

Care Sector Team

New team within the ICB, formed April 2023

- Sits under Sarah O'Brien – Nursing Division



- Jane Brennan - Adult Health and Care Directorate (& Funded Care/LDA)



- Suzanne Hebashy, Associate Director



- Adele Thornburn, Senior Care Sector Clinical Lead



- Care Sector Clinical Leads Team



- Quality & Performance Specialist Team

LSCICB Care Sector Clinical Leads Team

- Adele Thornburn -ICB Senior Care Sector Clinical Lead
- Emma O’Kane -Care Sector Clinical Lead - South Cumbria
- Angela Clarke -Care Sector Clinical Lead – BwD & Lancashire East
- Rosemary Cowell -Care Sector Clinical Lead – Lancashire Central
- Katherine Greenhalgh -Care Sector Clinical Lead – Blackpool & Lancashire North
- Hannah Casstles -Care Sector Programme Administrator
- Olawela Adenuga -Care Sector Programme Officer

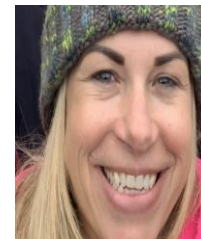
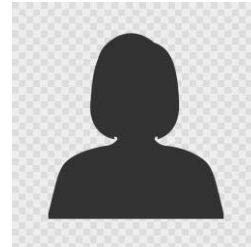
Contact details: iscicb.caresectorclinicalteam@nhs.net



LSCICB Quality & Performance Specialists

- Amy Nicholas -Senior Quality and Performance Lead (Clinical)
- Greg Bates -Quality & Performance Specialist (Clinical) Lancashire North & Blackpool
- Lorna Davey -Quality & Performance Specialist (Clinical) Lancashire Central
- Christine Cartwright -Quality & Performance Specialist (Clinical) Lancashire Central
- Melissa O'Rourke -Quality & Performance Specialist (Clinical)Lancashire East & BwD

Contact details: iscicb.providerquality@nhs.net



We work closely with the **ICB Contract Management Team**

Barry Glasspell, Strategic Commissioning Manager

Fatema Nakhuda, Senior Contract and Brokerage Manager

Karen Cothliff, Contract Management Officer

Caroline Waring, Contract Management Assistant

Marie Cooper, Administration Assistant

Emma McElroy, Administration Assistant

Current Care Sector Clinical Roles

- Quality and Performance Specialists (QPS)

Contract monitor, and quality assure providers against the NHS Standard Contract (Nursing homes and care at home).

*Essentially, cover NHS contracted providers

Monitor monthly quality assurance data submissions, review serious incidents (SIs), triage queries and signposting, review provider action and improvement plans, complete new manager calls, annual quality visits and provider concern meetings.

- Care Sector Clinical Leads

Communication, Co-ordination & Collaboration – with the totality of the care sector market and at both system and place levels.

Work closely with QPS, Local Authority, Primary care, Secondary services, Acute trusts, CQC and matrix work across the ICB to seek quality assurance and support quality improvement

