

Jersey Care Model Public Engagement Event

26 April 2022, 30, April 2022, 3 May 2022

Agenda



- **What's been achieved to date**
- **Working together**
- **Looking ahead**
- ***We invite you to our themed stalls***

What is the Jersey Care Model?



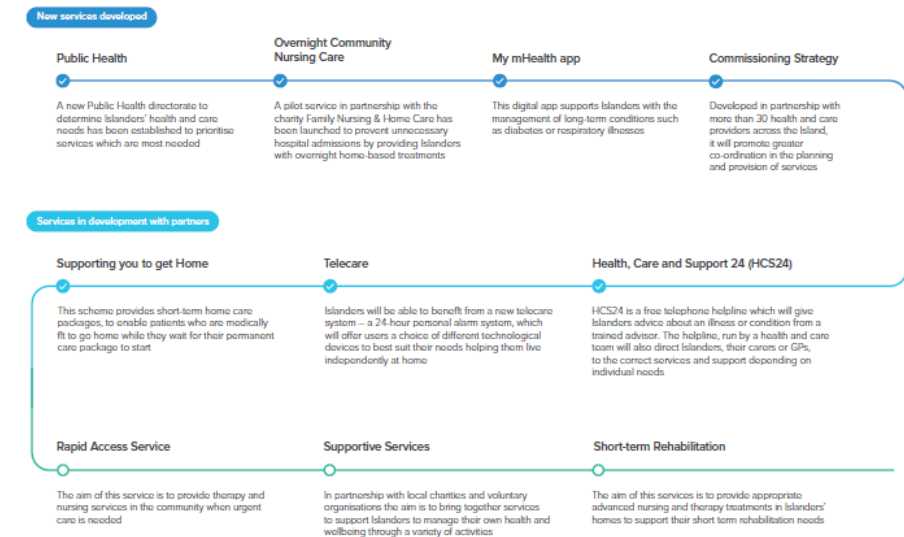
5-year programme of work to improve health and care services on the Island, for Islanders that aims to:

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

Jersey
Care
Model

Future-proofing our healthcare services
with the Jersey Care Model Programme

A spotlight on some of the areas of focus
for the Jersey Care Model:



Governance



- Independent Oversight Board
- Clinical & Professional Advisory Forum

Clinical & Professional Advisory Forum



Permanent Membership

**HCS Medical Director
(Chair)**

**Deputy Director of
Public Health**

**Public Health
Director**

Chief Nurse

**CCIO
(Digital Rep)**

Two-year Membership

**2x Mental Health
Reps (HCS)**

2x Pharmacist

Social Worker

**Allied Health
Professions**

Children's Rep

**Mental Health Rep
(External)**

GP Rep

**Secondary Care
Rep**

Oral health

**2x Neurodevelopmental
Rep**

**2x Community
Nursing**

Governance



- Independent Oversight Board
- Clinical & Professional Advisory Forum
- Health and Care Partnership Group

Health & Care Partnership Group



The Jersey Health and Care Partnership Group is an independent group of health and social care organisations and charities established to provide a platform where opportunities to join up health and community care can be explored as we seek to increase the health and wellbeing outcomes for all Islanders.

Health & Care Partnership Group



Who we are

- Age Concern
- Autism Jersey
- Brighter Futures
- Call & Check
- Carers Jersey
- Citizens Advice
- Community pharmacy representative
- Community dental representative
- Deaf Partnership Board
- Dementia Jersey
- Diabetes Jersey
- Enable Jersey
- Eyecan
- Family Nursing and Home Care (FNHC)
- Headway Jersey
- Health and Community Services
- Government of Jersey
- Good Companions Club
- Jersey Care Federation
- Jersey Cheshire Home

Health & Care Partnership Group



Who we are continued...

- Jersey Doctors On Call (JDOC)
- Jersey Hospice Care
- Jersey Recovery College
- Jersey Youth Service
- Les Amis
- LV
- Macmillan
- Mencap
- Methodist Centre
- Mind Jersey
- Mind Jersey
- Primary Care Body (PCB)
- Personal Touch
- Samaritans
- Silkworth
- St John's Ambulance
- The Salvation Army
- The Sanctuary Trust
- The Shelter Trust
- Women's Refuge

Highlights 2021



Overnight Community Care

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

HCS24

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

Therapies

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

Highlights 2021 continued...



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

Benefits to Islanders

HCS24 and Overnight Community Care

- HCS24 receive calls overnight – JDOC/FNHC Overnight Nurses
- Overnight nurses meet with HCS24 nightly to ensure the best response to callers
- HCS24 support Overnight Nurses to ensure that they have the right information to attend peoples homes overnight safely
- Overnight nursing service supports people to stay in the comfort of their surroundings where previously they may have needed to attend ED

Benefits to Islanders

Patient Story - HCS24/Overnight nursing service

- Tom – 92-year-old care home resident had a fall
- Assessed by overnight nurse
- Decision to stay at home overnight with available pain relief
- Overnight nurse arranged for x-ray the next morning and referred to FNHC Rapid Response and Reablement Team (RRRT)
- Care home arranged for ambulance transport for the morning
- Reviewed by RRRT Physiotherapist following x-ray at 11.30am
- Reablement programme for 2 weeks
- Back to pre-fall level of independence

Whole system collaboration – Tom was able to remain in the comfort of his home avoiding a lengthy overnight visit to ED.

