GM Health and Care Board – Oldham Locality Update

Dr Carolyn Wilkins OBE
Chief Executive, Oldham Council
Accountable Officer, NHS Oldham CCG
The Oldham Model
Integration at a Neighbourhood level
Integration at a Neighbourhood level

- Primary Care Networks
- Adult and Community Services
- Care at Home
- Social Prescribing Network
- Youth Offer
- System Learning Group – Integrated Place Based Working
- Developing core and population priority offer
Care: Close to Home as possible

• 80% of Care Homes rated GOOD or OUTSTANDING (improvement from under 50% two years ago)

• DTOC – consistently strong performance underpinned by single team ethos

• MioCare:
  • Supported Living/Shared Lives: CQC GOOD
  • Extra Care Housing: CQC GOOD

• CQC and Oldham Cares doing reciprocal learning and shadowing
Care: Close to Home as possible

Community Health and Social Care

5,973  First Contacts Adult Social Care
3,196  Adults receiving a commissioned service

Adult Social Care (at 30 June 2019)

33,204  Integrated Health Teams and Out of Hours District Nursing Referrals
243,128  Integrated Health Teams and Out of Hours District Nursing Contacts
300,087  Integrated Health Teams and Out of Hours District Nursing Interventions

Community Enablement

818  Community Reablement PeopleSupported
789  Residential Reablement People Supported

2,147  Helpline and Response Ambulance Avoidance
206  Crisis Intervention Service (72 hours of care)
### Royal Oldham Hospital: Continuing Improvement

<table>
<thead>
<tr>
<th>Category</th>
<th>Safe</th>
<th>Effective</th>
<th>Caring</th>
<th>Responsive</th>
<th>Well-led</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent and emergency services</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Aug 2016</td>
</tr>
<tr>
<td>Medical care (including older people's care)</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Aug 2016</td>
</tr>
<tr>
<td>Surgery</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Aug 2016</td>
</tr>
<tr>
<td>Critical care</td>
<td>Inadequate</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Inadequate</td>
<td>Inadequate</td>
<td>Aug 2016</td>
</tr>
<tr>
<td>Maternity</td>
<td>Inadequate</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Inadequate</td>
<td>Inadequate</td>
<td>Aug 2016</td>
</tr>
<tr>
<td>Services for children and young people</td>
<td>Inadequate</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Inadequate</td>
<td>Inadequate</td>
<td>Aug 2016</td>
</tr>
<tr>
<td>End of life care</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Aug 2016</td>
</tr>
<tr>
<td>Outpatient and Diagnostic imaging</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Aug 2016</td>
</tr>
<tr>
<td><strong>Overall</strong></td>
<td>Inadequate</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Inadequate</td>
<td>Inadequate</td>
<td>Aug 2016</td>
</tr>
</tbody>
</table>

---

### Ratings for Royal Oldham Hospital

<table>
<thead>
<tr>
<th>Category</th>
<th>Safe</th>
<th>Effective</th>
<th>Caring</th>
<th>Responsive</th>
<th>Well-led</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent and emergency services</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Feb 2018</td>
</tr>
<tr>
<td>Medical care (including older people's care)</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Feb 2018</td>
</tr>
<tr>
<td>Surgery</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Feb 2018</td>
</tr>
<tr>
<td>Critical care</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Feb 2018</td>
</tr>
<tr>
<td>Maternity</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Feb 2018</td>
</tr>
<tr>
<td>Services for children and young people</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Feb 2018</td>
</tr>
<tr>
<td>End of life care</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Feb 2018</td>
</tr>
<tr>
<td>Outpatient and Diagnostic imaging</td>
<td>Requires Improvement</td>
<td>N/A</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Aug 2016</td>
</tr>
<tr>
<td><strong>Overall</strong></td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Aug 2016</td>
</tr>
</tbody>
</table>
Using all our assets to improve population health

What makes the NHS an anchor institution?

NHS organisations are rooted in their communities. Through its size and scale, the NHS can positively contribute to local areas in many ways beyond providing health care. The NHS can make a difference to local people by:

- Using buildings and spaces to support communities
  The NHS occupies 4,250 sites across England on 6,000 hectares of land.

