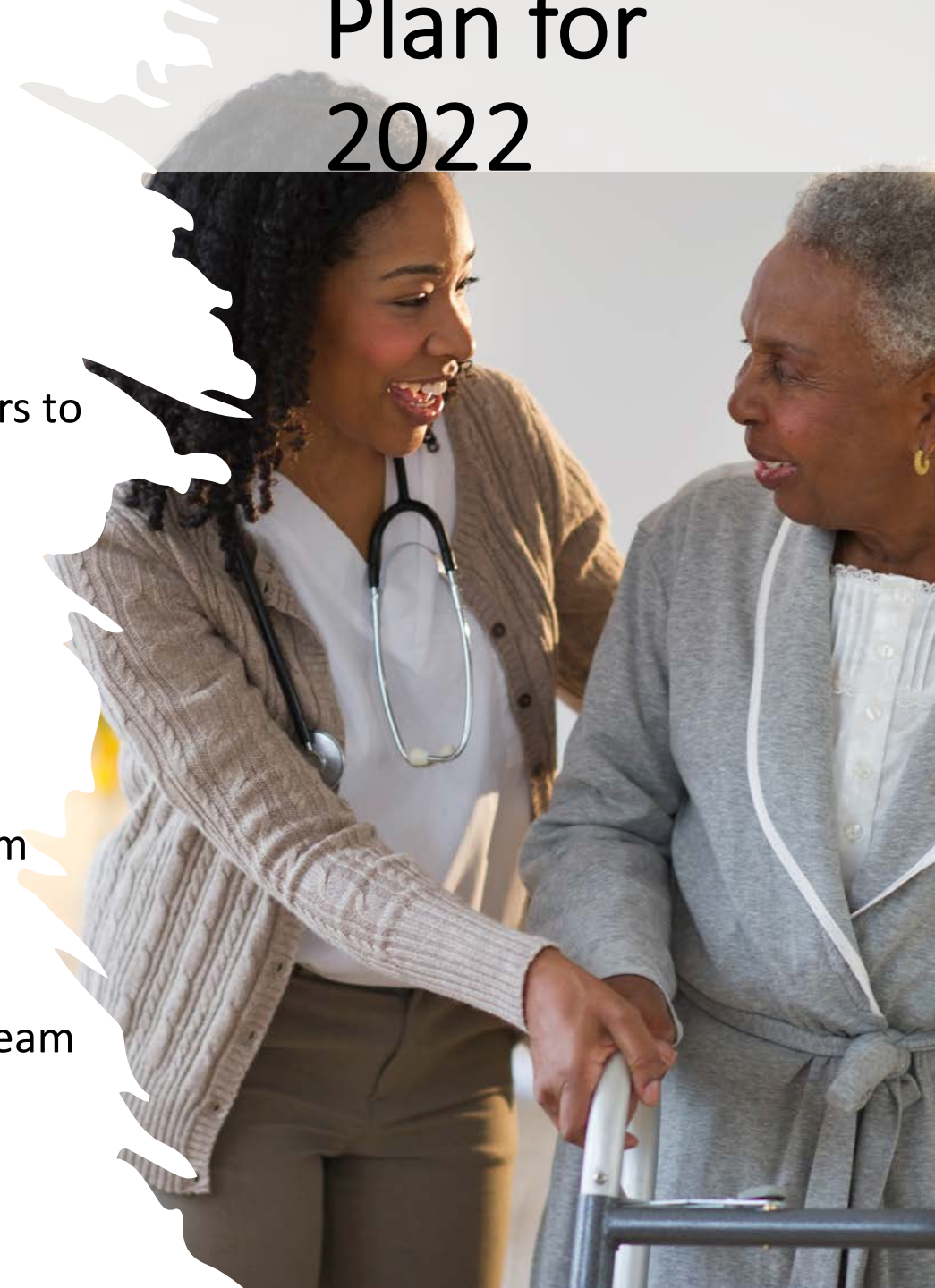
- Supports patients who need domiciliary assistance to get home sooner rather than having to stay in hospital

## **Care and Reablement Team**

- A 24/7 multi-professional, advanced nursing care and therapy service providing care in patients' home following discharge from hospital

## **Rapid Access/Frailty Team**

- Community focused, urgent referral service, multi-disciplinary team undertaking assessments to prevent unnecessary hospital admissions



# Other workstreams in progress

- Workforce Strategy
- Health and Care Analytics Model
- Pathways Development
- Strategic Needs Assessment
- Outpatients Review
- Sustainable Healthcare Funding



# Clinical & Professional Advisory Forum

The Forum is a source of independent, strategic clinical and/or professional health and care advice and guidance to the health and care sector, including providers, commissioners and third sector.

