

Northumberland 0-19 Service

Ashley Iceton General Manager Northumberland/Gateshead

Ashley.Iceton@nhs.net

Sam Anderson Service Manager Central/West locality

Samantha.anderson3@nhs.net

The New 0-19 Service Model

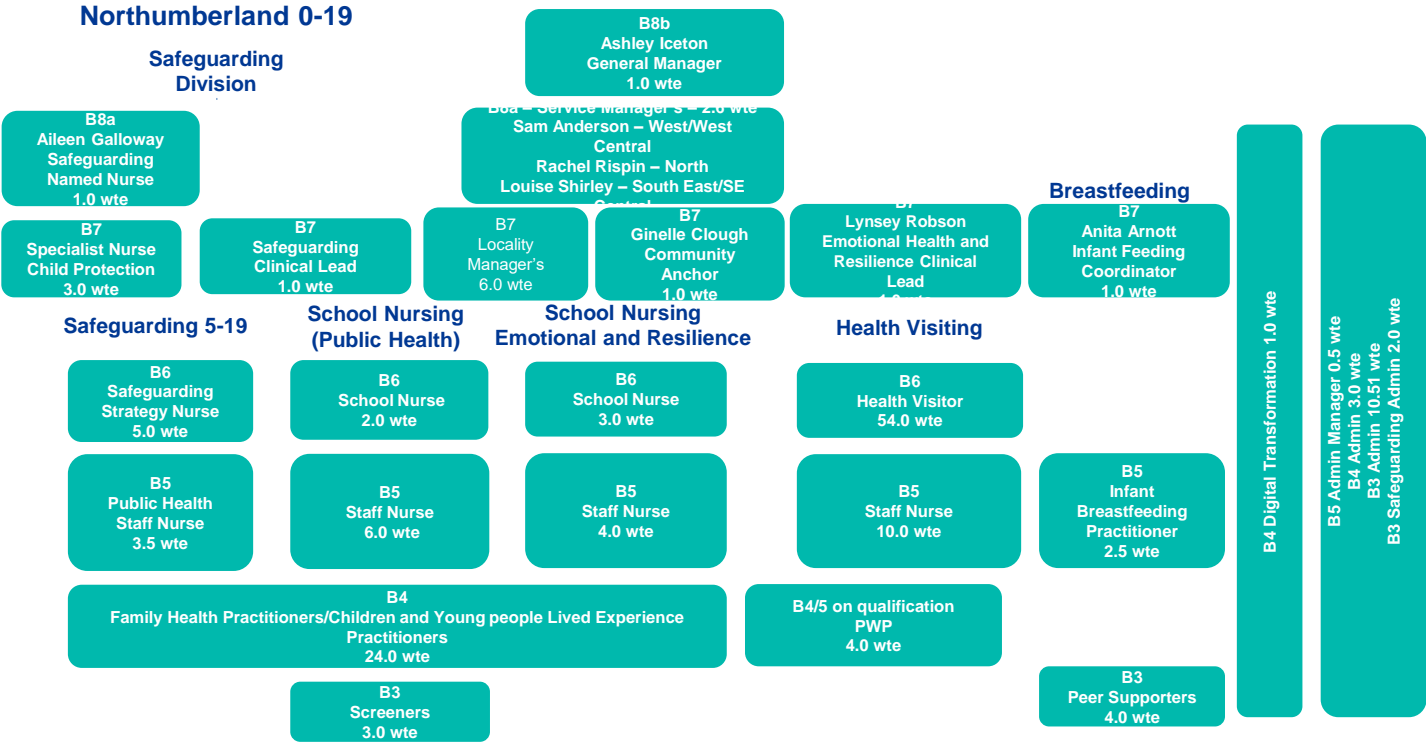
Transformation of the workforce to a 0-19 Service model, to develop and deliver the service through skill mix and the introduction of new roles to meet the key priorities of the partnership arrangements and support integration and collaboration with local authority partners, Family Hub model and key stakeholders.

Model is based on the restructure changes which are influenced by experience and best practice. The model will evolve and develop, responding to local and national changes and need. 0-19 Locality Managers – manage colleagues across 0-19, each with a thematic lead area to promote service transformation and quality improvement (Quality and Performance Management, Vulnerability, HCP and Universal, SEND, System1, Digital and Service User Experience).

Key Contacts/Structure



Harrogate and District
NHS Foundation Trust



Transition into the new model.

