

REF: Response to Mr Wood re Hollins View

7<sup>th</sup> July 2015

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Dear David

Thank you for your letter dated 24 June 2015. Responses to the points you have raised are outlined below.

1. **Intermediate Care:** *The Trust planned to cease use of Intermediate Care at Hollins View Residential Home from 31 March 2015. Would you explain the reasons this did not go ahead and would you let us know what are your present plans for Intermediate Care?*

*Details of your new timetable and future plans in terms of number of beds, specific locations and centres would be appreciated. As you may guess there is much concern from patients and families about what the Trust is hoping to do to improve the provision of Intermediate Care to prevent unnecessary hospital care.*

An agreement was reached directly between East Cheshire NHS Trust, who provide Intermediate Care services across Eastern Cheshire, and Cheshire East Council to extend provision of the Intermediate Care beds at Hollins View beyond 31 March 2015. This extension has allowed for further work to be undertaken in assessing the longer term demand and capacity requirements for our population.

We continue to work with East Cheshire NHS Trust, both in development of our STAIRRS (Short Term Assessment Integrated Response and Recovery Service) as well as the current and future provision of bed based services.

We have also continued to fund a range of Intermediate Care beds through Independent Care Homes across Eastern Cheshire (Knutsford and Wilmslow), in addition to those beds already provided on Langley Unit (Macclesfield District General Hospital), Aston Ward (Congleton) and Hollins View. We would normally have reduced the bed stock during spring/summer but have this year maintained these additional beds whilst we conclude the demand and capacity review that is assessing how many Intermediate Care beds we would commission going forward.

We are also in discussions with Care Home providers about opportunities to commission alternative “support to assess” (step up services) and “discharge to assess” (step down services) to enable assessment and care to be delivered outside of a hospital environment. These alternative delivery models (STAIRRS and Support/Discharge to Assess) reflect the joint working of Eastern Cheshire Clinical Commissioning Group (CCG), Cheshire East Council and our local providers as part of the Caring Together Transformation Programme.

Whilst recognising the point you raise in relation to delayed discharges from hospital the number of patients being delayed whilst waiting for an Intermediate Care bed is relatively small (4.8% of the total which equates to 77 bed days) of delayed discharges since the start of April at East Cheshire NHS Trust. We do recognise capacity challenges in relation to patients being discharged to Care Homes, specifically Nursing Homes.

As a CCG we are in the process of re-procuring Continuing Healthcare Care Home bed capacity, through a North West process. We are also working alongside Cheshire East Council to consider approaches to commissioning as effectively as possible from the Care Home market.

2. **STAIRRS Programme:** *Please would you let us know how this approach is going? Has it been successful in reducing the risk of hospital bed blocking? We assume there has been a review of the approach following the pressures over Winter and Spring. We hear of patients blocking hospital beds in this area and others waiting to be discharged from out of area hospitals, so details of your assessment of the programme would be appreciated.*

A project team is currently working to finalise proposals for the redesigned service by 30 July 2015. This will ensure the revised service is in place for Winter. Plans include a single point of referral, access to a multi professional health and social care assessment and access to a range of services across health and social care that will support people in their own homes. This approach will help avoid unnecessary admissions and support people with complex needs on discharge from hospital.

There has been good progress and engagement from providers, including our local hospice and voluntary sector organisations. The project team are currently reviewing the likely demand for these services, both in terms of numbers and individual patient and carer needs. We are working with a national expert on frailty to better understand what we need to commission and how.

3. **Joint Working with Cheshire East:** *You stated in your letter you understood Cheshire East was committed to “maintaining the capacity of respite beds and to the expansion of respite care options to include more alternatives to bed based provision. ”Do you know if this commitment has been fulfilled? If not, has the Board made any representations to Cheshire East to find out their plans? Have any answers been received and if so what were they?*

You may be aware that Eastern Cheshire CCG, South Cheshire CCG and Cheshire East Council have worked together to develop a Carers Strategy and implementation plan. The CCG Governing Body has supported the principle of the work done so far on developing the Joint Strategy for Carers and being fully supportive of the direction of travel aimed at improving the situation for carers. The Governing Body agreed it could not explicitly support the strategy without further clear evidence around the benefits to carers, and clearer governance arrangements for how the benefits will be delivered. We wrote to Cheshire East Council highlighting the views of the CCG and have agreed to work together with our partners to develop more detail within the plans to provide this assurance.

I have attached a link to the Governing Body Minutes below for your information.  
<http://www.easterncheshireccg.nhs.uk/Downloads/Governing-Body/Meetings/27%20May%202015/150429%20-%20GB%20in%20public%20Unconfirmed%20minutes%20April%202015.pdf>

I hope this information is helpful to you.

Yours sincerely



**Neil Evans**

Commissioning Director  
NHS Eastern Cheshire Clinical Commissioning Group

cc John Wilbraham Chief Executive East Cheshire Trust  
Jerry Hawker Chief Officer Eastern Cheshire CCG  
Jacki Wilkes Associate Commissioning Director Eastern Cheshire CCG  
Matthew Cunningham Corporate Services Director Eastern Cheshire CCG