

South Gloucestershire Health & Wellbeing Strategic Partnership

Annual Report 2009 - 2010



What is the Health & Wellbeing Strategic Partnership?

The Partnership has been established as one of 5 strategic partnerships under the umbrella of the South Gloucestershire Local Strategic Partnership to provide a strategic overview across partners to improve the health and wellbeing of the adult population in South Gloucestershire and to ensure that our plans reflect the needs within the community.

It is the role of the Health & Wellbeing Strategic Partnership to encourage, support and propose actions that will help achieve the agreed aims set out in the South Gloucestershire Community Strategy and the 'Being Healthier' and 'Modernising Health & Community Services' blocks of the Local Area Agreement, namely to:-

1) Co-ordinate whole system strategic planning and co-ordinate the implementation of policy and strategy relevant to health and wellbeing at a local level through the Locality Framework.

2) Ensure the implementation of the Local Area Agreement as it relates to the role of the Health & Wellbeing Strategic Partnership.

3) Provide strategic direction and monitor performance in respect of service modernisation across the Council and Primary Care Trust.

4) Monitor and review the effectiveness of the established strategic programmes in meeting identified needs and priorities.

5) Ensure that effective engagement with the local community is in place so as to ensure that policy and strategic plans are informed and shaped by the views of the local population.

This annual report seeks to provide a summary of some of the work undertaken on behalf of the partnership for the benefit of people living in South Gloucestershire in the year up to April 2010.

Who is the Health & Wellbeing Partnership?

Membership of the South Gloucestershire Health & Wellbeing Strategic Partnership for the year 2009/2010 was;

Sir Chris Clarke OBE – Chair, NHS South Gloucestershire (deceased 15th December 2009)

Dr. Chris Payne – Joint Director of Public Health, South Gloucestershire

David Harwood – Non Executive Director, NHS South Gloucestershire

Ian Matthews – Chief Executive, Merlin Housing Society

Cllr. Matthew Riddle – Executive Member for Community Care & Housing, South Gloucestershire Council

Dr. Melanie Gibbs - Chair, NHS South Gloucestershire (from 25 March 2010)

Mervyn Monks – South Gloucestershire LINK

Mike Hennessey – Head of Strategic Support Services, South Gloucestershire Council

Mike Relph MBE – Assistant Chief Executive, Avon & Wiltshire Mental Health Partnership NHS Trust

Penny Harris – Chief Executive, NHS South Gloucestershire

Peter Murphy – Director of Community Care & Housing, South Gloucestershire Council

Rachel Robinson – Chief Executive, The Care Forum

Robbie Roberts – Group Manager, Avon Fire & Rescue Service (until November 2009)

Ruth Brunt – Acting Chief Executive, North Bristol NHS Trust (from 2nd March 2010)

Sarah Allen – Group Manager, Avon Fire & Rescue Service (from November 2009)

Sonia Mills – Chief Executive, North Bristol NHS Trust (until 27th February 2010)

Observer Status:

Cllr. Andy Perkins – South Gloucestershire Council

Cllr. Maggie Tyrrell – South Gloucestershire Council

Sir Chris Clarke was elected as Chair of the Health & Wellbeing Strategic Partnership for the year, in his absence due to illness the Partnership was chaired by Cllr Matthew Riddle.

Sir Chris Clarke, OBE

It was with great sadness that members of the Health & Wellbeing Strategic Partnership learnt of the death of Sir Chris Clarke, OBE, Chair of NHS South Gloucestershire 15th December 2009 after a long battle with cancer.

Chris Clarke's experience combined a successful business career, mainly in the private sector, with leading roles in local government. For five years he was a Non-Executive Director of Somerset Health Authority followed by eight years as Leader of Somerset County Council. He then spent four years as Deputy Chairman of the Local Government Association and led the establishment of, and was founder chairman, of the South West Regional Assembly.



He was awarded an OBE in 2000 and a knighthood in 2005; he was a fellow of the Royal Society of Arts and council member of Arts Council England, South West.

He worked closely with Central government as member of the Central Local Partnership chaired by the Deputy Prime minister and he led for local government in aspects of the Prime minister's Crime Reduction Unit.

Penny Harris, Chief Executive on NHS South Gloucestershire and fellow Health & Wellbeing Strategic Partnership Board member said: "Chris's drive and enthusiasm to make a real difference to people's lives was the passion that motivated him. He was utterly committed to his work and was enthusiastic about our ambitious plans to bring healthcare nearer to people's homes. He was also a joy to work with - supportive to staff, very kind and with a great sense of humour. He will be greatly missed."

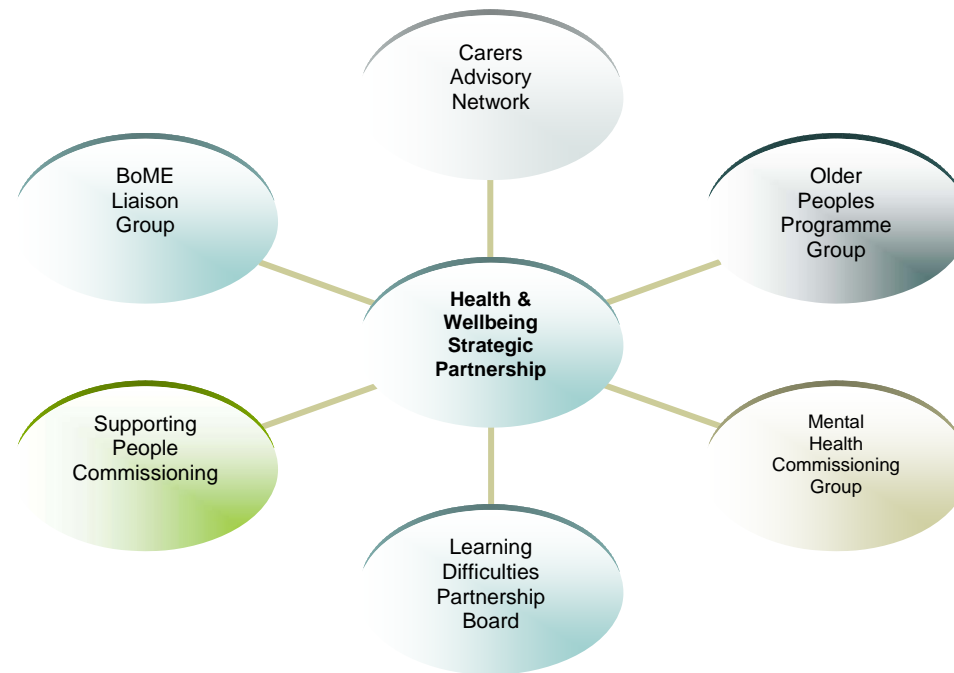
How does the Health & Wellbeing Strategic Partnership Work?

