

A large, faint background graphic consisting of several overlapping, stylized human figures in various colors (purple, orange, green, blue, red, grey) arranged in a circular pattern, suggesting a community or network.

A Regional Approach to Ageing Well

Community of Practice

1 June 2023

House Keeping

During the session

We will keep participants muted whilst we are presenting. This avoids distracting our speakers and reduces sensory stimulation which is important for some people. However, if you wish to ask a question you can do this by adding it to the chatbox. We will address as we go or follow up afterwards.

Please feel free to turn your camera on and off as you need to. If you need it off the whole time, that is totally fine.

If you need a break at any time during the session, then please leave the meeting and re-join again when you feel ready.

Accessibility

Information on accessibility features in Teams can be found here: <https://support.microsoft.com/en-us/office/accessibility-support-for-microsoft-teams-d12ee53f-d15f-445e-be8d-f0ba2c5ee68f> and you can contact us with any other accessibility questions.

After the event

Presentations will be circulated following the event

The webinar is being recorded and will be available after this session. Head over to the AHSN NENC's YouTube channel at: youtube.com/ahsnnenc and click the subscribe button and notification bell, to keep up-to-date on further video content, webinars, workshops and live events.

Agenda

1.	Welcome and Introductions	Dan Cowie, Clinical Lead
2.	Frailty – What’s the latest?	Dan Cowie, Clinical Lead
3.	Presentation: Challenge North Tyne 2023 – Supporting people in later life at home, work and play. Presentation of ongoing accelerator programme supporting 29 SME’s to develop and test innovative solutions.	Hermina Ely, Health and Social Care Tech Innovation Manager, Innovation Supernetwork
4.	Any Other Business	All
5.	Date and Time of Next Meeting - Thursday 3 August 2023 at 14:00-16:00pm	
6.	Close	



Welcome and Introductions

involve consider assess respond evaluate



Frailty - what's the latest?

Joint Forward Plan

- All Integrated Care Boards and partner NHS Trusts are required to publish a Joint Forward plan covering 2023/24 – 2028/29
- Joint Forward Plans will be reviewed, updated, and published again each year in March
- Three key principles in the national guidance on joint forward plans:
 - Principle 1: Fully aligned with the wider system partnership's ambitions
 - Principle 2: Supporting subsidiarity by building on existing local strategies and plans as well as reflecting the universal NHS commitments
 - Principle 3: Delivery focused, including specific objectives, trajectories, and milestones as appropriate
- The national guidance encourages local systems to use the Joint Forward Plan as the 'Delivery Plan' for the ICP integrated care strategy in relation to NHS services.
- Draft action plans required by 26 May 2023, prior to wider stakeholder engagement on the draft overarching Joint Forward Plan
- Final version of Joint Forward Plan expected to be published in September 2023

Ageing Well Plan - Overview

Ageing Well National Priorities

NENC Ageing Well Priorities

Urgent Community Response

1. Increase the number of people accessing timely UCR services within 2-hours
2. Increase the number of UCR referrals from all key routes, including step-down recovery (when needed)
3. Increase the number of UCR services that offer all 9 clinical conditions/needs including a 24/7 falls offer
4. Improve patient access (equitable), safety, experience, and staff satisfaction within UCR services

Enhanced Health in Care Homes

1. Improve support for Integrated Neighbourhood Teams (INTs) to implement the national EHICH model
2. Reduce variation in EHICH outcomes across the ICB

Proactive Care

1. Improve support for Integrated Neighbourhood Teams (INTs) to implement the national Proactive Care model

Community Health Services Digitalisation

1. Improve the use and quality of data within the Community Service Data Set (CSDS)
2. Increase the number of community providers utilising the Great North Care Record (GNCR) / Shared Care Record
3. Increase learning and sharing of digitally enabled community care and support across the ICB

Workforce Development

1. Increase the uptake and utilisation of EnCOP, as a workforce development programme across the ICB

Measures, Metrics & Outcomes

Development of Ageing Well Outcomes Framework/Power BI Tool

Ageing Well Community of Practice

CoP brings together experts, experienced and those with an interest, from across the systems, who are willing to learn, share and push the boundaries of knowledge about older people their lives, wants and care needs

Frailty-iCare Website

<https://frailtyicare.org.uk/>

Ageing Well *interdependent* programmes

Workforce

Bringing EnCoP into regional and national workforce initiatives

Social Care

EHiCH quality/harm, workforce, (e.g., BCF/ ASCF) and Social Care Offer

Virtual Wards

Frailty VW roll out, expansion and alignment with wider Community Health Services

Primary Care

Embedding Proactive Care and EHiCH into as part of Fuller Stocktake and Recovery Access Plan

Healthier and Fairer

Alignment of Proactive PHM approaches into HI and prevention work

UEC

IC national Framework, MDS, Discharge, Reconditioning as part of UEC Recovery Plan

Digital

CHS Digital Implementation, CSDS and technology-enabled services [SCR, DiS, VW, UCR etc.]

