



Improving lives **together**

Norfolk and Waveney Integrated Care System

Learning from our people, staff and communities – Update

NHS Norfolk and Waveney ICB Board 30 May 2023

Listening and learning – what has changed?

Involving the voice of people who use and deliver services, as well as unpaid Carers in our Board meetings held in public is a powerful commitment from our Board that our people and communities are at the heart of service design and decision-making.

It is important that this learning drives change, so we will take time regularly to go back and revisit each learning opportunity.

Today we will revisit our first four learning sessions to find out what has changed as a result of what we were told.

All our learning sessions can be viewed on our dedicated webpage:

<https://improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/learning-from-people-staff-and-communities/>

The screenshot shows the website header with the logo 'Improving lives together' and the tagline 'Norfolk and Waveney Integrated Care System'. A search bar is in the top right. The navigation menu includes 'ABOUT US', 'OUR WORK', 'GET INVOLVED', 'PUBLICATIONS', 'HEALTH & CARE CAREERS', 'MEDIA HUB', and 'CONTACT'. The breadcrumb trail reads 'HOME > ABOUT US > OUR NHS INTEGRATED CARE BOARD (ICB) > LEARNING FROM OUR PEOPLE, STAFF AND COMMUNITIES'. The main heading is 'Learning from our people, staff and communities'. The text below explains that involving the voice of people who use and deliver services is a powerful reminder and that each ICB Board meeting includes a section for staff and lived experience. A 'Launch event' section describes a July 1st event where a young carer and an adult carer shared their experiences, leading to the development of a 'carers identity passport'. A 'Click below to see the films shown at the Board:' section features a video player for 'Rest and Steam Cafes V.2 with captions'. Below this are three smaller video player thumbnails: 'Older People's Care 24 January 2023', 'End of Life Care 22 November 2022', and 'Maternity Vaccine Clinic 27 September 2022'. The footer contains links for 'TERMS & CONDITIONS', 'PRIVACY POLICY', 'COOKIE POLICY', 'ACCESSIBILITY', and 'SITEMAP', along with social media icons for Facebook, Twitter, LinkedIn, YouTube, Instagram, and TikTok. The copyright notice at the bottom reads 'COPYRIGHT © 2023 NORFOLK AND WAVENEY INTEGRATED CARE SYSTEM | ALL RIGHTS RESERVED'.

Carers Identity Passport – recognised, valued & respected

1000 Carers Identity Passports have been issued to unpaid Carers



Scan this QR code to get yours or visit carersvoice.org/carers-identity-passport



Be recognised, valued and respected in your caring role



At our launch event in July 2022 we heard from local Carers and Carers support groups about a co-production project that designed Carers Identity Passports to help **informal unpaid Carers** be more **recognised, valued and respected**, especially in conversations when the person they care for is discharged from hospital

Since then identity passports have been issued as cards on lanyards and as eCards for smart phones to more than **1124 Carers**. The aim is to clearly identify Carers so they do not have to frequently repeat their caring story. Carers Awareness training is being rolled out across the system and includes information about the identity passport.

The co-production steering group continues to meet and monitor the roll-out and effectiveness of the Identity Passports. A survey is being developed by Carers Voice to capture feedback from Carers who have signed up.



What next?

A marketing campaign is starting soon to raise awareness among patients and staff about the Carers Identity Passport.

Carers Awareness training is also being promoted to staff in general practice.

The next step is to look at raising awareness among wider primary care staff to recognise and value the Carers Identity Passport in pharmacies, dentists and optometrists

Are you looking after someone?

To find out about the **Carers Identity Passport** for all age Carers in Norfolk and Waveney visit carersvoice.org/carers-identity-passport or call **07932095312**

For more information about help for you as a Carer please visit improvinglivesnw.org.uk/carers



Be recognised, valued and respected in your caring role



Maternity Vaccine Clinic

In September 2022 we heard about how **pregnant women and people** had been offered **support to have the COVID-19 vaccine**.

Support and encouragement is now routinely being offered by antenatal teams for immunisation of Pertussis and Flu (when in season).

Existing opportunities are maximised, for example regular review and scan appointments

Learning from targeted support for pregnant women and people during COVID-19 now looking at programme of wider support for parents through the Wellness on Wheels (WoW) bus

As well as being able to speak to a midwife this also includes:

- Pelvic health
- Smoking cessation
- Infant feeding



PARENT SUPPORT EVENT 

ON THE WELLNESS ON WHEELS BUS

Thursday 15 June in Cromer Junior School
10am - 2:30pm

WELLNESS ON WHEELS
NORFOLK & WAURNET

Come and visit for FREE: Pelvic health | Infant Feeding | Smoking Cessation | Meet the MNVP's | Meet the Midwife | Contraception | Signposting | Input on keeping your baby happy and healthy

End of Life Care



- In November 2022 we heard from Janine and Heather about a frail 93-year old lady who was in the last weeks of life but didn't want to die in hospital or have too much medical intervention at **end of life**
- A care plan was agreed where she would move to a care home where her daughter worked but this couldn't be done fast enough
- In the meantime the lady was conveyed to hospital in an ambulance when taken ill in the night and sadly died there a few days later. This was not her preferred choice.
- Since then a **discharge transformation programme** has been set up
- The main aim is '**Home First**' – evidence shows people do better and prefer to be home unless they require reablement or long term support

What next – Discharge Programme Board work plan?

- From the time the patient is admitted and while they are still getting treatment staff will begin talking to them and their families or carers about their plan for discharge
- The moment they become well enough to leave hospital and do not have any reason to reside in a hospital bed they are supported to get home with or without help or to a place of care where they can have further rehabilitative treatment.
- Those patients who need ongoing care with support will have access to beds as quickly as possible.
- It's important that people are mobile and interacted with to prevent deconditioning
- All system partners will work together as one team around the patient to ensure a smooth transition with no delays due to any hospital or transfer processes including implementing a new digital solution to track all patients through their discharge pathway
- Currently mapping existing support services and redesigning how voluntary services work with hospitals – great potential to expand this support



Older People's Care

- In January 2023 we heard from the Corbett family about their mother, a frail lady in later life and the challenges the family faced of supporting her at home and her discharge
- We have also learned about the need for a specific later life service designed by and wrapped around older people
- Transforming Care in Later Life – an ambition within our 5-Year Forward Plan to develop a shared vision and strategy with older people that will help us to transform our services to be easy to access, and designed and wrapped around the needs of older people.



What next – Ageing Well Programme Board?



- Bring together older people with colleagues from health, local government, the care sector and voluntary and community services to agree what the ideal service would look like
- Achieve that vision by:
 - Using population health data and evidence based best practice
 - Map current services
 - Identify what new services or projects needed,
 - Identify which current services need to change, expand or stop to best achieve this.
 - Establish an Ageing Well Programme Board to develop and then oversee the delivery of this strategy over the next 3 - 5 years.
- First workshop for Ageing Well programme took place 23 May and was really well evaluated