Whilst there are formal meetings of the Health & Wellbeing Strategic Partnership on a quarterly basis all partners are in agreement that the 'real' business of the partnership happens outside of those meetings.

The strategic partnership board meetings provide an opportunity for partners to come together and collectively undertake their monitoring role and discuss priority issues relevant to the partnership.

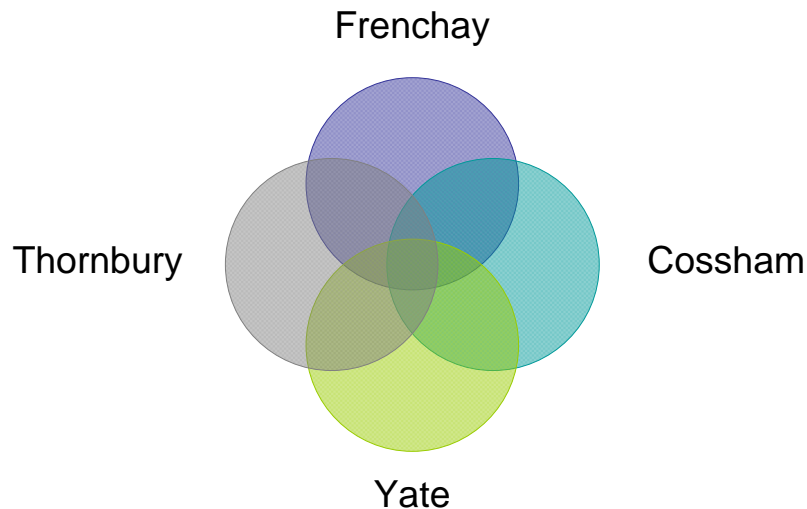
Reporting directly to the Strategic Partnership are a number of thematic groups, the membership of which includes Health & Wellbeing Strategic Partnership Board Members, representatives from commissioning and provider organisations and service users and carers.

The role of each thematic group is to lead on the planning and development of services for their theme in line with the direction of travel set out by the Partnership Board.



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In addition four Project Boards have been established under the leadership of NHS South Gloucestershire which are focused on developing a partnership approach to the development of community health & social care provision within a defined geographical area of South Gloucestershire. Within each of these at least 50% of the membership comes from outside the NHS.



Within the board meetings themselves a wide range of issues were debated and discussed during the course of the year including;

- Joint Strategic Needs Assessment and 2010 JSNA Supplement
- South Gloucestershire Local Food Website, Local food initiative, Food & Health Strategy
- NHS South Gloucestershire Strategic Plan 2010 - 2015
- Safeguarding Adults, Safeguarding Adults report to HWSP
- Transforming Lives - Health & Social Care Transformation Programme, Regional Milestones Report
- South West Dementia Review Report, Progress Report, South West Dementia Partnership
- Review of NI 141 - Vulnerable People Achieving Independent living
- Transforming Community Services
- World Class Commissioning Assurance framework
- Valuing People Now, South Gloucestershire LDPB
- Better Support for Older People
- AWP Foundation Trust Application, Mental Health Integration
- CQC Annual Assessment of Adult Social Care, CQC Report

Our Performance Management Role

One of the key responsibilities of the Partnership is to maintain an overview of the national performance indicators, with a particular emphasis on those contained within the Local Area Agreement indicators blocks which sit within the remit of the partnership.

Detailed monitoring is undertaken of all the indicators with annual action plans agreed. A summary follows for the key indicators. This has been extracted from the South Gloucestershire Partnerships Performance Book PBviews which can be viewed at www.ourareaourfuture.org.uk/Howarewepperforming.htm

The Local area Agreement Indicators are highlighted by darker shading.

Measure	Annual / Q4 result	Trend	Commentary provided by target 'owner'
NII 19 People's overall health and well-being	78%	↓	
NII 20a All-age all cause mortality rate - female	423	↑	While many factors affect mortality rates, the below-target reduction in female mortality is most directly attributable to the female smoking rate which has increased whilst the male smoking rate has decreased. The LAA targets for female mortality are quite challenging in this respect as they are based on similar absolute reductions. The PCTs successful work in smoking cessation continues and works towards the reduction of all smoking levels in South Gloucestershire.

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Measure	Annual / Q4 result	Trend	Commentary provided by target 'owner'
NII20b All-age all cause mortality rate - male	571	↑	Almost all strands of public health work seek to reduce mortality rates but there is often a lag of several years or even decades, before the benefits to health are reflected in the mortality rates.
NII23 16+ current smoking rate	713	↑	Target is surpassed by around 12% (an extra 120 smokers) in 2009/2010.
NII24 People supported to be independent			
NII25 Older People achieving independence	81.90%	↑	All assessments and interventions are geared to maintaining people in the community, enhancing their self direction, dignity and personal wellbeing. Continue to concentrate intervention on supporting 'people at home' in their own homes and in extra care housing. Aim to use residential care home provision as a last resort.
NII27 Self reported experience of social care users			People's self reported measure of overall health and wellbeing was top quartile in 2008 albeit it fell by 1% to 78% in 2009. The extent to which older people received the support they needed was third quartile in 2008 and fell by 2% in 2009. The Council and its partners are considering an over arching plan as a means of improving performance.

