

Richmond Health and Care Plan 2019-21

Summary discussion document

May 2019

Start well, live well, age well





The Richmond Health and Care Plan describes our vision, priorities and actions to meet the health and care needs of local people and deliver improvements in their health and wellbeing.

This two year plan focuses on actions which no single organisation can achieve alone: where health, social care and the voluntary sector working together has maximum impact. This plan should be read in the context of our other local health and care strategies.

This plan has been developed in partnership with local people, voluntary community groups, health and care partners.

Our vision

“All people in Richmond are able to achieve their full potential, live their lives with confidence and resilience, and access quality services that promote independence and deliver value for money.”

How we will deliver this

Focusing on prevention and early intervention: making sure people are treated in the right place to meet their needs. Proactive, preventative care will mean fewer people need to access emergency or specialist services.

Supporting patients to be involved in their own care: and, where possible, lead their own care

Integrated and accessible person centred care: health, social care and voluntary sector teams in the community that will provide a range of joined up health and social care services to improve the experience of local people

Supporting independence for as long as possible: supported by a health and social care system that is easier to access, is timely in the support it provides and brings together expertise to provide a cohesive and intuitive approach to health and wellbeing



The Richmond story

Resident Population

194,730



Employment

80%

working-age adults are in employment
the highest rate in London



49%

volunteer
highest rate in London (26%)



Life expectancy at birth:

82 years

for men
(1.8 years greater
than London)



85.4 years

for women
(1.3 years greater
than London)

Heritage sites:

Hampton Court Palace, Richmond Park, Kew
Gardens, Bushy Park - approximately

4.5 million visitors

from across the world every year.

Education

A borough with some of the
highest performing primary
and secondary schools in the
country



International Sporting Events:

Autumn International Rugby
Fixtures, Twickenham Six Nations,
Twickenham largest dedicated
rugby union venue in the World, with
a capacity of

82,000



12

libraries with
a variety of
services, events
and support
sessions

Community Safety

4th out of 32

for crime overall
Safest borough for violent crime



Open
spaces

40% of the
area of the Borough



100+
parks



21 miles
of river frontage



23,000

bike journeys per day in the borough
2nd out of 33 in London

Finance summary

- The health and care system in Richmond faces significant financial challenge. With increasing demands from an ageing population and the need to improve quality and respond to rising patient expectations we must do more to improve the way we use the funding for health and care in the borough.
- It is therefore inevitable that the shape of services will have to change. To support our health and care plans we will shift the balance of our spend from reactive, high cost acute care to preventative, proactive out of hospital care.
- We know that by working together we can better manage our collective financial challenges, whilst delivering the health and care the people of Richmond deserve.
- Clinically led working groups are developing patient focused solutions along with the actions within this plan to deliver care within the resources available.

Richmond-upon-Thames HEALTH & CARE PARTNERSHIP EVENT

19 Nov. 2018



Our plan – priorities for action

Start well



- Improve the mental wellbeing and resilience of our children and young people
- Support children and young people with special educational needs, disabilities and complex health and care needs to flourish and to be independent in their local communities
- Focus on reducing obesity to improve the health of our children and young people

Live well



- Support people to stay healthy and manage their long term health conditions
- Promote mental wellbeing and support those who experience poor mental health to avoid mental health crisis
- Reduce health inequalities for people with learning disabilities and serious mental illness.

Age well



- Encourage active, resilient and inclusive communities that support people to live at home independently, if possible
- Support people to plan for their final years so they have a dignified death in a place of their choice.

Based on the conversations we have had with local people over the past two years, the Richmond story and the case for change we have agreed these priorities for action.

Priorities across all life stages

Improve support to unpaid carers

Priority: Recognise and value carers, support them in their caring role and enable them to have a life outside of caring

Why is this important:

Approximately 15,800 people provide some level of **unpaid care** and 15% of those provide more than 50 hours unpaid care per week. This is much higher than the number of carers identified as such by GPs, the voluntary sector and social care

Action: We will improve our practice in identifying and recognising carers of all ages so they are linked to appropriate support options, enabling carers to reduce the social, financial and health impacts they face.