Personalised Care

Embedding UPC in all aspect of services and approaches

Health Inequalities

Optimising CORE20plus5 and PHM approaches in all AW areas

Urgent Community Response

- 2-hour UCR services are operating at a minimum 8am to 8pm, 7 days a week across the NENC ICS.
- Continued areas of focus:
 - Increasing referrals from ambulance services to UCR via pull/push model
 - 'Place-based' community falls response
 - Care home ambulance conveyance avoidance
- Updated Technical Guidance has been published - additional service type codes will allow for more complete reporting in line with the UCR standards, including District Nursing.
- Monitoring of UCR indicators across ICB via Integrated Delivery Report.
- Anticipate shift towards evidencing impact.



Proactive Care



What's New on RAIDR?
May 2023
Primary Care Dashboard



RAIDR is pleased to announce the launch of the **Anticipatory Care Planning** screens in the **Primary Care** dashboard. The screens can be found under the **Patient Care** tab.

Anticipatory Care Planning (ACP) helps people of all ages living with frailty, multiple long-term conditions and/or complex needs to help them to live well and independently for longer, via proactive care for those at high risk of unwarranted health outcomes.

The **Anticipatory Care Planning** aggregate screen allows you to view the patient population in your CB, PCN or Practice, utilising the information available to identify a particular cohort of patients. A patient screen is available to those users with patient identifiable access where you can see clear NHS numbers.



Case Finding Tools
in RAIDR

Shared Care Records:
Digitisation of ACP via
GNCR/HIE

Enablers

Ageing Well
Minimum Data Set

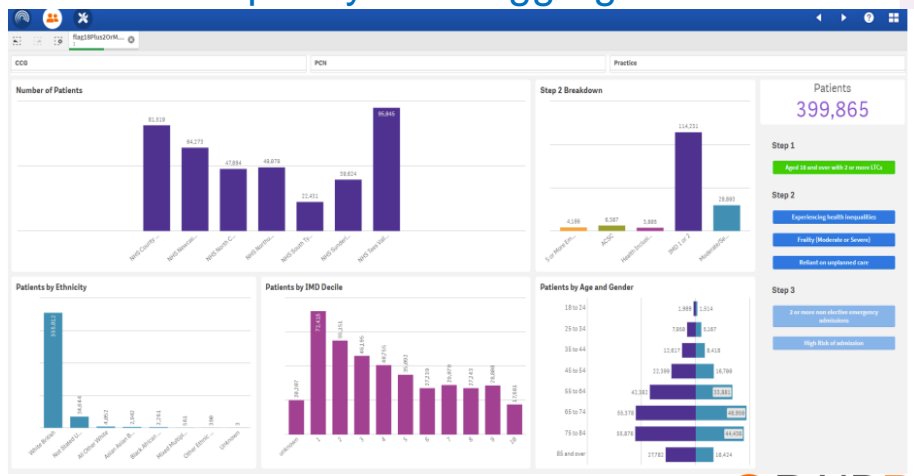
Year of Care:
Personalised
Anticipatory Care pilot in
North Cumbria