- Provides a level of clinical scrutiny and transparency to the process, sense checking your thinking and challenging assumptions
- We provide additional and important assurance to your stakeholders in readiness for consultation
- We are aware of the wider strategic context and ensure that your plans align with this
- We help to provide clinical consensus where this is lacking



# Workforce Strategy - Principles

- We will be creative in developing Island solutions for an Island population using local expertise, building on work already completed and making use of a wider established evidence base to work in new ways
- We will place an emphasis on ensuring strong, compassionate and inclusive leadership is embedded across all priorities
- We will have new, accountable partnerships for action across professions and health and care settings to ensure an optimum experience for Islanders
- We advocate across government departments to ensure our plans are included in the broader infrastructure planning for Jersey





# Workforce Strategy – Objectives

**Resourcing:** To plan, attract and retain a diverse workforce at all levels, for all professions, across sectors for current and future needs

**New ways of working:** To work in new ways across sectors to ensure that the workforce across the Island makes the greatest possible difference to delivering excellent care for people in Jersey

**Professional development:** To develop the innovation and creativity in training and education for current and future workforce capabilities

**Careers:** To have in place career pathways with routes for progression and clear succession planning to sustain service delivery

**Leadership:** To ensure system-wide leadership provides coherence in planning; consistency of services; and drive the ambition and transformation of the health and care workforce

**Service-user voices:** To ensure that the health and care workforce place service-users at the heart of their work by involving them in decisions that impact them and their relatives



# Workforce Strategy – Next steps

- Create a working group to focus on each strategic objective.
- Undertake a number of workstream sessions to build on each strategic objective and identify the key activities required to deliver the objective.
- Develop a strategic plan to clarify how, and by when, each activity will be delivered



# Breakout session

- What have we learnt about partnership working from COVID, how can we encourage and extend selfcare within the community?
- What are the best opportunities in the next 12/24 months for partnership working?
- Which are the most important pathways for us to develop first?
- How do we involve islanders' experience in designing and improving services?



# Commissioning & Partnership Strategy – The Process

- Over the last six months we have worked alongside CYPES, COO, SPPP, HCS, CLS, Public Health, JCC
- 90 partners joined workshops and working groups to co-design the strategy
- Developed and taken through HCS leadership and governance

