

This is an update about the Better Care Together programme which aims to transform health and social care in Leicester, Leicestershire and Rutland. Issued on behalf of partner organisations.

[View this email in your browser](#)



Better care together

Leicester, Leicestershire & Rutland health and social care

BCT Bulletin

July/ August 2019



[Facebook](#)



[Twitter](#)



[Website](#)

Welcome to the July/ August 2019 edition of the Bulletin – the newsletter from the Better Care Together (BCT) partnership, which is responsible for transforming health and social care in Leicester, Leicestershire and Rutland (LLR).

This newsletter

The Better Care Together partnership includes local NHS organisations working alongside local authorities in Leicester, Leicestershire and Rutland and a range of other independent, voluntary and community sector providers. The partnership's aims are to keep more people well and out of hospital; move care closer to home; provide care in a crisis; and deliver high quality specialist care. This newsletter

details some of the progress being made and how you can get involved and have your say.

Primary care networks explained



In the last edition of this newsletter, we let you know about primary care networks, the groups of GP practices that are working together to make resources go further and care for patients in more creative ways.

To help local people understand more about primary care networks and how GP practices have grouped together in Leicester, Leicestershire and Rutland, a patient information guide has been produced. You can download the guide from the Leicester City CCG [website](#).

Next steps for re-designing services in the community

The three clinical commissioning groups in Leicester, Leicestershire and Rutland have confirmed initial plans to begin making changes to community services over a five-year period, supported by increased investment.

This is the next step towards more care being delivered at home and follows

engagement with patients, public, carers, partner organisations and staff on the proposed model for community services earlier this year, as highlighted previously in issues of this newsletter. A summary of the engagement activities that have taken place is available on the Better Care Together [website](#).

The early proposals aim to re-design a number of services provided by Leicestershire Partnership NHS Trust, and how these services work with social care and primary care.

At the heart of the service changes is the aim to deliver integrated, co-ordinated care placing patients at the centre and using a 'Home First' approach. This is to ensure people can remain in their own homes rather than being admitted to hospital wherever possible, as well as aiding faster discharge where patients do need to be treated in hospital. Community nurses will work alongside groups of GP practices and social care, to deliver improved community services, including nursing and therapy.

On-going developments at Leicester's hospitals

There has been significant public and patient engagement in plans by University Hospitals of Leicester NHS Trust to look at how large-scale modern, state-of-the-art healthcare facilities should be provided in the city in the future. The proposals on how Leicester's hospitals might be reconfigured in the future, which will be consulted on, are available on the [BCT website](#).

In the interim, a number of changes are taking place to wards and buildings in order to ensure that the care delivered continues to be safe, high quality, and focused around the needs of patients.



Wards 15 and 16 at the Royal Infirmary (as shown above) are being refurbished which include new bathroom facilities and a new nurses' station. At Glenfield Hospital, teams have now moved into the newly refurbished Mansion House and Snoezelen building, creating space in the hospital for a new interventional radiology department. Work on the extension to the intensive care unit is on-going.

Hospital bosses have apologised to people who have been impacted by noise from the refurbishment and construction work and have thanked everyone for their understanding and patience at this time.

Elsewhere, a planning application is in place for a new build on the Jarrom Street side of the Royal Infirmary's Kensington Building linked to proposals to move the children's congenital heart service (see image below).



Taskforce to tackle end-of-life care



Every year around 6,000 people die in Leicestershire, Leicester and Rutland (LLR). Improving the care that these people receive in the last days and weeks of life, and providing support to carers and loved ones is the focus of a new End of Life (EoL) taskforce under Better Care Together.

The taskforce is chaired by Professor Mayur Lakhani, Clinical Chair of West Leicestershire Clinical Commissioning Group (WL CCG). A working group, chaired by Carole Ribbins, Interim Chief Nurse at WL CCG, is working alongside the taskforce to drive the delivery of improvements to the services and care people receive at the end of their life across LLR.

The taskforce includes consultants in palliative care from University Hospitals Leicester, staff from Leicestershire Partnership Trust and East Midlands Ambulance Service alongside representatives from Marie Curie and local hospice LOROS.