Benefits to Islanders

Help at Home scheme

- 33 people offering employment and training
- 55 care workers provide higher level training
- FNHC have received funding to support 5 home carers to undertake a Level 2 RQF and 1 home carer to complete a Level 3 RQF

Commissioning and Partnership 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 and Partnership Strategy Content

- Different place to where we were in the past
- Providers working together in partnership
- Seamless care packages
- Collaboration seeing a reduction in duplication
- Care tailored to the individual needs



Workforce Strategy Objectives

1. Resourcing
2. Service-user voices
3. New ways of working
4. Professional development
5. Careers
6. Leadership

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

Plan for 2022 continued...



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

Benefits to Islanders

Our vision:

‘All islanders with a life limiting illness will have access and informed choice to the right care, by the right person, at the right time and in the right place’.

Jersey End of Life Care Partnership 2021



Strategic Ambitions:

01 Each person is seen as an individual

02 Each person gets fair access to care

03 Maximising comfort and wellbeing

04 Care is coordinated

05 All staff are prepared to care

06 Each community is prepared to help

Benefits to Islanders continued...



We're a compassionate island.
We've got a huge percentage of
Islanders who want to step up and
volunteer and help

What makes a difference in
Jersey is the charitable section,
we are so blessed. So many
people wanting to contribute

What is important to somebody during their
life is likely to still be important towards the
end – this will be different for everybody so
needs focused conversations to find this out
and individualised care

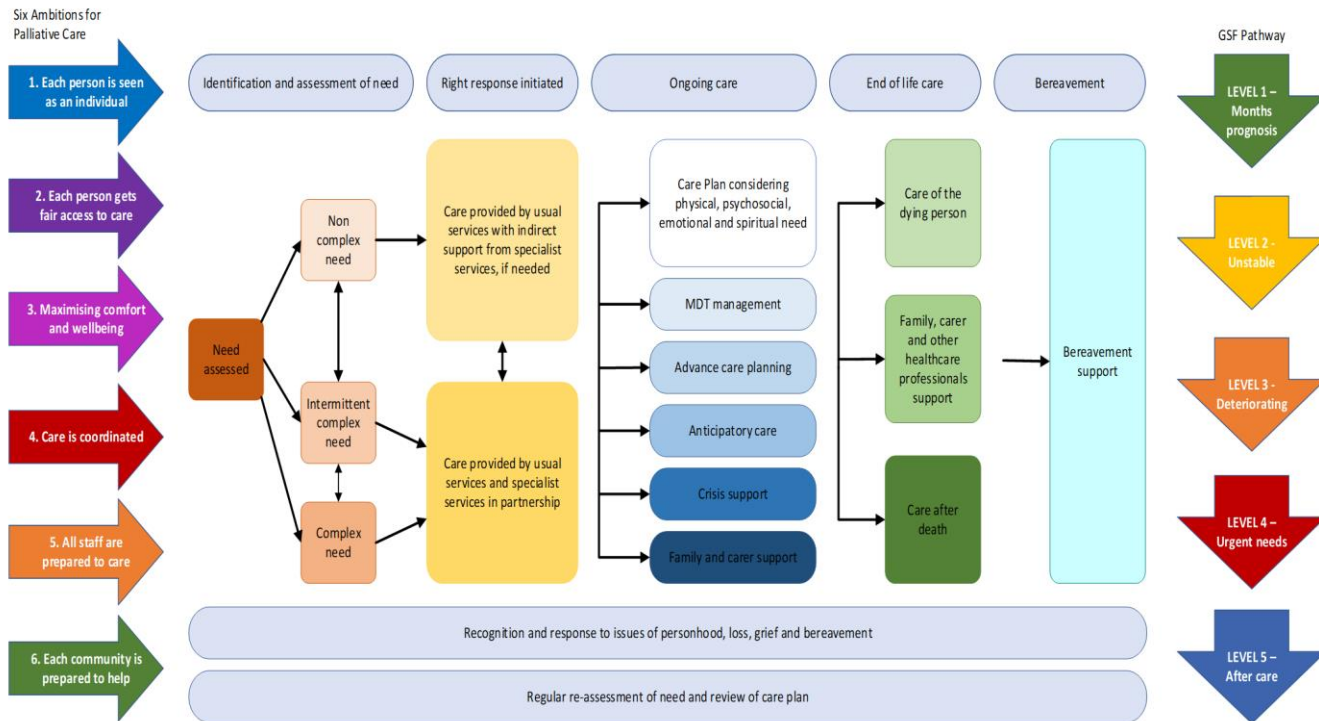


Jersey Hospice Care
your care, your choice, your time

Benefits to Islanders continued...



Pathway and Priorities



- ↑ Increase in 24/7 community care at end of life
- ↑ Increase patients dying in preferred place
- ↑ Increase in patient and carer satisfaction
- ↑ Increase in percentage of patients with advance care plan
- ↑ Increase in communication between professionals (EPaCCS)
- ↑ Increase in education of workforce across Jersey
- ↓ Decrease in unplanned admissions in last 90 days of life

Thank you for all attending today