

# Specialist Community Support

Engagement Report – Executive Summary

November 2023

Version 1.1

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# 1. Executive Summary

## 1.1 Background

Community Health Services are a vital component of what is available for our citizens in Nottingham and Nottinghamshire, however there is a need for change driven by:

- Historic commissioning arrangements.
- Local and national guidance (e.g., Major Conditions Strategy).
- Nottingham and Nottinghamshire Integrated Care Strategy.
- A movement away from a transactional relationship between commissioner and provider, and one that allows flexibility to meet the changing needs of citizens and populations.
- Prevalence and complexity of disease and links with health inequalities.

Nottingham and Nottinghamshire ICB are conducting a review of community care via the Community Care Transformation Programme (CCTP) to address this. The CCTP is being delivered via two phases to support this change (phase one: Integrated Neighbourhood Working and phase two: Specialist Community Support).

This engagement report will feed into phase two of the work – Specialist Community Support, and feedback collected from the engagement undertaken will inform the review of current services and shape the delivery of a sustainable Specialist Community Support model through co-produced transformation.

## 1.2 Aims

The aims of engagement were to:

- Understand better what works well for citizens/carers and professionals.
- Understand better what does not work well for citizens/carers and professionals.
- Understand what is stopping our citizens/carers from accessing community services and what the barriers for our professionals are.
- Understand how aligned Community Care delivery is, in our professional's opinion, to the Integrated Care Strategy.

The objectives of the engagement were to:

- Actively listen to our communities to better understand their current lived experiences.
- Gain honest feedback from citizens and carers with lived experience, and professionals, about accessing Specialist Community Support in Nottingham and Nottinghamshire.

## 1.3 Methods

Engagement commenced 14<sup>th</sup> June until the 25<sup>th</sup> August 2023. Two surveys were designed, one for citizens and carers, and one for professionals. A variety of approaches were used to offer opportunities for engagement, the surveys were promoted virtually to a range of our diverse community groups and organisations across Nottingham and Nottinghamshire and face to face engagement was held via community roadshows and visiting community-based groups. Different approaches to engagement were used to allow citizens/carers and professionals from the health, social and voluntary, community and social enterprise (VCSE) sector to share their individual experiences and be heard/actively listened to.

A total of 139 surveys were completed: 80 citizens/carers and 59 professionals from the health, social and VCSE sector. An offer of translation was provided; however, no requests were made.

Conversations had with citizens, carers and professionals were also recorded to feed into the Specialist Community Support work, 33 conversations were captured.

#### **1.4 Findings and Recommendations**

7 themes were identified to inform the review of Specialist Community Support services:

- Effective communication.
- Access to information.
- Focus on personalised care.
- Supporting accessibility to services.
- Reduction/removal of workforce barriers.
- Integration of services.
- Focus on holistic care.

Recommendations included:

- Ongoing communication and engagement throughout the programme
- Not being afraid of failing.
- Ensuring correct use of terminology.
- Being clear on the scope of Specialist Community Support.

It is acknowledged that further engagement will be required throughout the programme and beyond to make sure the model remains fit for purpose meeting the needs of all our Nottingham & Nottinghamshire citizens. Feedback collated from this exercise and future feedback will inform the review of Specialist Community Support services and shape the delivery of a sustainable Specialist Community Support model through co-produced transformation.

We would like to thank all who supported, promoted, and took part in the engagement.

## 2. Glossary

Acronym	Definition	Explanation
-	City Care	A community provider of health services across Nottingham City
CCTP	Community Care Transformation Programme	The overarching programme that Specialist Community Support sits within
CVS	Community and Voluntary Sector	Made up of organisations and groups that are independent, value-driven, and not-for-profit. This includes charities, community groups, social clubs, churches, sports clubs, and more.
GDPR	General Data Protection Regulation	GDPR is a law that sets guidelines for the collection and processing of personal information.
HI	Health inequalities	Differences in health across the population, and between different groups in society, that are systematic, unfair and avoidable.
-	Holistic Care	A 'whole person' approach to providing care. This includes a person's physical, psychological, emotional, and spiritual needs.
INW	Integrated Neighbourhood working, also known as Phase One	INW aims to improve coordination and communication between health (including GPs), social care, and other partners, and you, your family, and carers. It aims to provide the services you need in your community when you need them.
-	Network	Interconnected for the purpose of sharing data and resources.
NHFT	Nottinghamshire Healthcare NHS Foundation Trust	A community provider of health services across Nottingham and Nottinghamshire
-	Place	The term 'place' commonly refers to a specific geographic area where people live, learn, work and recreate.

Acronym	Definition	Explanation
PCN	Primary Care Network	PCNs are a local collaboration of healthcare teams that provide primary healthcare services to patients. Some PCNs include different healthcare providers such as nurse practitioners, allied health professionals, and community services to provide a wider range of services to patients and to integrate with the wider health and care system more easily.
PICS	Primary Integrated Community Services	A community provider of health services across Nottingham and Nottinghamshire
-	Professionals	A person who works for health, local authority or VCSE services.
SMD	Severe Multiple Disadvantage	Refers to people with two or more of the following issues: mental health issues, homelessness, offending and substance misuse.
SCS	Specialist Community Support (also known as Phase Two)	A programme of work that will review the Specialist Community Support service offer across Nottingham and Nottinghamshire. The programme will consider what wider support is available for citizens to help improve their health and manage their long-term conditions through supported self-management and a more personalised care approach, looking at the whole person. In addition to health services, this could include how we can integrate support provided by local authorities, the community and VCSE sector, a person's own community/personal network and self-care/self-management to support mental and physical health.
-	Specialist Services	Specialised services support people with a range of complex conditions. They often involve treatments provided to patients with rare cancers, genetic disorders, or complex medical, long-term, or surgical conditions.
-	System	A group of organisations working together as an interconnecting network
-	Transformation	The process of changing completely the character or appearance of something to improve it.

Acronym	Definition	Explanation
VCSE	Voluntary, Community and Social Enterprise	The voluntary, community and social enterprise (VCSE) sector is an important partner for statutory health and social care agencies and plays a key role in improving health, well-being, and care outcomes. VCSEs range from small community-based groups/schemes through to larger registered Charities that operate locally, regionally & nationally.
-	Wider determinants of health	A range of social, economic, and environmental factors which influence people's mental and physical health.