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Measure	Annual / Q4 result	Trend	Commentary provided by target 'owner'
N1128 User reported measure of respect and dignity in their treatment			We have launched a Dignity in Care Network locally. This is linked to the national network and there are approximately 30 providers who have joined the network. We continue to focus attention on providers to ensure that key minimum standards are met and there are now no providers in South Gloucestershire who are rated by the Care Quality Commission as poor.
N1130 Social care clients receiving Self Directed Support (%)	9.10%	n/a	Year end performance is strong and has exceeded the target. Work continues to offer personal budgets and self directed support to service users in 2010-2011. Work on the support planning process is progressing and initial Enabling Choice Guidance has been produced. The brokerage service is also developing well.
N1132 Timeliness of social care assessment	92.80%	⇒	All operational teams are divided into duty/assessment and specialist long term teams. The concentration and delineation of teams into duty and long term work has focussed resourcing and staff expertise into specialist areas of work. This has resulted in a timely response to new referrals and safeguarding work and a reduction in waiting lists. Because of this, we are able to respond to the work appropriately and thus have achieved this target.
N1133 Timeliness of social care packages	84.10%	⇩	
N1134 Number of emergency bed days (PCT)	134,943	↑	Target has been met.

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Measure	Annual / Q4 result	Trend	Commentary provided by target 'owner'
NII35 Carers receiving services, advice & info	33.80%	↑	Performance for Q4 is slightly below target. Training for staff and providers continues to raise awareness of carer services and reinforce the importance of the this work. Providers will be reminded of the need to record accurate information and return details in a timely manner.
NII36 People supported to live independently through social services (all ages)	3,620	↓	
NII39 People supported to live independently	27%	↓	
NII41 Vulnerable People Living Independently	83.46%	↑	Performance is based on the work of contracted providers for short term accommodation based services for young people, women at risk of domestic violence, people with mental health problems, learning disabilities and the performance of floating support services for people with drug / alcohol problems. As a consequence the high performance is based on a wide range of voluntary sector providers achieving their own individual targets.
NII42 People supported to maintain their independence	98.57%	↑	Performance is based on performance of contracted providers over a range of long term accommodation services for older people / people with disabilities as well as floating support services. Providers continue to achieve good results for individual services which results in the Council continuing to meet the agreed target.

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Measure	Annual / Q4 result	Trend	Commentary provided by target 'owner'
NII45 Adults with learning disabilities in settled accommodation - overall	53.60%	↓	Work has been done to ensure that all those service users living in settled accommodation have received a review before the end of March 2010. Almost of all the planned reviews were able to be completed. There are a number of cases remaining which require further work to ensure that they can be counted towards NII45. Once completed this should result in a further rise in this NI. The focus of work in the LD service will remain ensuring that service users continue to be supported in settled accommodation.
NII46 Adults with learning disabilities in employment	5.90%	↓	Through the continued focus of the LD employment team and commissioned employment support services good progress has been made towards achieving the target. A draft employment strategy in response to Valuing Employment Now will be presented to the LDPB in June. This will outline the actions needed to ensure the delivery of more employment opportunities for people with LD in South Gloucestershire.
NII49 Adults receiving secondary mental health services in settled accommodation	90.5%	↑	Continued progress has been made to support more service users with mental health needs in settled accommodation. Working in partnership with AWP the mental health service is focusing on ensuring that individuals receive the necessary advice and support to ensure that they can successfully maintain their independence in the community
NII50 Adults receiving secondary mental health services in employment	27.00%	↑	Work has continued with AWP's vocational service to develop opportunities that will support individuals into paid employment and successfully achieve increased numbers service users in employment. Supported the establishment of a new social enterprise Organic Roots.

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Measure	Annual / Q4 result	Trend	Commentary provided by target 'owner'
NI 156 Number of households living in Temporary Accommodation	91	↑	Through the implementation of the temporary accommodation reduction plan, we have continued to reduce the number of households in temporary accommodation and exceeded our end of year target. We have achieved this despite the effects of the recent economic downturn on households in the district.

The remainder of the report seeks to highlight some of the key achievements of partners over the last twelve months that have contributed to the delivery of our shared targets and ambitions.

Achieving in Challenging Times

Against a backdrop of financial restraint and increasing demand, it is positive to note that once again this year we have made substantial progress on our ambitions of assuring a prompt and personalised response to acute need and developing low level support and preventative services.

Championed by the Health and Well-being Strategic Partnership, the 2010 JSNA supplement has served to draw attention at a strategic level to the needs and issues facing our communities, and provides a narrative which makes sense to the members of the local strategic partnership which has agreed to ensure that strategic plans are designed to support the aspirations and meet the needs expressed in the JSNA.



The JSNA will be influential in the planned refresh of the Sustainable Communities Strategy. To ensure consistency with the JSNA, the Community Care and Housing Department (CCHD) continues to express priorities in terms of outcomes for our whole community, balancing this with specific initiatives which reflect issues which are particular client groups.

Working together in partnership we have seen improvements in community services which have led to a reduction in the numbers of inappropriate admissions to hospital and reducing numbers of people delayed unnecessarily in hospital. The partnership story of the year has been working hard together to do more with the resources available. This has involved innovative and cost effective solutions to care between hospital and home; and interim changes to the focus of the Council's in house home care by prioritising hospital discharge, pending the outcome of a review of the service and its role in Reablement. Linked to this is the implementation of the Dementia Strategy, with clear priorities identified by the multi-agency dementia board. Included in these are the introduction of Liaison workers in Primary Care and Acute hospitals as well as support for carers and discharge. Older people have played an active role informing the key messages for us to communicate to the wider public.