Priorities across all life stages

Prevention

Priorities:

Create environments and enable communities and individuals to lead healthy lives and be confident in their ability to care for themselves and others

Act on the wider determinants of health to improve people's lives



You will see prevention and early intervention throughout the actions outlined in this plan

Start well

What happens in early life, starting from conception, affects health and wellbeing in later life. Prevention is critical to ensuring that all children and young people can fulfil their potential.

Lower levels of children receiving MMR1 immunisation by the age of two compared to England (78% vs. 92%).



Over 10,000 A&E attendances for under 5 year-olds – significantly higher than both the England and London averages



16% point gap in achieving a 'good' level of development in reception between children eligible for free school meals and those not

Prevalence of obesity more than **doubles** between reception and year 6



61% of 15 year-olds in Richmond are sedentary for over 7 hours per day

Highest in London

for 15-year-olds drunk in the previous month (25%), tried smoking tobacco (36%) and cannabis (19%) and multiple risky behaviours (22%)



4th The average mental wellbeing score for 15 year-olds in Richmond is the fourth worst in London

Third highest rate of hospital admissions for self-harm in 10-24 year-olds in London



Together we will focus on:

1. Improving the **mental wellbeing** and resilience of our children and young people
2. Supporting children and young people with **special educational needs**, disabilities and complex health and care needs to flourish and be independent in their local communities
3. Focusing on **reducing obesity** to improve the health of our children and young people



Improve the mental wellbeing and resilience of children and young people

What will we do?

- By April 2020 we will complete an assessment of the **mental health needs of the under 5** population of Richmond, to inform development of services.
- Ensure that there is an **emotional wellbeing programme in all of our schools**, by April 2021 including wellbeing support, training and information to students, parents and staff
- Establish a **digital youth project** steering group, by January 2020 to review and expand the range of resources and tools to support emotional wellbeing and strengthen resilience
- By April 2020 we will complete a review of the current **neurodevelopment and assessment offer for 0-5 year olds**, ensuring that by 2021 the recommendations of the review are being implemented.



Support children and young people with special educational needs, disabilities and complex health and care needs to flourish and be independent in their local communities

What will we do?

- Work with children and young people, parents and carers to ensure they can have their say and are involved in **decisions about their own education, health and care support**
- Promote the **local SEND website** so that more people are aware of its value as a one-stop shop for information on local health and care services
- Co-design with young people, parents/carers and professionals an **improved local therapies** offer to be in place by March 2020
- Build on the existing **transitions protocol** between children and adult services, ensuring that this includes a review of all educational health and care plans at year 11



Reduce obesity to improve the health of our children and young people

What will we do?

- Roll-out the **Family Start programme** to support children who are identified through the national child measurement programme by March 2020
- Promote and support roll out of the **Daily Mile** (getting all children to run for 15 minutes a day in school), in all of the borough's primary schools by April 2021
- Carry out a **needs assessment on breastfeeding** by April 2020 to identify if there are areas of the population where uptake is below the London average of 49%
- Develop a **Healthy Catering Commitment Plan** to ensure that healthy food is served or sold in all of the borough's schools by 2021
- Enhance parent programmes that **promote healthy eating and active play for 0 to 5 year olds** in children's centres by 2021

Live well

Healthy choices are influenced by our environment, communities and wellbeing. We will drive forward preventative approaches at all levels - engaging communities, utilising local assets (e.g. parks) and targeting approaches to reach those most at risk.

18,000

adults are estimated to smoke



35%

of adults drink more than the recommended 14 units of alcohol a week



22,000

people have a common mental disorder, such as depression and anxiety.