The taskforce will run for six months to ensure there is a focus on a number of priorities for action to improve the care and support to EoL patients. The work will continue beyond the initial six months but the taskforce will drive a number of actions initially.

The vision of the EoL taskforce is to design and implement a patient-led system of care for patients at the end of their life. What will this mean for patients? More patients will be able to die in a place of their choosing, including at home; the number of emergency admissions in the last 30 days of life will be reduced; and staff will provide appropriate treatment informed by the needs and wishes of the patient as set out in an advanced care plan and ReSPECT form.

Professor Mayur Lakhani said: “All of us will die at some point and we want to help a person in the last stages of life to be as comfortable as possible. In my experience, conversations about dying in the context of patient care are very difficult, and part of our focus will also be training to support NHS staff to have these conversations.

“I am delighted to have the support of the taskforce members, many of whom look after patients in the final stages of life every single day. I know our taskforce partners share a commitment to improving their care.”

When somebody dies in the place of their choosing, free from pain and with their wishes for how they should be cared for understood and respected by healthcare staff, then it is possible to have a good death. This is what the taskforce wants to make possible for every patient across LLR.

Find out more about the End of Life programme of work on the Better Care Together website: www.bettercareleicester.nhs.uk/the-bct-plan/end-of-life

Any questions or enquiries should be directed to Rebecca Perry, Project Lead – Learning Lessons to Improve Care/EoLC, WL CCG:
Rebecca.Perry@westleicestershireccg.nhs.uk

Giving a little respect

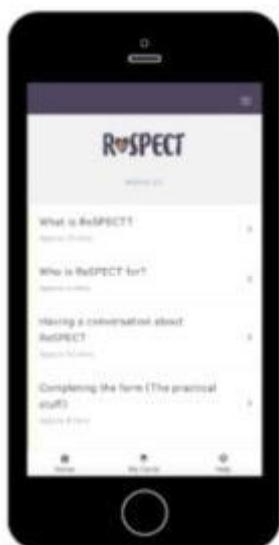
A new project being developed in Leicester, Leicestershire and Rutland will help people with long-term conditions and additional health needs plan ahead for their care for when they might have a health emergency.

The project is called ReSPECT, which stands for Recommended Summary Plan for Emergency Care and Treatment. Completing the ReSPECT plan helps an individual state their preferences for care in a future emergency in which they are unable to make or express choices. It has been used in other parts of the country and is now being taken forward locally, with the project being led by the University Hospitals of Leicester.

People with a ReSPECT plan in place are more likely to avoid unwanted and unnecessary interventions including hospital admissions, and it will allow people to be cared for and die in the place of their choosing.

John Jameson, deputy medical director at Leicester's hospitals, said: *“The best part about being the clinical lead for this project is the huge impact on patients’ and families’ experiences in the event of an emergency when this project is complete and ReSPECT is successfully implemented locally. The*

conversational process itself will empower people and their loved ones to think about and discuss what is important to them in terms of their future health and care needs, and this information will be readily available for use in the event of an emergency when that person may be unable to express these wishes.”



First of its kind community Diabetes Village opens for patients

People registered with a Leicester GP practice and either living with type two diabetes or at risk of developing diabetes can now access a wide portfolio of support services all under one roof. A new ‘diabetes village’ has opened at the Merlyn Vaz Health and Social Care Centre on Spinney Hill Road, Leicester for an initial six-month pilot.

The village has been developed by Leicester City CCG in partnership with

Silver Star Diabetes, a local health charity. It is home to a range of services that are important for effective diabetes management, including blood sugar checks, lifestyle coaching advice, foot care, eye screening and diabetes education classes.

Previously, patients would have had to make multiple visits to their GP practice and other services for their checks and care. The new village concept means patients can drop-in on a Thursday between 10am and 6pm and choose the services they require all in one location.

In Leicester City, there is a higher than average number of people with diabetes (8.9% compared to 6.4% nationally) and this is expected to rise further to 12% by 2025. Leicester has a higher proportion of Black Minority Ethnic (BME) residents compared to the UK national average and they are genetically more likely to get diabetes (at a higher risk).