The Council continues to provide for demographic growth and is maintaining its support for low level and preventative services. There has been a determination to support increasing numbers of people living in their own homes to ensure they enjoy lives that are rich and active - contributing to communities and having opportunities for activities which are important for quality of life and health and wellbeing. During the year work has included commissioning new Advocacy services, cross council intergenerational work and services to support carers in employment.

There was an unprecedented response from older people and carers to the Better Support for Older People consultation with approximately 650 individual responses in total and overwhelming support for the approach proposed recognising the shared local priority of personalised and modern services for older people. The programme is well in hand and demonstrates learning from our experience of service change from learning difficulties and mental health services.

Adequately resourcing the programme, which is a genuine co-production with older people and carers from start to finish has given us a solid basis to implement plans for extra care housing to make a substantial contribution to improving quality of life and health and well being of older people. With three developments on site, we are seeing the realisation of a long held ambition for south Gloucestershire.



The consultation and agreement to integrate services for people with Mental Health needs is a positive step and provides a firm platform to do more to personalise services for people with Mental Health needs. Adults of Working Age Services in South Gloucestershire have returned a very good performance over the past year, in particular, the waiting time from initial referral to receiving an Assessment from

Secondary Care Services has significantly reduced from in excess of 13 weeks, to a waiting time of less than 4 weeks. The significant increase in the number of people with Mental Health needs using a Direct Payment also provides a foundation for further work. A new service user involvement worker is working alongside team managers to ensure that service users who may wish to be more involved or simply contribute their views are actively engaged.

A new vocational worker has been employed to work within the Improving Access to Psychological Therapies (IAPT) service in South Gloucestershire for one year to provide vocational support and to understand the needs of service users in primary care, and the links between primary and secondary care. This post is managed by AWP's team manager for the vocational service and whilst working closely with the IAPT service managed by 2gether NHS Foundation Trust

Funding has also been made available to develop a local social enterprise (Organic Blooms). Organic Blooms is providing up to 20 placements for service users to gain experience in a work environment and hopefully to move on to further employment. Initially 3 service users have been employed to help run the project. Opportunities are being explored for Organic Blooms to secure new opportunities to offer grass cutting and gardening services to older people vulnerable



Calum Micklejohn and his team within AWP worked to develop and provide mental health services for local prisons and courts, which involved trying to help people going through the criminal justice system to identify and help with their mental health needs. Clients with mental health needs in prisons and courts now benefit from earlier identification of their mental health needs and, where appropriate quicker referral to mainstream services.

Calum says “When people are in prison we carry out an assessment and see if there is any need for counselling or treatment and if necessary to try to provide them with that. And in court we would try to help decision-making processes by giving the right information regarding health. About 80% of

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people in the criminal justice system have got mental health needs and we know that there are quite a number of people who end up in court who have been known to mental health services in the past or are currently known."

As a result of the work he had done in these areas, In November 2009 he received The Nursing Standard award in the category of Nursing Innovation in Criminal Justice Settings nurse of the year.



The strong Annual Report of the Learning Difficulties Partnership Board (LDPB) demonstrates improvement across a range of areas including choice and control, improved access to health care and the appointment of a GP Champion and many more people enjoying the benefit of their own front

door! Managing expectations and costs will be important this year, as will a focus on employment and shifting the offer from leisure and other day services to employment and work. Over the last twelve months the LDPB has been supporting the Orchard Workshop to give people with learning difficulties the opportunity to learn about setting up and running a small craft enterprise - Orchard Woodpeckers.



As well as selling their wide range of glass, wood and silver jewellery, home and garden ornaments, the 'Woodpeckers' have been learning about business and how they can use their skills to make an income. During their first craft sale last July, the Woodpeckers tested the market to find out what items

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would sell and how much to charge. Now they have progressed to selling work made by other people at Orchard Workshop and charging a commission on what was sold.

The LDPB has had a commitment for some time to appointing a Co-Chair. This year that ambition was achieved with the appointment of Leigh Campbell into the role. As Co-chair Leigh spends time raising the profile of the work of the LDPB and challenging practice. Leigh spoke at the annual South Gloucestershire Partnership conference at the Aztec Hotel about his own experiences as a person with a learning difficulty seeking to gain employment.



Our joint approach to the transformation and personalisation of health and social care uses a tested programme model of implementation and all of the themes are delivering change and improvement. We continue to report encouraging progress on the ADASS milestones self assessments. The Transformation Congress held on a 6 monthly basis has established a key opportunity for stakeholders to actively participate in shaping our direction of travel together. The key challenges that stakeholders put forward in the February 2010 congress will be addressed, and responded to in the next congress in July 2010.

Funded jointly by South Gloucestershire and Bristol City Councils the Princess Royal Trust for Carers hosted a conference aimed at both carers and employers, the highly successful event brought out into the open many of the issues faced by carers who wish to continue working or return to work as well as reflecting on actions that employers can take which make good business sense as well as supporting carers in the workplace.

Investing in for the future

Partners have worked together to raise awareness of the needs of vulnerable groups . focusing on the areas emerging from the JSNA including housing for people with learning difficulties, youth homelessness, and supporting people in transition from child to adult services. The Council is rated as one of only 40 councils at Stage 3 (there are none in the top rated stage 4) of the National Transition Support Programme.

We have worked with a group of other South West Councils to create a Leadership development programme for health and social care leaders which consists of a series of residential programmes and master classes and is delivered in conjunction with the University of the West of England, Exeter University, ADASS and GOSW. Two member of the Community Care & Housing Senior Management Team are participating in the programme as is the chief officer from one of our third sector partners.

