**ISAB Sept 2024 update (draft)**

**Priority Project work overview and next steps**

**Priority Projects 2024/25:**

1. **Exploring Integrated Health, Care (and support) Partnership intentions - are they working for Sandwell residents?**
2. **Diabetes in Sandwell** - continuing relationship building, embedding insight from published report findings and partnership contribution to service improvements relating to diabetes services in Sandwell, including a focus on ethnic community needs.

**Previous Priority Projects – update**

1. **Accessibility: are information and communication needs being met?**

Update on collaborative working with ICB and involvement of people with sensory loss.

**Update:**

**Exploring Integrated Health, Care (and support) Partnership intentions - are they working for Sandwell residents?**

The project proposal is that case studies are generated with Sandwell residents who have received secondary care (hospital stay or specialist services) and social services and/or community support. The intention being to create regular mini reports, using cases to illustrate Sandwell resident experience of services, identify gaps or improvement areas in services and help inform and influence change.

There are currently **3** pieces of work in progress:

1. **Sandwell Health checks**

During Diabetes awareness week HWS joined other support services providers at an NHS Midlands led health check event at Black Country Family Practice, Tipton. The event was oversubscribed with over 200 people arriving and queueing around the outside of the building on a chilly day. It was a 1st come 1st served system which did not benefit people, including elderly and disabled people waiting for several hours to be seen, or others who arrived later when the queue had closed especially older people of ethnic minority who are at higher risk of diabetes. Unfortunately the text sent to patients from the G.P. Practice was not filtered so many people turning up health wise probably did not need a health check, which meant others who did and would fit the NHS 5 years health check (40-74 yrs old with no pre-existing health conditions) were not seen. Just over 100 people received health checks on the day.

HWS identified that lessons could be learnt from the event and have collaborated with health and support service providers present on the day to gather feedback, insight and views.

SMBC commissions Randox Health Care to deliver on their statutory responsibility for NHS 5 year health checks. The mini-report work has been extended to also take a look at this service offer and also includes a light touch look at G.P. Practice health checks. Some G.P. Practices are working with Randox and community health pop-up events to reach more patients as there is a back-log on delivery of the NHS 5 year health checks post Covid-19.

**The mini-report work has identified many areas that could be improved, including promotion and awareness raising of Randox health checks to maximise uptake. The mini report will be concluded soon for circulation to key stakeholders.**

1. **Patient experience – housing and support post hospitalisation**

**This case has highlighted potential housing and financial security risks as people age – the intention is to highlight the key concerns at appropriate levels in SMBC.**

The Enter & View visit to Harvest View in February 2024 flagged up the housing and support situation for a resident who was on a reablement stay. The 65 year old man who has heart health and mobility issues had fallen and sustained a head injury. He is a homeowner, who lives alone and had become isolated since his wife died. He had lost his job and fallen into arrears on his mortgage. He had not reached out for any support and his self-care was low, including alcohol control issues.

The stay in Harvest view brought the mans housing and support needs to attention of services. SMBC linked in a floating support worker and some aids and adaptations were fitted to his home so that he could return as he had reached the 7 week maximum stay at Harvest View. However the home remains unsuitable for his mobility needs and he is living downstairs with a WC and sink washes only. CAB are supporting negotiations with the mortgage company on the arrears and have got benefit incomes into place, the man will be due a state pension next year.

The man would have some reasonable equity from his home if he were to sell it, but not enough to purchase a suitable home outright. The equity amount would likely put him outside of eligibility for social housing. Private rented housing would be the viable option but finding something suitable to for his ongoing support needs and sustainable as a long term tenancy could be challenging.

**The case has highlighted that older and vulnerable people could be faced with housing need at a time of their life when they lack ability to cope with all that is required in moving home. That access to secure social housing could be a 2 step process, that their situation may become worse before they will receive such help.**

**The case is still being tracked and answers to some housing policy questions are currently outstanding. A mini report with intervention points and main issues highlighted will be finalised soon.**

1. **NHS Youth Worker Long Term Conditions pilot project**

The Diabetes in Sandwell report findings were presented to specialist diabetes clinical leads at a quality and improvement meeting. During the meeting a pilot project for NHS Youth Worker post to support young adults living with long term conditions was highlighted. The project supports vulnerable young adults who are at risk of disengaging from services and struggling with transition to adulthood, the intention being to support them through the journey and help them maintain their health and wellbeing around their long term condition. The pilot project has only been funded for 12 months, which does not appear to be long enough to measure outcomes and potentially places vulnerable young adults at risk of relapse on progress.

HWS have worked with the NHS Youth Worker Manager creating a document to spotlight the pilot project and raise awareness of the short term funding. The intention is to circulate the paper in September to key stakeholders in the hope an extension of the project can be funded.

**A copy of the draft document attached to meeting papers.**

**Update:**

**Diabetes in Sandwell**

There has been sustained interest in the Diabetes in Sandwell report since publication at the end of March 2024. It was agreed as part of the priority projects 2024/25 to respond to opportunities for collaboration and ongoing diabetes risk awareness raising. Below a summary of some of the activity to date:

1. Presentation of report findings to key stakeholders including Sandwell Health and Care Partnership, SWB Trust Diabetes & Endocrinology Quality & Improvement, Healthy Sandwell.
2. Feedback SHCP 20/8 response to recommendations and engagement work going on including looking at the integrated town teams, Sandwell Herald including looking at microgrants to VCS orgs. Dr Arun Saini also expressed the need to work in partnership with VCS orgs for the diabetes preventative agenda. Public Health are undertaking some insight work on cultural differences perspectives on healthy weight and healthy behaviours.
3. Involvement with BC ICB Transformation & Improvement and Commissioners in looking at improvements to the local diabetes prevention programme.
4. Initial liaison with BC ICB exploring Diabetes Community Champion programme (this has not progressed further as stands).

* Diabetes Type 2 Prevention week (May) & Diabetes awareness week (June) – community engagement programme for each week supported by HWS Team, Diabetes UK & Healthy Sandwell.
* Attended Diabetes Care Conference in London – main focus was Clinical Glucose Monitoring, highlighting ongoing lack of diabetes risk awareness and information provision, as per Diabetes in Sandwell report findings.

**Diabetes type 2 prevention week (May) paper attached. Diabetes impact review mini report to be completed.**

**Update:**

**Accessibility**

A priority project for 2022/23 was Accessibility: Are services meeting information and communication needs? This is another report that has had good impact and work on improvements at ICB level have commenced, HWS are involved in working collaboratively with ICB and people with lived experience. Recent activity includes:

* “Tool kit” within the Accessibility report has been shared to the BC ICB NHS Library resource and is utilised to inform improvements including accessibility of the BC ICB website [Home :: Black Country ICB](https://blackcountry.icb.nhs.uk/)
* Involved in Primary Care digital 1st Agenda working group looking at accessibility for sensory loss. Have helped structure the working groups into as service user reference group and a strategic group for change implementation.
* Encouraging and supporting direct involvement and feedback voice of people with sensory loss.
* Fed back improvements via BC ICB re NHS England new digital G.P. Registration form