Professor Azhar Farooqi, Chair of Leicester City CCG and lead on diabetes, said: *"We want people to use the village and come to us and tell us whether the diabetes village is a service they want to keep and whether it's a service they will use. This is a first for the UK and we want to make sure we get it right for patients."*

Keith Vaz, chair of the All Party Parliamentary Group on Diabetes and MP for Leicester East, said: *"I am thrilled that Leicester City CCG has taken up the challenge of creating the first diabetes village in the UK. The idea was born out of the needs of diabetics such as myself and others having to make up to eight visits to different professionals on different days at different times and at different venues. There will now be a one-stop shop so it will take just one visit."*

An [online survey](#) is being carried out, with paper copies in GP practices, to

assess the success of the new service.

New chief executive now in place



Angela Hillery, pictured above, has begun her role as chief executive of Leicestershire Partnership NHS Trust, while also continuing her position as chief executive of Northamptonshire Healthcare NHS Foundation Trust in a new shared appointment.

Cathy Ellis, chair of Leicestershire Partnership, said: *“Angela comes with an impressive track record and her appointment is a positive step in our improvement journey. Her focus is on ensuring this shared role is a positive experience for all and moving towards improvements in our Care Quality Commission ratings.*

“To be clear, this is not a precursor to a merger between our Trusts, but a focus on improving care for patients and service users. Angela brings significant and relevant experience in moving integrated mental health and community health trusts forward.”

Angela said to Leicestershire Partnership staff: *“For me, the root of any success has always been about teamwork and empowerment and I will be ensuring that we have a strong and aligned team in each organisation and good networks between us.”*

Angela has worked in the NHS for more than 30 years. She has held a variety of leadership positions during this time and has been chief executive of Northamptonshire Healthcare since 2013. Angela has a clinical background as a speech and language therapist and has served on the national management board of the Royal College of Speech and Language Therapy. She replaces Dr Peter Miller as Leicestershire Partnership chief executive who has retired following six years at the Trust and 32 years in NHS.

Have you experience of treatment for cancer?

Local people who are undergoing treatment for cancer or have recently completed treatment are being asked to complete a survey to help improve care.

The survey has been put together by Leicester’s hospitals, Macmillan Cancer Support, GPs and other healthcare professionals.

Dr Paul Danaher, GP and clinical lead for cancer at Leicester City CCG, said: *“More people than ever before are living longer after a cancer diagnosis, with numbers set to double in the UK over the next 20 years. The local health community has been working closely with Macmillan Cancer Support to improve the experience for patients, from when cancer is first diagnosed, through treatment, to living well and feeling supported when back at home.”*

“There are various possibilities for how people can receive support. In some parts of the country, cancer information clinics in the community have worked well, others find that social media forums, like Facebook, work for them and others prefer to join self-help and fitness groups. As we develop our local support, we want to hear from as many people as possible who are living with cancer, or who have received treatment in the past, to find out what matters to them and how we can improve our services.”

To share your views, complete the [online survey](#), pick up a survey form at your local GP practice, or request a survey form by calling 0116 295 1116.

Agnes Unit wins quality stamp from royal college



Leicestershire Partnership NHS Trust's Agnes Unit, a specialist inpatient unit providing care for people with learning disabilities in Leicestershire and

Rutland, has earned a quality stamp of approval from the Royal College of Psychiatrists.

This is the unit's fifth successive two-year accreditation from the professional body responsible for raising and setting standards in psychiatry.

It has been accredited until February 2022 following a stringent independent assessment by external reviewers. Accreditation provides assurance for patients, carers, commissioners, regulators, staff and the wider public about the quality of inpatient services for adults who have both learning disability and mental health needs.

Team manager Francine Bailey, pictured centre row, third from right, said: *"We are proud and delighted to reconfirm our accreditation, which reflects high standards and the knowledge, skills and compassion of our staff who work hard to provide the best care possible."*

Share your news

We know that there are loads of great examples of innovative and integrated ways of work happening right across Leicester, Leicestershire and Rutland. If you have a story that you would like to share in these newsletters [please send us details](#).