In order to ensure all newly-qualified professional staff (including our Trainee Social Workers), are supported effectively in their first year in practice, the CCHD has collaborated with Skills For Care in introducing a support programme for Newly-Qualified Social Workers (NQSWs) within the department. In 2009-10 there were 9 adult care

NQSWs following the programme, an initiative that fits well with the general direction of travel in this respect as set out in the Social Work Taskforce Report. Nine NQSWs following structured support programme in their first year in employment, to meet national Outcome Statements for adult care NQSWs as set out by Sector Skills Council. The department has also supported 2 new Social Work Trainees to begin the Social Work degree in 2009/10 as part of a scheme which has now been running for over 6 years and has to date produced 12 newly-qualified Social Workers in South Gloucestershire, of whom 3 are from groups previously under-represented in the Council's workforce. All 12 have taken jobs within the Council and the Scheme's focus on positive action has contributed to an increase in numbers of BOME employees in Social Work-qualified positions, therefore improving the representativeness of the workforce.

Adult social care independent and voluntary sector partner agencies now represent over 50% of the customers accessing Council-run training courses with 3,800 training course places taken by independent sector employees in 2009-10 in addition to access to NVQ Services. We have strengthened the links in training around safeguarding adults, domestic violence, child protection and hate crime for staff working both for statutory and independent agencies. Personal Assistants of Direct

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Payment Users increasingly accessing Council-run training: PA attendances on training courses up 400% in 2009-10. One PA has participated in an NVQ pilot in order to help us to understand the issues involved in extending the NVQ service to this growing sector of the workforce.

Many of the significant developments over the year which have an impact health & social care professionals from both statutory and independent sector organisations have been developed jointly with the active participation of appropriate stakeholders e.g. the Statement of Needs & Objectives and Support Plan have both been developed together with provider organisations. Electronic Home Care Monitoring has been implemented over the last 12 months with high levels of involvement from domiciliary care providers, and with good engagement of service users.

The strengthened links with stakeholders supports a better understanding of the wider context of health and social care commissioning, enabling stakeholders to identify potential business opportunities. We have set out to ensure that commissioning is linked to improved outcomes for residents by focussing on outcomes in specifications and in the detail of support planning. The Council produced Purchasing Intentions Document was welcomed by providers and a clear statement of intent, this positive feedback has resulted in a commitment

to the development of a single, joint Purchasing Intentions Document with NHS South Gloucestershire.



We have continued to use our programme approach to drive forward commissioning and service development in South Gloucestershire. With commissioning strategies being developed and implemented by partnership boards with a broad membership involving local authority and NHS commissioners, provider organisations, service users, carers,

user led organisations and broader community involvement. Significant engagement activity has been undertaken during the year towards the development of new joint strategies for carers and for adults with physical and sensory impairments and long term conditions. The approach which mirrors the Transforming Lives programme board is being used for commissioning services for older people, older people with mental health needs, adults with learning difficulties, carers, people with physical and sensory impairments / long term conditions, HIV as well as locality based work such as the Frenchay and Thornbury project boards. The approach has demonstrably improved relationships, increased trust, shared ownership of the issues and lead to increased value and better outcomes. The South West Peer Review of Dementia Services provides independent evidence of this.

Supporting older and vulnerable people through joint commissioning is enabling the delivery of homes and jobs as set out in our completed Delivery and Infrastructure Plan. This plan followed the Single Conversation for the West of England sub-region with the Homes and Communities Agency (HCA), Regional Development Agency and other partner agencies. A key theme is the delivery of Supported Housing for older and vulnerable people. Resources are being invested in the delivery of Extra Care Housing Schemes, Supported Living developments for People with Learning Difficulties and a replacement refuge for Victims of Domestic Violence. The

West of England's Delivery and Infrastructure Plan is the second in the UK to be signed off by the HCA and is cited by the HCA as an example of good practice.

Partners make extensive use of data generated internally and national comparators to set performance targets. We are able to access real time data on key areas of performance which means that we have the ability to redirect resources appropriately and quickly. An example of this was work targeted at supporting carers by reviewing performance data and inviting carers to complete a self assessment. This generated about 140 carers assessments which are all being followed up and very favourable comments from many carers. The Council plan and the Sustainable Communities Strategy contain clear performance outcomes and there is a transparent performance management framework linked to the HWSP and its associated networks which not only reflect on previous performance, but assist with planning future commissioning priorities.

In February 2010, the Yate West Gate Centre opened. The £12 million Centre is a joint venture between NHS South Gloucestershire and South Gloucestershire Council offering children, young people and families' access to NHS and council services all under one roof.

Services at the Yate West Gate Centre's opened in four phases. In February 2010, the Yate Children's Hub, a Sure

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Start Children's Centre, maternity and community health teams opened for business. Specialist clinics such for the treatment of joint pain (CATS), podiatry, physiotherapy, occupational therapy, speech and language therapy, and community dental services also opened in February.



In March 2010, West Walk GP Surgery moved in from their temporary building to a much bigger facility in the new Centre and the digital X-ray facility started to take its first patients.

In April 2010, a range of outpatient clinics for breast care, respiratory problems, gynaecology, gastroenterology and skin conditions opened and a minor injuries unit, the first dedicated seven-days-a-week facility in South Gloucestershire, opened in June 2010

In March 2010, plans for the £19 million redevelopment of Cossham Hospital were given the final go ahead by the strategic health authority, NHS South West, which approved the Full Business Case (FBC). The FBC was previously approved by the boards of NHS South Gloucestershire, NHS Bristol and North Bristol NHS Trust. NHS South Gloucestershire signed the contract with the building firm that will do the work early in April and work on the main hospital building began in June 2010. After it is redeveloped, the hospital will have new, modern and fully accessible facilities from which the NHS will deliver double the previous number of outpatient appointments, a new minor injuries service, X-ray, ultrasound, MRI and CT scanning and double the previous number of physiotherapy appointments.