involve consider assess respond evaluate

Work to develop a 'Proactive Care Toolkit' is commencing in June 2023

RAIDR Anticipatory Care Aggregate Dashboard

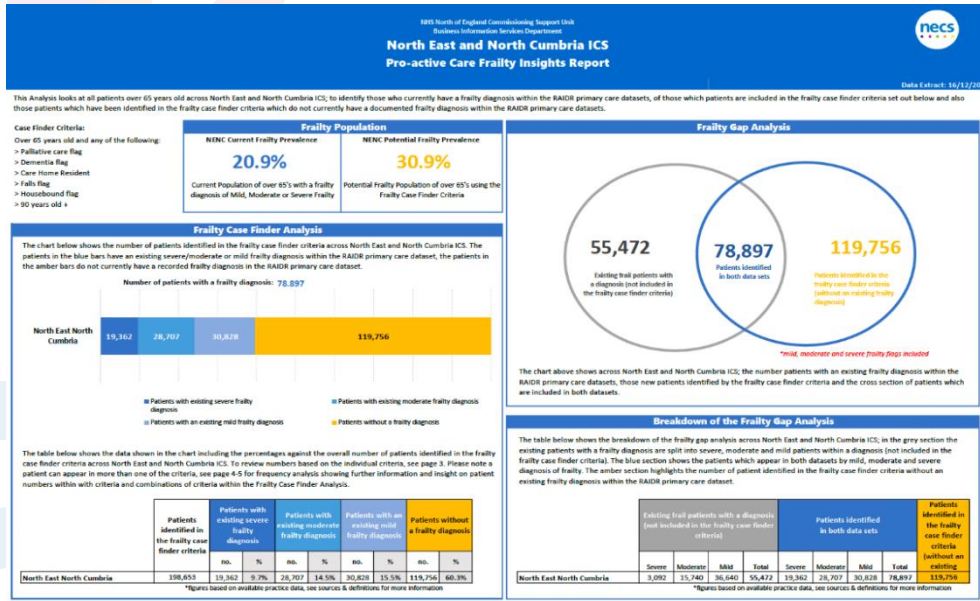


necs.nhs.uk

Official-Sensitive: Commercial



Frailty Insight Report



involve consider assess respond evaluate

Community Health Services - Digital

Ensure CHS providers access Shared Care Record as a priority in 2022/23

(CSDS) Deliver radical improvements in quality & availability against national data requirements & clinical standards

Work towards achieving a core level of digitisation by March 2025 in line with Frontline Digitalisation

Costed three-year investment plans include community sector delivery against WGLL

Community Transformation (Digital), early focus on Ageing Well priorities

Support Ageing Well national objectives in the following areas:

- Anticipatory Care – including digitisation and sharing of Palliative Care documentation and Care Plans
- Enhanced Health in Care Homes digitisation
- Urgent Community Response

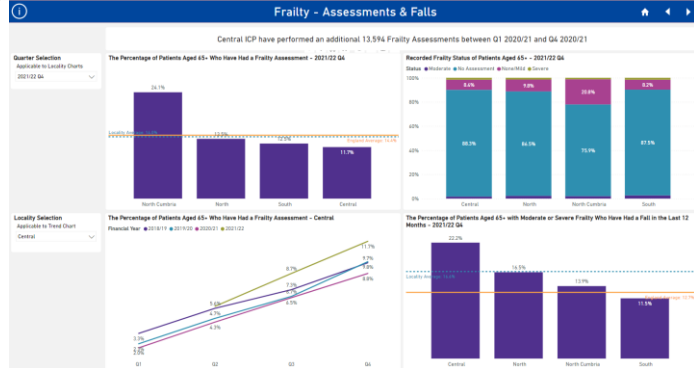
Current focus

- Community **Digital Strategy** – finalisation with NENC Digital Team
- UCR digital support – Community Services Data Set (**CSDS**) **onboarding** community providers
- 13% increase in **UCR 2hr trajectories** from this year to next
- 45% increase in 2hr referrals from June to Dec '23 on UCR dashboard, driven mostly by **Data Quality** improvements
- **Virtual Wards** digital platform planning
- Supporting digitisation and sharing of palliative care documents and flags with 999, supporting EoL patients in preferred place of death