ICS Programme Plan Summary

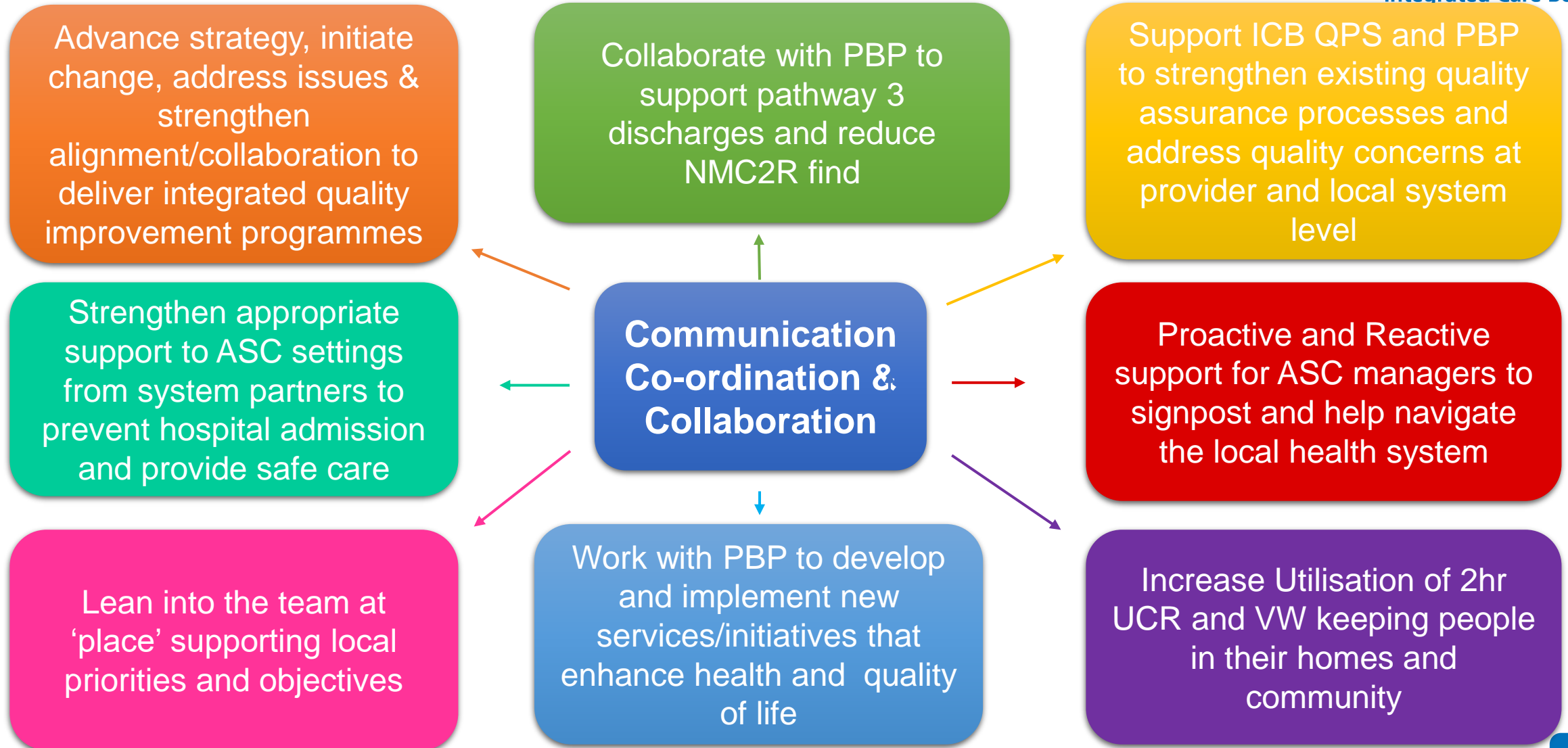
The vision for the Care Sector provision across Lancashire and South Cumbria (LSC) is to improve and sustain people's experience and quality of life for those who utilise out of hospital Adult Social Care (ASC) services along with their families, carers, and local communities. To engage with the workforce to establish integrated relationships and opportunities. To deliver high-quality personalised care within the community.

Provide, wherever possible, proactive access to the right care and the right health services in the place of their choosing to prevent or delay deterioration in their health and wellbeing. Enable effective use of resources through efficient collaboration across health and social care to improve outcomes for people in receipt of adult social care services, and in turn reducing unnecessary conveyances to hospitals, hospital admissions, and bed days whilst ensuring the best care.

In Scope: Adult Social Care (ASC), including care home, home care, supporting living and extra care sectors. Enhanced Health in Care Homes (EHCH) deliverables and assurance, Ageing Well directives, workforce development and sustainability, quality monitoring, system response and quality improvement. Supporting the implementation of digital solutions and preparing the workforce for change. Developing and supporting the roll out of solutions to support clinical flow, hospital discharge and admission avoidance. Driving and supporting the transformation agenda together with strategic partners.

Key Performance Indicators (KPI)

- Improvement in Care Sector CQC Ratings
- Reduction in homes entering a Quality Performance Improvement Process
- Support Pathway 3 discharges to reduce delays (NMC2R)
- Increasing discharges out of hours
- Increase utilisation of 2hr Urgent Community Response (2UCR) and Virtual Wards (VW)
- Delivery against national and regional KPI's eg Going further for winter/NWAS users, NECS compliance



PBP = Place Based Partners QPS = Quality and Performance Specialists