1,000

Approximately 1,000 incidents of domestic abuse in 2016

Nearly one in ten has

three or more

long term conditions



An estimated

15,800

people provide some level of unpaid care



7% increase in the number of

rough sleepers

between 2014/15 and 2016/17

Together we will:

1. Support people to stay healthy and manage their **long-term health conditions**
2. Promote mental wellbeing and support those who experience poor mental health to avoid **mental health crisis**
3. Reduce health inequalities for people with **learning disabilities**



Support people to stay healthy and manage their long-term health conditions

What will we do?

- Proactively support **people with complex health and care needs** by bringing health and care professionals together around the individual – through primary care networks, across the borough by March 2020
- Transform the way people access **outpatient hospital appointments** so that more care is received closer to home
- Promote **prevention and early identification of long-term conditions** – by increasing the uptake of health checks as part of the Quality Outcomes Framework
- Expand **IAPT (psychological therapies)** to include people with long-term conditions to meet the 22% access target by March 2019
- Support a culture of health and wellbeing by providing **healthy working environments** which support those working with long term conditions, so that by 2021 all health and care organisations have signed up to the Healthy Workplace Charter
- Roll out **social prescribing across the borough** by March 2020



Promote mental wellbeing and support for those who experience poor mental health

What will we do?

- Increase access to the **IAPT (psychological therapies)** services for all, with a specific emphasis on vulnerable groups to meet the 50% recovery target and the 22% access target by March 2020.
- Implement Richmond's **Suicide Prevention Strategy** to improve identification of risk and access to support, so that we see a reduction in suicides year on year
- Build on the work of the multi-agency interface group which looks at the care of people with **complex mental health needs**
- Ensure people with **serious mental illness get support for their physical health** as well as their mental illness - 60% of people on the GP serious mental illness register by March 2020



Reduce health inequalities for people with learning disabilities

What will we do?

- Increase the **uptake of GP annual health checks** for those with learning disabilities to at least 75% by March 2020
- Support Mencap to deliver the **Treat Me Well campaign** across Richmond health providers
- Continue to support people to access **Choice Support** - a dedicated, support employment service for people with learning disabilities

Age well

Whilst people are living longer, many older people are also living with a reduced quality of life due to ill health or disability, or experience loneliness and isolation.



28,900 to 43,100

- the projected increase in number of over 65 year-olds between 2015 and 2035 (almost 50%)

2,072

Richmond residents are estimated to have dementia



50%

of over 75 year-olds live alone



The average age older people start to receive

council-funded social care

at home is 84, and 87 for people in care homes



An average of 4 emergency hospital admissions in the last year of life for those

aged 85 years

and over; and who died in hospital

Together we will:

1. Encourage **active, resilient and inclusive communities** that support people to live at home independently, where possible
2. Support people to plan for their **final years** so they have a dignified death in a place of their choice



Encourage active, resilient and inclusive communities that support people to live at home where possible

What will we do?

- Improve **health and care information and advice** for people and their unpaid carers
- Increase access for older people and their carers for **outreach and community based services**, including respite care through the delivery of Community Independent Living Services
- Redesign the pathways for **integrated community based urgent care services and home first services** on discharge from hospital



Support people to plan for their final years so they can have a dignified death in a place of their choice

What will we do?

- Improve end of life care by implementing our **end of life care strategy**
- Review the **joint dementia strategy**, ensuring specialist end of life care support is in place to support people with dementia and their carers

Have your say

Having heard about the developing Health and Care Plan for Richmond we would like you to consider these questions:

- Do you understand what we will be focusing on for the next two years?
- Do you agree with the actions we are proposing to improve the health and care of local people over the next two years?
- Is there anything missing in our plans that you would expect to see there? If so, what?
- Have you any other comments about the Health and Care Plan discussion document?

You can do this by filling out our short online questionnaire which you can find online here: <https://bit.ly/2GPpm06>

Emailing us at : richmondccg.involve@swlondon.nhs.uk

Calling us at: 020 3941 9917



Delivering the Health and Care plan

Where possible, we will use existing forums and groups to take forward the actions.

A delivery plan with clearly identified lead organisations will now be developed so that health and care partners can work together and make a difference for local people.





Contact us:
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