Metrics, Measures and Outcomes

Ageing Well Frailty Outcomes Framework Dashboard

Summary									
ID	Chapter	Indicator	Frequency of Measure	Latest Period	Rate/%	North East & Cumbria Value	Change Since Last Period	Difference to England	
1	Demographics	The GP Practice Depression Score Estimate	Yearly	2019/20	-	27.7		5.9	
		The Percentage of Patients Aged 65+	Quarter	Q1 2022/23	%	29.1	0.2	2.6	
		The Percentage of Patients Who Live in a Nursing Home	Quarter	Q1 2022/23	%	8.4	0.8	0.1	
2	Frailty - Assessments & Falls	The Percentage of Patients Aged 65+ Who Have Had a Frailty Assessment	Quarter	Q4 2021/22	%	14.0	2.2	-0.4	
3	Frailty - Falls	The Percentage of Patients Aged 65+ with Moderate or Severe Frailty Who Have Had a Fall in the Last 12 Months	Quarter	Q4 2021/22	%	16.6	2.9	4.0	
4	Medication	Patients Aged 65+ Who Have Been Prescribed 15 or More Unique Medicines	Monthly	Sep 2022	%	9.4	0.0	0.4	
		The Percentage of Patients Aged 65+ with Severe Frailty Who Have Received an Annual Medication Review	Quarter	Q4 2021/22	%	53.2	5.8	1.4	
5	Flu	The Percentage of Patients Aged 65+ Who Have Received the Seasonal Flu Vaccine	Weekly	W/C January 24 2022	%	85.3	0.2		
6	Dementia	Estimated Dementia Diagnosis Rate	Monthly	May 2022	%	45.2	-0.1	3.3	
7	Depression	The Percentage of Patients Aged 65+ With Severe or Moderate Frailty Who Have a Diagnosis of Depression in their GP Record	Monthly	Nov 2022	%	18.1			
8	Service Users	The Percentage of People Who Use Services Who Have Control Over their Daily Life	Yearly	2021/22	%	74.2	-1.7	2.9	
		The Percentage of People Who Use Services Who Reported that They Had As Much Social Contact As They Would Like	Yearly	2021/22	%	38.5	-9.1	1.2	
9	Care Reported Quality of Life	Carer - Reported Quality of Life Score	Yearly	2021/22		7.7	-0.4	0.2	
10	A&E Attendances	A&E attendance Rate for Patients Aged 65+	Monthly	Oct 2022	Rate per 1,000	60.1	1.3		
11	Emergency Admissions	Emergency Admissions Rate due to Falls for Patients Aged 65+	Monthly	Oct 2022	Rate per 1,000	2.1	-0.4		
		Emergency Admissions Rate for Patients Aged 65+	Monthly	Oct 2022	Rate per 1,000	22.9	-0.4		
		Emergency Readmissions Rate within 30 Days of Discharge from Hospital for Patients Aged 65+	Monthly	Oct 2022	Rate per 1,000	151.7	-25.2		
12	Stranded Patients	The Percentage of Patients Stranded in Hospital	Daily	Nov 2022	%	14.8	-0.5	234.4	
13	Residential and Nursing Care Homes	Long-Term Support Needs Of Older Adults Aged 65 And Over Met by Admission To Residential and Nursing Care Homes Per 100,000 Population	Yearly	2021/22	Rate per 100,000	752.9	44.3		
14	Readmission/Rehab Services	The Percentage Of Older People 65 And Over Who Were Still At Home 91 Days After Discharge From Hospital Into Readmission/Rehabilitation Services	Yearly	2021/22	%	61.8	4.9	0.0	
15	Deaths in Usual Place of Residence	The Percentage of Deaths in Usual Place of Residence	Quarter	Q3 2021/22	%	50.1	-0.5	0.7	

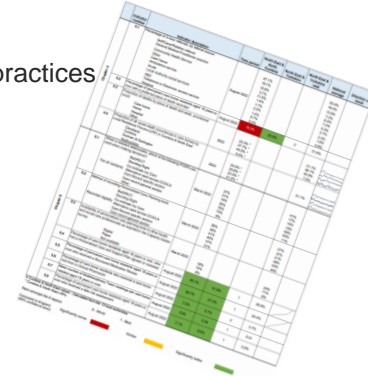


NENC Enhanced Health in Care Homes Report (AHSN/NEQOS)

- Provides opportunity to identify variation which may stimulate further investigation on a local level – not meant as a performance report.
- Report is divided into 7 chapters:
 - Care home capacity and rating
 - Care home occupancy
 - Deterioration and deterioration management tools in care homes
 - Urgent community response and place of death
 - Personalised care in care homes
 - Dementia and mental health
 - Preventative care and prescribing practices

Quality measures

Development of UCR patient and staff questionnaires (Tees)



involve consider assess respond evaluate

Enhanced Health in Care Homes

- Awaiting EHCH refresh





EnCOP



Our EnCOP Hall of Fame

NHS
Harrogate and District
NHS Foundation Trust

NHS
**North East and
North Cumbria**

NHS
South Tees Hospitals
NHS Foundation Trust

 **Gateshead**
Council

akari
care

NHS
**County Durham
and Darlington**
NHS Foundation Trust


Roseberry Care

NHS
South Tyneside and Sunderland
NHS Foundation Trust

NHS
Northumbria Healthcare
NHS Foundation Trust



Four Seasons Health Care

Eden & Copeland PCN's

NHS
North Tyneside

"ENCOP
just seems to pull everything
together for me to consolidate
and build on my professional
knowledge and practice.."

"Everyone
should be
ENCOPped!"

"Based on what we have
learned from implementation
to date, we are
aiming to continue to use
ENCOP
as a vehicle to underpin
restorative peer supervision
and support."

"ENCOP
can help with patient
flow.."

"Understanding
CGA
has improved my
assessment with
older people"

"Before
ENCOP
I never thought of
frailty as a long
term condition.."

"I've learned
such a lot.."

"You know
what? I never
expected to
enjoy it so
much!"



*"I am cross nobody
told me about this
language of frailty".*

Almost
12 million
people in the UK
are of pensionable age.
This is projected to rise to
over 15 million
by 2045.

Source: ONS

Health and social care systems must
prepare for rapid growth of their
largest user group.

#BGsInvestInCare
BGS

UCR?

EHCH?