Tonight's launch

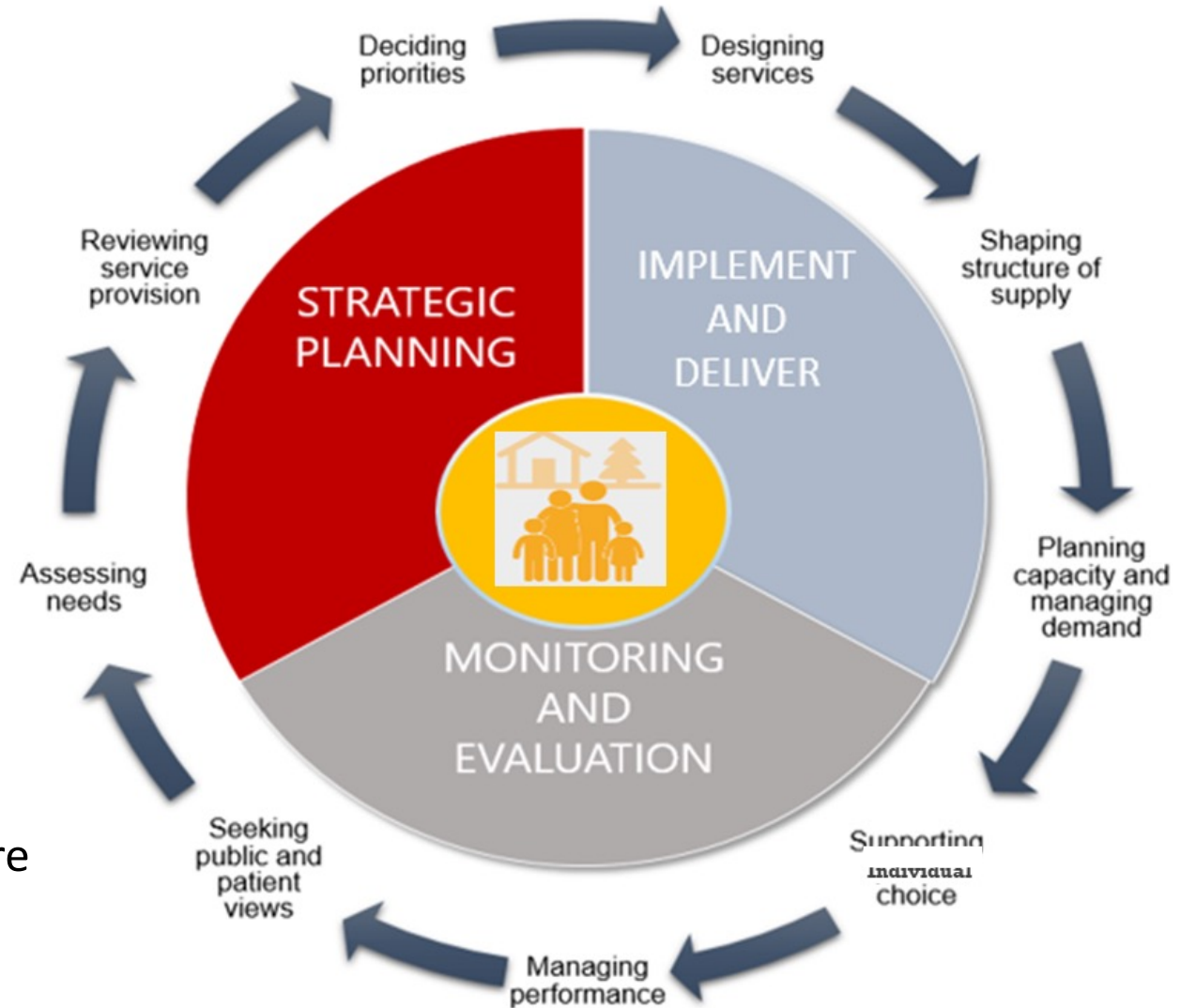


# Strategy – What is commissioning?

Commissioning comprises a range of activities, including:

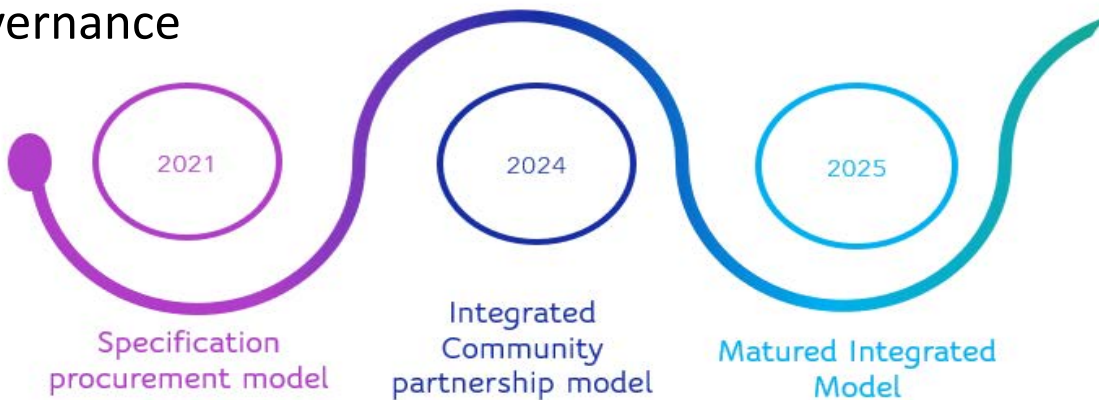
- Understanding and assessing need
- Planning services
- Delivering services
- Monitoring quality

The process is repeated on an agreed cycle to ensure continuous improvement.



# Commissioning & Partnership Strategy – Content

- The case for change
- What Commissioning is
- Commissioning Intentions for Jersey
- Jersey's Commissioning Principles
- Outcomes for Success
- Delivery Plan
- Governance



# Commissioning & Partnership Strategy – Delivery

- Develop the overarching contract
- Commence monthly and quarterly contract management & review meetings
- Develop the partnership alliances and principles
- Identify each partnership outcomes
- Design service specifications
- Commissioning processes agreed and mapped
- Engage the Experts by Experience
- Establish Commissioning Academy and Innovation and Research Hub