- Working more closely with local partners
  The NHS can learn from others, spread good ideas and model local responsibility.

- Purchasing more locally and for social benefit
  In England alone, the NHS spends £27bn every year on goods and services.

- Widening access to quality work
  The NHS is the UK’s biggest employer, with 1.6 million staff.

- Reducing its environmental impact
  The NHS is responsible for 4% of the public sector’s carbon footprint.

As an anchor institution, the NHS influences the health and wellbeing of communities simply by being there. But by choosing to invest in and work with others locally and responsibly, the NHS can have an even greater impact on the wider factors that make us healthy.
Using all our assets to improve population health

Grow Our Future Workforce:

• University Campus Oldham awarded silver in teaching excellence framework

• Oldham College - T Level provider for 2021 in construction, health and Science, early years and digital

• Recruitment

• Career Progression
Using all our assets to improve population health

**Thriving Communities**
- Investing in social and green infrastructure
- Reducing environmental impact: electric vehicles
- Single use plastic
- Food and growing
- Social prescribing
- Community energy

**Co-operative Services**
- Creative use/ownership of buildings and spaces
- Integrated ‘cluster’ working
- Democratise design
- POINT SEND

**Inclusive Economy**
- Get Oldham Working
- Living Wage Accreditation
- Local Purchasing
- Grow our own future workforce
- Corporate Parent
- Physical infrastructure
Workforce Wellbeing: Wellbeing Workforce

- Fit for Oldham: mental and physical wellbeing
- Oldham Health Checks
- Health Literacy & Strengths based conversations
- Support for Care Leavers: Council Tax & Prescription charges
- Kindness Collaborative
- Wellbeing in all services/policies/teams
  - regeneration
  - libraries
  - school catering
  - lifelong learning
  - parks
Workforce Wellbeing: Wellbeing Workforce

- Whole School and College Approach to Emotional Health and Mental Wellbeing in Oldham

- Implementation of a new Children’s Operating Model which embraces:
  1. Training and Development
  2. Recruitment and retention
  3. Health and Wellbeing
  4. Accommodation to fit a mobile and agile workforce
What is Social Prescribing?
We know that taking care of your health involves more than just medicine. With Oldham Social Prescribing you can get specialist support for more than medical issues. Your local connector will contact you and spend time with you exploring what activities and/or local support could improve your health and wellbeing. You can consider the benefits of participating in them, and we will assist and support you to plan your next steps.

What support can I get?
Our connectors can help you with a range of issues, including:
- Social isolation
- Loneliness
- Emotional wellbeing
- Healthy lifestyle choices
- Getting out and about
- Life changing events such as BH’s, retirement, bereavement
- Long term health conditions
- Loss of confidence/purpose
- Poor health linked to housing or housing conditions
- Accessing work, training and volunteering

The school that shows good food is not just for posh kids
Aditya Chakrabortty

In England’s poorest town, schools are teaching their children to embrace a healthy diet. Our new economics series looks at the lessons from Oldham.

Listen to Aditya Chakrabortty talking about game-changing economic models on The Alternatives podcast.
There’s a lot to be proud of in Oldham…

• Tackling Inequalities – core to our work
• Kings Fund – population health and inequalities
• Primary Care plus: tackling exceptioning
There’s a lot to be proud of in Oldham…

- Oldham has:
  - The best performance in relation to strokes in the country
  - Maternity services have significantly improved – Oldham seen as a “great place to have a baby”
  - EMIS now at the front door of the emergency department
  - Elective referrals from practices reducing (practice variation project)
  - SEND – redesign, delivery and impact (POINT-SEND)
  - Smoking Cessation/CURE
  - Significantly improved position in relation to medicines
There’s a lot to be proud of in Oldham…

“There is much to admire in Oldham of 2019, and - if you look for it - a great deal of hope. While admitting that times feel tough … people stress … their tale is also one of pride and generosity, of hope, resilience, imagination and solutions”

Jennifer Williams