

Engagement in CCG Delivery Plans Template

This template is designed to help you take into account all the elements of the commissioning cycle, as captured in the diagram below:



Courtesy of The NHS Information Centre for health and social care. Full diagram available at: www.ic.nhs.uk/commissioning

Name of Delivery Plan:	
CCG Lead Officer:	Andrew Russell
Date of EEC Review:	November 7 th November 2019
Please give of summary of the engagement which has already been undertaken¹	
<p>Care Home and Domiciliary Care staff engagement:</p> <ul style="list-style-type: none"> • Monthly locality meetings • Sub group Meetings to develop strategy • Attendance at the care home project board • Issues logs <p>Quality audit visits</p> <ul style="list-style-type: none"> • meet residents, family and carers • liaise with all members of the wider MDT 	

¹ This can be with staff, members of the public, service users, patients, carers or any other group of stakeholders

- CCG blog

What has been the impact of this engagement?

Strategy

- Care Home Managers and senior staff have been part of strategy development.
- Identified issues and resolutions, understood the vision and how they can take part.
- Gave care homes a unified voice and building relationships with other care home managers, partner organisation colleagues
- Enabled care homes to come together to build a network that supports, provides guidance and enables conversations instead of being in competition
- Enables the care home to identify issues about the system and highlight it to the CCG for discussion or mitigation
- Developed induction programme, CCAST, Carer Career Pathway (HSJ Finalist), Death verification flow chart, ECHO development, Red Bag admission and discharge paperwork, Homely Remedy medicines,
- Moving and Handling pathway development commenced
- EOL link champions development commenced
- React to Red training commenced and tissue viability link champion developments commenced
- NHS. Net email for care homes being allocated following completion of data surety protection toolkit

Quality

- Dedicated clinical link for individual placements
- Audits provide evidence to support strategy development and service change
- Integrated working to influence change

What, if anything, has changed as a result?

Strategy

- Increased trust between care home managers and partner organisations
- Increased visibility of care homes within local initiatives
- NHS.net emails are been allocated to care homes

Quality

- Dedicated post

How have these changes been communicated back to stakeholders?

- Monthly locality meetings held and minutes circulated
- All communications are sent via DMBC team- all communications use care home logo to help identify work.
- Development of a communication hub commenced

What further engagement is planned and when?

Strategy

- Continuous engagement on at least a monthly basis.

- CCG colleagues to be aware of sending care home manager information to be sent out to care homes

Quality

- Introduction to all individual placements
- Joint audits with DMBC
- Link with residents, families, advocates, carers

Do you have any further comments regarding your approach to engagement and involvement or how this can be improved?

- Communication hub to be completed
- We use a variety of communication methods- including face to face, written, questionnaires

Equality and Diversity

Which of the nine protected characteristics have you engaged with:

Age	<input checked="" type="checkbox"/>	Religion or Belief	<input checked="" type="checkbox"/>	Sexual Orientation	<input checked="" type="checkbox"/>
Race	<input checked="" type="checkbox"/>	Disability	<input checked="" type="checkbox"/>	Pregnancy and maternity	<input type="checkbox"/>
Sex	<input checked="" type="checkbox"/>	Gender Reassignment	<input type="checkbox"/>	Marriage and Civil Partnership	<input checked="" type="checkbox"/>

What type of engagement will you undertake to ensure all protected characteristics are engaged:

All our work is inclusive

Health Inequalities

Have you utilised the a) 'Population Health Management Heat Map'	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
NHS RightCare Pack Health Inequalities	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Illustrate your benchmarking against the Heat Map and NHS RightCare Pack.

- Data for care homes and individual placements are very difficult to collate. Performance Improvement have just been given extensive access to data and it is anticipated that more data per placement will be made available.
- Currently we don't have a heat map to work with to identify or support individual placements

What type of engagement involved members of the communities that face health inequalities?

All care homes and the DMBC domiciliary care over the age of 65 have equal access to attend the locality meetings and become involved with the Strategy. This covers the whole of Doncaster and the inequalities faced across the town.

Quality assurance audits will take place across the whole locality, across all ages and diverse populations

What is the outcome of this engagement and what improvements have been made to reduce health inequalities?

As above.

All the quality work is designed to support staff and their residents as individuals