Podiatry and the special care dental service will move from Kingswood Healthcare Centre to new facilities at Cossham Hospital. North Bristol Trust is also planning to provide renal dialysis and the first stand-alone, midwife-led birthing centre in the area on the site. It is estimated that the number of patient visits to Cossham Hospital will grow from just over 70,000 in 2008/09 to 175,000 in 2012/13.

South Gloucestershire Council has provided additional investment in community transport this year, giving grants to

each of the 3 main community transport providers which will allow them to purchase smaller vehicles that are wheelchair accessible and more efficient for one to one travel. These vehicles add greater flexibility on journeys which previously relied on operating high volume vehicles with low numbers of passengers, for instance hospital appointments.

Seven vehicles have also been made available across a range of groups to enhance social car schemes. The schemes in Hawkesbury Upton and Kingswood have continued to see increased usage and have proved popular for health related trips accessing health centres, doctors surgeries, dentists and hospitals.

A new 87 bed purpose-built residential unit at Eastwood Park women's prison opened its doors in 2009. The team of 10 provide specialist integrated drugs treatment services. Since moving into the new wing, the team has been able to provide psychosocial and clinical interventions under one roof. The service includes group work on topics such as harm minimisation, alcohol misuse and healthy diet. Service users stay for a maximum of 28 days and once stabilised, return to the main prison.

Dignity, Respect & Choice

During 2009 we commissioned an independent review of adult safeguarding practice. The subsequent report, while broadly encouraging, also pointed towards a focus for improvement and this has formed the basis for an action plan to drive further improvement. The adult safeguarding board was strengthened during the course of the year by additional representation and more explicit links to domestic violence and hate crime. The Head of Safer & Stronger Communities and the Hate Crime Coordinator joined the SAB. New Board members have also been recruited from a Housing provider, the Prison Service, Great Western Ambulance Service and Avon Fire & Rescue Service. Also during the course of the year, all Councillors were reminded of their safeguarding responsibilities by a presentation at Council to all Members.

The regional approach to safeguarding particularly its adaptation to personalisation and risk management, has become increasingly important and representatives from South Gloucestershire have played an active role in developing regional initiatives for local implementation.

User and carer feedback has been used extensively to inform market development and provider services. For instance, additional support is targeted at those providers where user feedback suggests that there are some quality issues to be

addressed. This approach, working together with providers, helps to ensure performance issues are addressed swiftly. There has been a significant improvement in service user perception of the home care service they receive, with South Gloucestershire being rated well by customers in a number of areas. South Gloucestershire is rated as the 28th of 149 Councils for overall satisfaction with home care and 16th and 21st for care workers doing what you want and not rushing respectively.



During 2009-2010 the Safeguarding Adults Board put in place a Communications and Publicity strategy to promote public awareness of safeguarding issues across different organisations and the wider community. This included updating all publicity materials and increasing the range of places that information is available. New basic awareness leaflets have been produced and translated in to 9 different languages to meet the wide range of ethnic diversity in South Gloucestershire. Short articles about safeguarding have been placed in the council's free paper and in last summer's edition of the Home Care Newsletter. Safeguarding information on the council's safeguarding website is regularly updated. Working in collaboration with Bristol and the police, a major poster-based awareness campaign has been planned for later in 2010.



The result of this effort is that the number of safeguarding referrals recorded by CCHD continues to grow, demonstrating that there is both growing awareness of adult abuse and confidence in the response that referrers receive. The Council's broader role in safeguarding is well understood and demonstrated for example, through investment of an additional £0.150m into Community Police which translates into an additional 5 Police Community Support Officers (PCSOs) to more than double the Council funded PCSOs. They are based mainly in priority areas. PCSOs are working with the CCHD to recruit local businesses into the "Safe Haven" Scheme.

In May 2009 Community Care & Housing worked with the Police to enable Police Community Support Officers to carry out crime prevention visits to residential, supported living and day services where many vulnerable adults live and/or receive services. Contracts have been strengthened to be explicit about the responsibilities of Independent and Voluntary Sector providers in relation to safer recruitment, safeguarding adults, management of service user finances and respecting individuals' choice and dignity.

Linked to the Sustainable Community Strategy there is a project to improve quality in residential care settings, "Target 27", which has been supported by the Council allocating £0.025m from the Social Care Transformation Grant to

develop a local Dignity Champions Network and also to provide targeted support to providers that are consistently struggling to meet national minimum standards. The Dignity Champions Network meets twice a year to promote the national Dignity in Care programme and support local Champions in their key role in meeting the national Dignity Challenge and improving local service the and also to provide targeted staff training and development opportunities to local providers.

The last CRILL (Capturing Regulation Information at a Local Level) return shows that there are no poor rated homes in South Gloucestershire and that the percentage of excellent and good rated homes has improved to 85.4% which is above the national, regional and IPF averages. If a home in South Gloucestershire does receive a 'poor' rating from CQC, this is treated as a safeguarding issue and a strategy meeting is convened. No placements are made in services that are rated as 'poor'. We actively work and offer an incentive to those homes that are rated as adequate to strive for higher CQC ratings. Impact is evidenced by having no 'poor' rated homes in South Gloucestershire.

The most recent targeted training workshop was held in December 2009, jointly with the local CQC regulation lead inspector and was attended by the registered managers from all the local provider services currently rated as adequate who

demonstrated a clear commitment to further improvement in care quality. One of the homes has since been reinspected by CQC and has achieved a 'Good' rating.