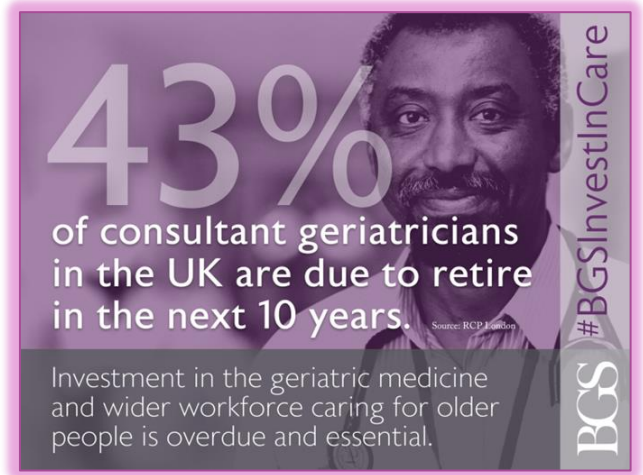
VW?

A/PC?

MDT?

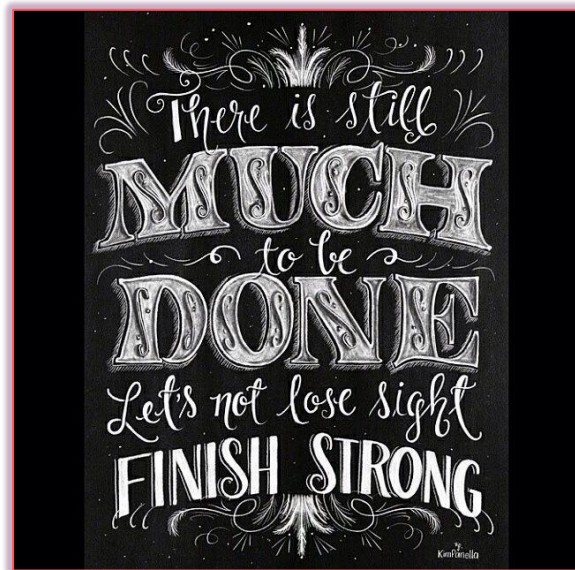
'There will not be enough acute geriatric teams so that they alone can be charged with medical care of frail older adults. The goal should be to “geriatrise” how we provide health care if we are to do right by our ageing population.'

Dr. Ken Rockwood



2008

2023



'The BGS remains a friend and supporter of EnCOP.'

'...followed
EnCOP closely
since it's
inception'

'... has
developed
an EnCOP
family'

'...envious'



'...extending
competencies of
care across the
wider workforce'

'...a compelling
model of how to
use education to
drive up standards'

Evaluation, Evidence and Research

- EnCOP; quantitative ARC funded study due for completion September 2023, qualitative evaluation capturing the experiences of the workforce continues
- Hydration Project; second workshop held; competencies drafted

Personalised Care

- NECS have been commissioned to improve Personal Health Budget offer across NENC, focused on pathways, processes and data collection. NENC is behind national trajectories for PHB uptake. Benchmarking underway.
- Personal Wheelchair Budgets Task and Finish group established and has met twice to address issues with PWB uptake and data collection. Wheelchair services and PWB mentors engaged.
- Patient Activation Measure – challenges persist with meeting digital access requirements for online platform. Working with Digital ICB to address this.
- Personalised Proactive Care pilot underway in North Cumbria – two PCNs participating. Working on implementing personalised care and support planning approach and holistic assessment with people in the Proactive Care cohort.
- Workforce Development Lead now in place to work across NENC in 2023/24. Successful engagement event held in North Cumbria, looking to replicate in North East. Offer includes support for systems and services in training staff in personalised care approaches.
- Place-based projects continuing, aiming to embed various components of the Universal Personalised Care model in local areas.
- Joint forward view action plan being developed to embed personalised care across all NENC workstreams over the next 5 years.



Challenge North Tyne

Hermina ELY

Health and Social Care Tech Innovation Manager



Supporting people in later life at home, work and play

Join us to help define the opportunities for
innovation to support elder citizens to live
happier, more connected lives.

**Challenge
NorthTyne**

Funded by:

**NORTH
OF TYNE
and
COMBINED
AUTHORITY**

Delivered by:

North East
Local Enterprise Partnership

**Innovation
SuperNetwork™**
NORTH EAST ENGLAND



Photo credit: Peter Kindersley

What is Challenge-Driven Innovation?