If a GP needs a patient to see a specialist the patient can now choose where they would like to be treated and this patient right is written into the NHS Constitution. Patients can choose the hospital with the best reputation or shortest waiting time, or simply the one that is most convenient. Patients can now make their choice via the Choose and Book system, either online or by telephone. NHS South Gloucestershire has worked intensively with Frenchay and Southmead Hospitals (run by North Bristol Trust (NBT)) and the hospitals and specialist centres run by University Hospitals Bristol NHS Foundation Trust to improve the availability of appointment slots on the Choose and Book system, thereby increasing the number of patients who can book an appointment on their first attempt. As a result, NBT and UHBristol are now among the best performing trusts in the South West region for slot availability. In March 2010, NBT had the second highest availability (98 percent) and UHBristol was the third (98.5 percent), in contrast with 12 months ago when the trusts were consistently among the worst performers in the region. This has encouraged GP practices to use the Choose and Book system and patients have benefited as a result from improved choice.

Of course, not everyone has access to a computer or they may be a little intimidated about using a system they have used before so, to help the general public, all librarians in South Gloucestershire have been trained to use the Choose and Book system.



New staple Hill library and social housing scheme

At the same time as working with local hospital, NHS South Gloucestershire has also worked with GPs to ensure patients are given more than one choice of where they can receive treatment using the Choose & Book system. As a result, more than half of South Gloucestershire's GP practices are offering a choice to nearly two thirds of their patients.

The Council, through the Community Care & Housing Department has been working to develop low level preventative services, for instance developing innovative approaches to foot care – an issue identified by working together with older and disabled people. A collaborative approach has been taken to this service development involving NHS South Gloucestershire provider services, Age Concern, the LINK, private foot care specialists and service users. These new services are resulting in improved wellbeing of residents, about 350 of whom are now using the new services which are delivered locally. In-house Council provider staff have also been receiving training on foot care in response to concerns that the service needs to be district wide and accessible to people all groups.

Additional support for communities in rural and priority areas has enabled ideas to emerge and develop locally, based on local intelligence but backed up with access to best practice examples. The focus has been on building the capacity of community groups and supporting them to access alternative funding, maximising sustainability and ensure that organisations are less dependant upon any one funder.

Increasingly contracts are being awarded based on an agreed set of outcomes rather than detailed specifications. This approach allows for greater innovation on the part of our provider partners.

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The Council has, in partnership with others including NHSSG, set aside several funding streams for this approach and has invited stakeholders to bid against these funding streams to initiate new services. These include the Stroke Grant and the Learning Difficulty Development Fund. New services developed through this approach include community champions, a Stroke Café, and conversational support groups for people with dysphasia. To date a number of contracts have been awarded using this method and in each case they have stimulated new responses to identified need. The Council has invested an additional £0.160m to build capacity in the local Council for Voluntary Services. During the year partners have worked together to undertake a detailed review of the COMPACT with the revised COMPACT recently being adopted by the LSP and a detailed implementation plan developed.

A First Contact scheme pilot was launched in September 2009 for a 6 month period. The First Contact Scheme provides a streamlined way of accessing a range of services, where by talking to just one person, older people can access advice, information and services which they may not have been aware of or may not have known how to contact. It enables and encourages take up of services through trusted and known professionals and volunteers who can explain the positive side of seeking support to maintain independence. The scheme uses a clear, quick and easy checklist of 12 questions, enabling

staff and volunteers to ascertain the needs of the person they are working with, and provide an integrated and seamless service. Between 1 September 2009 and 28 February 2010 (the agreed pilot period) 181 checklists have been completed which have resulted in 544 referrals to the 12 partner organisations, 81% were dealt with by partners within the agreed timescale. The scheme which is making a real difference to people's lives is currently being rolled out across South Gloucestershire.



'The Department of Work and Pensions received a First Contact referral to visit a gentleman in Cadbury Heath to give benefits advice, whilst there the visiting officer

completed assessments for the gentleman and his wife. Both were entitled to higher rate Attendance Allowance and Pension Credit which they applied for and are now £183.42 per week better off. Another couple living in Staple Hill received a pension credit and Council Tax Benefit award after a First Contact Referral making them £108.88 better off per week.

Mrs S had recently had hip replacement surgery and asked for information about returning to activity. On the day following a call from Active Lifestyles, Mrs S enrolled for free swimming lessons at Filton Sports Centre. "I'm looking forward to the lessons," said Mrs S "Swimming is the best exercise you can have. You can move more easily in the water." She has also received the Active Directory 60+ and a Walking to Health programme'.

There has been investment in the setting up of Memory Services to provide early diagnosis in line with the National Dementia Strategy and a Primary Care Liaison Service. Five Community Psychiatric Nurses have been appointed to work with GP practices to provide advice, support and training to enable GPs to fast-track help for older people with mental health difficulties, with a strong emphasis on raising and improving awareness.

During the year we have continued to see the development of community based support being enjoyed by people with dementia and their carers. The ASSET Breakthrough scheme, a partnership between Alzheimer's Society and the Council's Active Sports Unit has continue to flourish with the development of a sports and social group meeting weekly in Bradley Stoke. Bristol Rovers Extra Time project has demonstrated how people with dementia can successfully engage within a group which being user led has focused on promoting and encouraging mental and physical wellbeing. Walking with Dementia is a new project between Walking to Health and The Alzheimer's Society (with funding from the NHS South Glos Health Inequalities Grants) to develop resource boxes for the Dementia Café and Day Centres to put together a range of sensory walks for service users and their carers.

BRISTOL ROVERS FOOTBALL IN THE COMMUNITY

ExtraTime
Learning experiences and activities for older people

Football Foundation

SPORTS RELIEF

Exciting new programme for Autumn

Extra Time
PHYSICAL AND SOCIAL ACTIVITIES FOR PEOPLE OVER 60

- Try lots of new activities
- Make new friends
- Reminisce and share stories
- All sessions run by qualified coaches

Have fun!

The annual Food Safety Week event in 2009 focused on Older People and Listeria. The week included a range of events at Sheltered Housing units and Elderly Persons Homes including giving out information packs at the Kingswood Tea Dance, demonstrating healthy eating toolkits to visually represent fat, sugar and salt content of everyday food and give out fridge thermometers and magnifying glasses to make reading food labels easier.