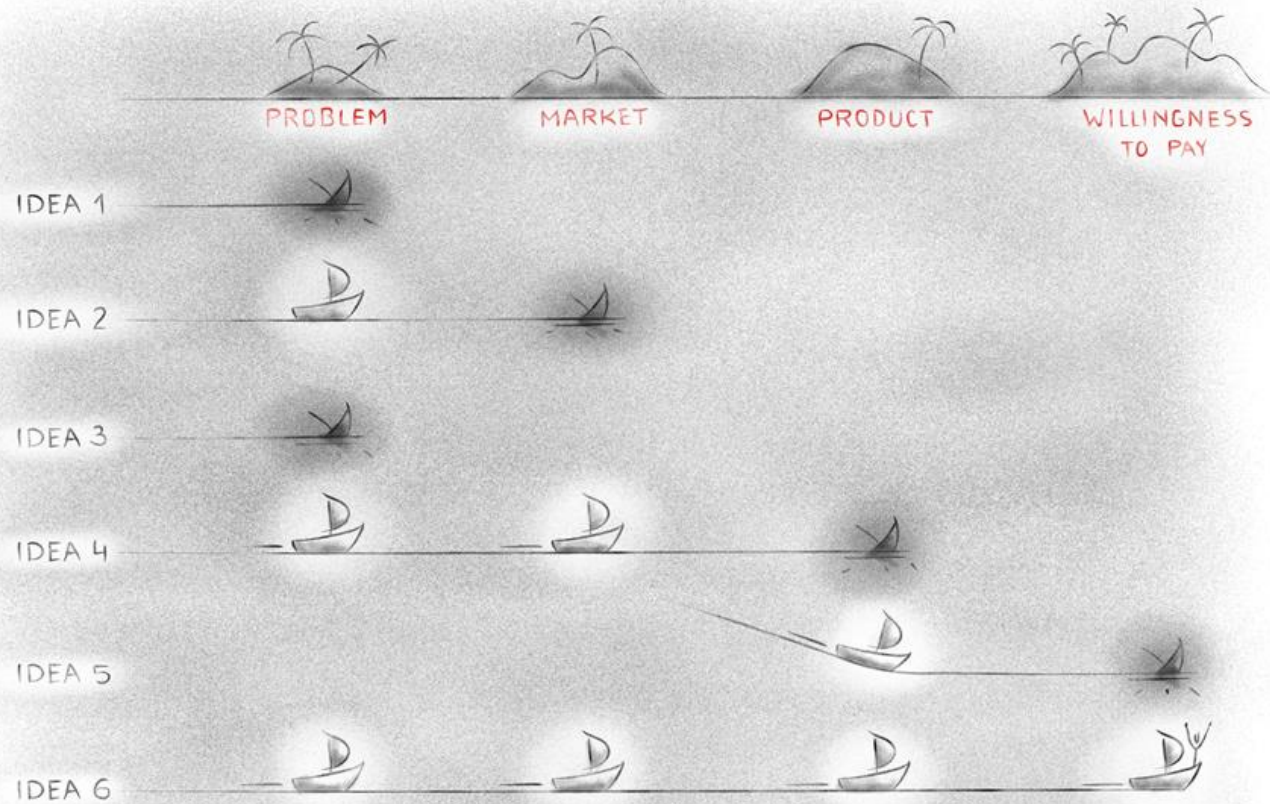
Challenge-driven innovation aims to define **priority issues** that, due to their complexity, do not have effective solutions currently available and these areas are **too important** to wait for the market to respond.

Challenges are defined and run for a set period to enable radical collaboration by key stakeholders and communities, by:

- defining shared priorities,
- focusing attention, and
- providing a space and framework in which impactful and sustainable solutions can be rapidly co-created, tested and iterated.

"Man cannot discover new oceans unless he has the courage to lose sight of the shore." Andre Gide