The Healthy Eating Coordinator ran 8 sessions between October and December 2009 with the Choices 4 You group based at Kingswood Leisure Centre. Following this, 3 members who have a learning difficulty have gone on to complete the CIEH Level 2 award in Nutrition. This training opportunity has also been given to users of The Park Youth Centre, with 7 having now completed the CIEH Level 2 award in Nutrition.

A group of 15 care home staff have been trained in nutrition and successfully undertook the CIEH Level 2 award in Healthier foods and special diets in 2009. This award gives an overview of nutrition and covers the nutritional needs of older people, as well as nutrition standards in care homes.

Health Promotion Events were held for Older People in Cadbury Heath, Patchway, Filton, Staple Hill, Thornbury, Chipping Sodbury, Downend and Yate. The sessions included

advice on falls prevention, healthy eating, staying active and independent and offering a free slipper exchange to over 200 people. In addition Healthy Living talks were held for older people in Cadbury Heath, Kingswood, Longwell Green, and Bradley Stoke. Free electric blanket testing sessions and blood pressure monitoring have been offered. Residents from Cadbury Heath, Filton, Kingswood attended the highly popular Older People Safety Days delivered at the Lifeskills Centre.

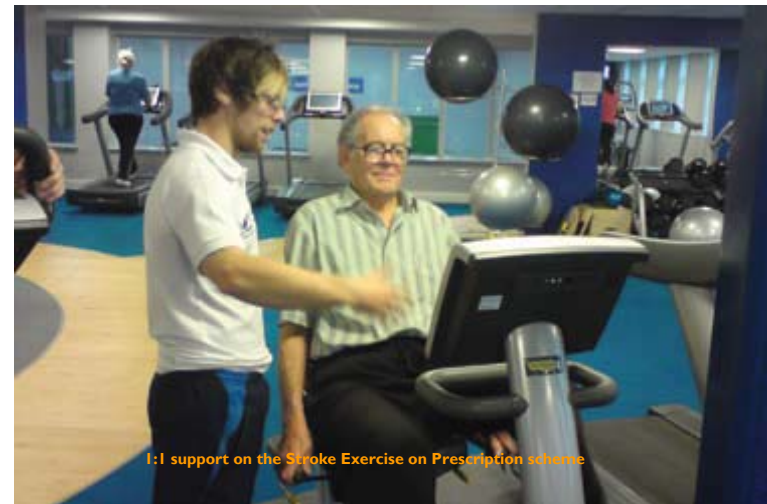


Exercise on Prescription had a hugely successful year with 1663 new patients being referred. This brings total number of referrals to 6179 since the project started. Dance on Prescription has been offered as an additional activity to the gym programme, swimming and classes – the group recently performed at the Celebration of Age Festival in April. There have been an increased number of Exercise on Prescription referrals from Community Mental Health team and the Drug & Alcohol Service, both of which had been under represented

in previous years. Walking to Health also had a good year recruiting 263 new walkers, bringing the overall total to 2260 walkers since the project started. A partnership between Walking to Health Bristol and South Glos has developed Volunteer Walk Leader training for people with Learning Disabilities, with the aim of providing specialised walks and supporting the mainstream programme.

The Exercise on Prescription Stroke Scheme allows referred patients to participate in a tailored, safe and personal programme of physical activity, where the referral patient is the centre of the process. After an initial assessment and discussion a programme of exercise to increase rehabilitation after stroke is devised addressing any barriers to physical activity. One to one support is available for 12 weeks depending on the individual. This innovative approach aims to build mobility, balance, and strength for stroke survivors therefore improving their general health and wellbeing. Sessions take place at Yate, Longwell Green and Bradley Stoke Leisure Centres. In the first year of the project there have been 51 referrals, the scheme is now developing to introduce group sessions alongside the existing programme.

Many people who are recovering from a stroke feel isolated and frustrated that their speech has been affected and they are unable to communicate as they used to. It can be a lonely and isolating experience.



The community based conversation groups facilitated by Tiffany Donnelly, a Speech Therapy Assistant from NBT help people with communication difficulties following a stroke regain their confidence in using their speech in everyday social situations. The conversation groups meet once a week, in Thornbury, Yate and Kingswood in small groups, to talk about a wide range of topics from current affairs, the latest “gossip”, to group members’ interests. The social side of the groups is key, with members able to share their experiences at their own pace, in a supportive environment while making new friends and having fun.

“Mum is really enjoying coming to the group and thinks it is really helping her”.

“It’s great to be able to be given the time I need to talk rather than feel I am unable to keep up with conversations”.



A monthly Stroke Café has been established which meets on the second Friday of every month at Rodway Court in Mangotsfield. Interest in the stroke café has picked up very quickly, the approach is based on the success of the Dementia Café which meets on the First Monday of every month at the Greenfield Centre in Winterbourne.

Eight people with learning difficulties completed a six month course at the University of the West of England (UWE) to learn how to be ‘champions’ for other people with learning difficulties. The Community Participation and Inclusion course, developed in partnership with UWE, is one of a number of accredited courses the university has developed for people

with learning difficulties over recent years. Supported by South Gloucestershire Learning Difficulties Partnership Board, the Community Champions are working to raise awareness of the rights and needs of people with learning difficulties. The champions (Adam, Rachael, Jackie, Stasiu, Jasiu, Adam, Kate and Mike) will deliver a choice of training opportunities to a wide range of professionals and organisations about what it is like to have a learning difficulty. This includes showing the film ‘Working Together’ which stars people with learning difficulties and illustrates some of the day to day issues they experience in their lives. This project has now developed based on extensive feedback and we are now seeking to employ a number of the champions for additional hours.

As part of their role the Community Champions are working with the police and fire and rescue services to show other people with learning difficulties how to keep safe both in and out of the home. This includes how to be streetwise when out and about and fire safety in the home.