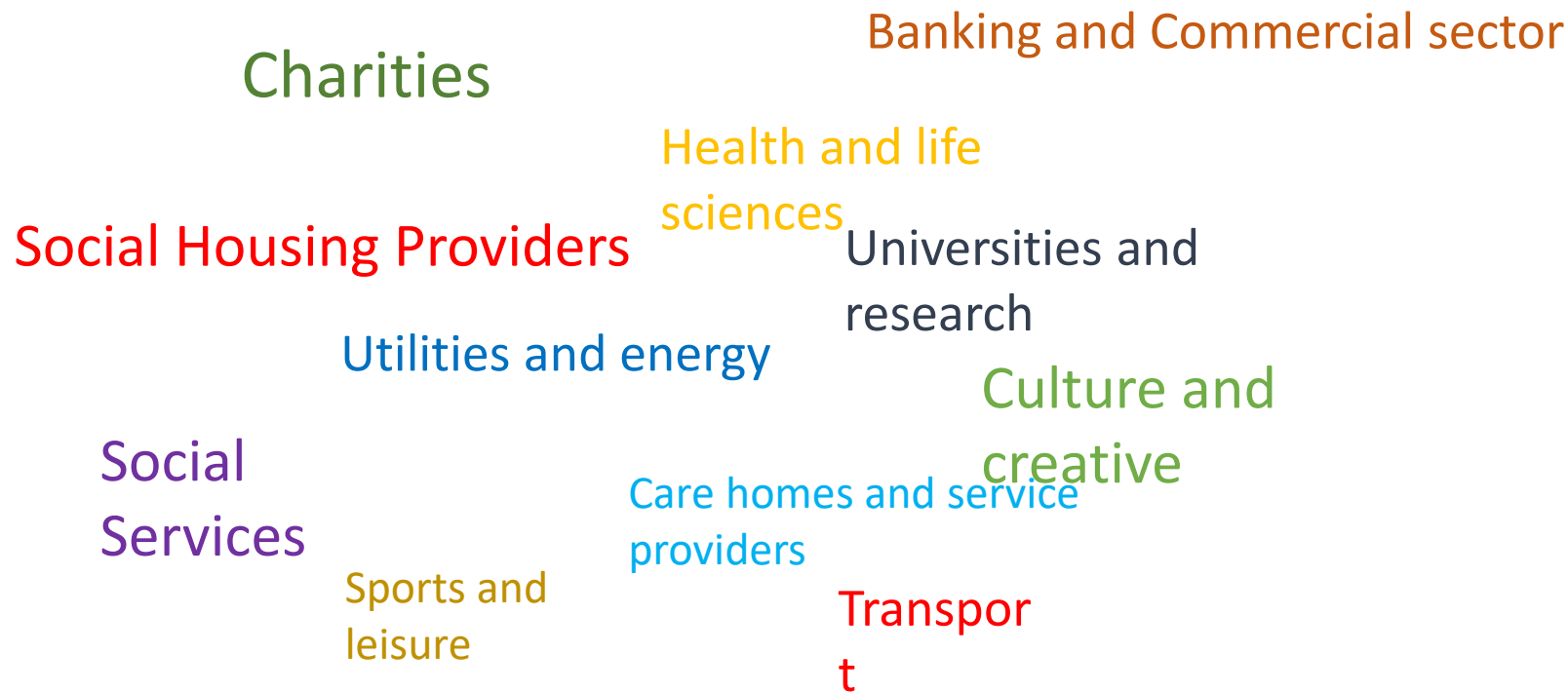
50 no. Small and Medium sized enterprises and charities have:

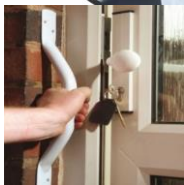
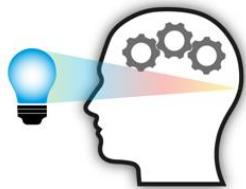
1. £5,000 in grant funding to test their ideas.
2. Opportunities to work with key stakeholders and users.
3. An accelerator programme to support their solution development.
4. Opportunity to pitch for additional funding for solutions that show the biggest impact.





Challenge supporters (potential partners or test beds) from:





“The services are not joined up – you end up confused about who is offering what and how they all fit together.”



QUALITY OF LIFE		
Circadian Lighting	We aim to improve quality-of-life and lengthen independence for the elderly using a uniquely compact IoT solution in a circadian bulb.	
Station Masters Centre	Our aim is to rediscover the joy of food through sensory training and food play workshops with older adults	
Safer Date	Safer Date is the safest dating app in the world, and we aim to make our onboarding process more simple for our aging population to make it more accessible and so we can play a part in reducing loneliness.	
Purch It Ltd (The mobile apprebranded to "vieMo")	For Gen X and older, looking for a quick way to find products with a couple of taps, scan any movie, show or sporting event to find unique deals, promotions and productions. Discover more, with vieMo. (NB The Purch It App is being rebranded to "vieMo" due to a similar company in the USA)	
Robtic	We aim to improve indoor air quality and ventilation through the use of window automation and control. Robtic is developing a smart window system for the home of the future.	
DigiMonk Ltd	We want to enable effective and efficient recovery, rehabilitation, and independence of patients who suffered a stroke (or are suffering from Dementia) through a wearable Smart Glove.	
Sensmart Ltd	Sensmart aim to reduce detrimental effects of malnutrition and dehydration in the form of a alternative multi-sensory communication aid that allows active engagement surrounding daily dietary constitution. This is aimed at individuals limited by an impairment or disability using our innovative solution Numenyu, Numenyu is a menu that incorporates visual, auditory, tactile and olfactory stimulation in order deliver promoting independence and choice.	
IDRATEK LTD	Our aim is to provide improved oversight, convenience, and peace of mind for carers and the cared for, using unobtrusive and easy to retrofit components of our smart home technology	
Forgit IT	Forgit aims to help people with strength difficulties in their fingers to make them more independent with daily tasks such as opening bottles, jars and tins through the invention of easy to use gadgets.	

SERVICES AND SUPPORT		
Wobblefit	We aim to reduce loneliness and improve personal health and fitness in females over the age of 50 with peer-to-peer, symptom-led activities using an online matching service.	
Your Health and Care	'Peggi' is a digital multi-media application designed to transform the way memories are shared, contact with loved ones and carers maintained and reminiscence made easy, reducing loneliness, helping people live longer happier lives.	
Elders Council	Front Door is a telephone helpline which aims to reduce crisis referrals to social care. Delivered by the voluntary sector, it will enable people to easily access information and support. Helpline data assists with service planning and delivery.	
SKILLS AND TRAINING		
Equal Arts	We aim to improve the lives of people living with dementia by using their imagination and creativity which are areas of pleasure and achievement as opposed to focussing on their memory which is their area of deficit and decline. We're developing an e-learning programme which can be accessed by different stakeholders from care staff in care homes, other sector professionals and relatives in order to show how to change society's thinking when supporting people living with dementia.	
VR Care Works	Dramatically raising the quality of care-training through VR and video-real experiences specialising in de-escalation techniques, empathy and dementia awareness training for the social services and other health and public sector.	
Arena North Promotions	Bringing confidence, presentation and interview skills to jobseekers using a train the trainer method, growing a flexible consultancy of 'retirees' by enhancing their own skills from past working lives to pass on to others.	
Experience Art	'Experience Art' is to be delivered through sheltered housing schemes across North of Tyne to include housing support staff who may enhance their work life to deliver art sessions thus improving staff retention.	

STAYING ACTIVE		
Cycling Minds CIC	We aim to enhance the mental and physical well-being and social inclusion of older people through cycling and gather and analyse data from their rides to calculate the associated public healthcare cost and carbon footprint savings per kilometre travelled.	
Strictly Starters Limited	We aim to expand our capacity to teach more adult couples how to dance Ballroom, Latin American and popular sequence dances in village halls across the NE to help them improve their wellbeing and social lives.	
Golf in Society	Our mission is to put golf clubs across the region at the heart of the healthy ageing crisis. We specialise in improving the physical, mental and social wellbeing of older adults and their carers living with chronic illness. Our innovative services create opportunities for all to discover and access the existing infrastructure and green spaces of local clubs. We are inspiring our ageing population to enjoy activity, discover a renewed sense of purpose and keep socially connected for a lifetime at their local club.	
Adventure Mobility	We plan to widen accessibility and improve the mental and physical health for the growing aging population and especially for paraplegics through the easiest approach encouraging people to the outdoors through the motorisation of our All Terrain Wheelchair Nomad/ Tundra.	
Cricketcube	We aim at improving healthy aging in middle-aged citizens by developing an application to track their health records and enhance healthy eating and fitness. Further development would include digitizing GP services with multi-lingual doctors, for effective consultation and to lower the data loss in communication between the doctors-translator-patients.	
Go Local Food	GO Local food will research, acquire and trial innovative market garden tools which are more inclusive and support our vegetable growing cooperative and volunteer community.	

STORYTELLING		
Nebula Labs	We are developing a Virtual Memory Box for older people to retain memories and memorabilia so they can reminisce, recall, and share life stories with carers, family and friends to help improve connections, mental health and reduce loneliness.	
Luk-Luk Productions Film TV & Media	We aim to reduce loneliness and improve mental health in the over 50s by producing an online, magazine type TV programme, FOR the elderly, produced BY the elderly, using industry standard skills and techniques.	
ACT 2 CAM	We aim to raise quality of life for the older generation, reducing loneliness and improving connectedness, through storytelling activities, supported by searchable web-based archive.	

PLEASE get in touch if you would like a **COPY** of the straplines or to be put in touch with any of the solution providers to find out more!

Testing is ongoing and many are looking for opportunities to try out their solutions and test their market.

Tuesday 6th June – 9.30 – 4pm at Newcastle City Library

Define your value, evidence impact & secure funding

Creating a tapestry of funding – and being multi-lingual. A bootcamp for any businesses or charities North of Tyne exploring funding opportunities.

Thanks for your time!

Supporting older people at home, work and play

Hermina Ely

Innovation Challenge Manager

Hermina.Ely@supernetwork.org.uk

Delivering Energy Efficient, Carbon Neutral Homes

Lysa Morrison

Innovation Challenge Manager

Lysa.Morrison@supernetwork.org.uk





involve consider assess respond evaluate



Date and Time of Next Meeting

Thursday 3 August 2023 at 14:00-16:00pm