- We have agreed three areas of the North, Central Southeast and Central West. We are recruiting a full-time substantive Locality Manager into the North and a full time 12-month fixed term Locality Manager into the Central Southeast area.
- The integrated management team are developing an action plan to support the transition into the new model. The action plan will include supporting staff health and wellbeing whilst implementing a Single point of Contact, progressing the estates strategy, establishing clear lines of communication and a robust governance structure.
- We have recruited into the Clinical Lead for Emotional Health and Resilience, Community Anchor, Community Triage Nurse and The Project Support Officer.
- In March 2023 System One will move from the current four modules into one 0-19 module. This will improve the timeliness of accessing and recording information across the service.

The Growing Healthy Service.

- The 0-19 HCP in Northumberland is delivered by the 0-19 Healthy Child Team, HDFT. The service is delivered by a skill mixed workforce led by Specialist Community Public Health Nurses (SCPHN), enhanced by clinical champions and thematic lead roles.
- Core contacts will be delivered at home, with the introduction of the Family Health Needs Assessment and Home Environment Assessment tool. Where there are staffing pressures, Service Managers are developing and leading on local action plans to meet the needs of the population and manage risk. Underpinning the process will be HDFT's Safe Staffing tools including OPEL levels.
- Specialist Community Public Health Nurse recruitment continues, we are using both local adverts and the HDFT recruitment events to attract staff to the area. In March 2023 two Health Visitors will come into post from Northumbria University SCPHN course. In September 2023 we have six SCPHN students qualifying. In preparation for 23-24 the education leads are completing a scoping exercise looking at SCPHN recruitment for September 2023 using Northumbria university.

Key Performance Indicators.

2021-2022 / 2021-2022 / 2022-2023 / 2022-2023

Contact	Q3	Q4	Q1	Q2
Antenatal	98.5%	99.2%	93%	90.4%
New Birth Visit	92.4%	91.5%	93.8%	95.3%
6-8 Week	94%	90.4%	90.2%	93.7%
12 Month	92.5%	88.3%	93.7%	94.7%
2.5 Year	89.6%	89.4%	91.8%	93.7%

Infant Feeding Pillar

- Infant feeding lead is leading a plan that includes the implantation of proactive contacts postnatally, increasing the number of BF support groups across the county and introduce a tiered approach to support, bringing the service in line with UNICEF standards.
- BFI UNICEF Progress Review: We have maintained our GOLD Accreditation status with lots of positive feedback. We have one action identified: Within the staff survey, staff reported that they felt they would not be listened to if they raised ideas/concerns. There is an action plan that includes a further staff survey.

2021-2022 / 2021-2022 / 2022-2023 / 2022-2023

Contact	Q3	Q4	Q1	Q2
10-14 Days	77.1%	75.2%	79.8%	80.4%
6-8 Weeks	45.3%	42.3%	38.5%	39.1%

The Public Health Pillar

Public Health Pillar Referral Criteria:

- Level 1 continence.
- Risk taking behaviours.
- Sexual health.
- Healthy lifestyles in line with the Family Hub model
- Healthy Relationships in line with the Family Hub Model
- Transition support
- Targeted local health promotion in line with the public health calendar

School profiles: Identifying 3 priorities for each school – inclusive of digital delivery, or targeted delivery into schools, or signposting within the system.

NCMP -This year we will provide a whole team approach. From June 2023 screening will be offered all year and by the screening team, this will commence in September 2023 with year 6 pupils.

- Post covid 19 pandemic the 5-19 team has seen a significant surge in referrals for children experiencing low-level anxiety and low mood. Referrals are screened and triaged by a Public Health School Nurse within 2 working days. This process provides a timely response to Safeguarding and Emotional Health needs. The PHSN develops a safety plan ensuring parents/carers are fully informed around any actions to be taken should the child's presentation deteriorate. A letter is also sent out to parents/carers advising that the service is operating a waiting list and how to contact the service if needed. The letter includes a list of resources for parents/carers/child to access such as Kooth, Young Minds and partners.
- An action plan is in place to address and reduce the waiting times within the service, this is being led by the Service managers and includes safe delegation to the skill mixed team and the use of NHSP.

Emotional Health and Resilience Pillar

- We are working in partnership to develop a service criteria that supports early intervention and level 1 support.
- We are developing an integrated offer for Relax kids.
- The service manager is working with partners on the development of the sensory pathway, working with education to ensure children and young people with possible neurodiversity have access to the support they require.
- We continue to work on our long term plan to appoint 4 Children's Psychological well being practitioners into the service. Due to the CWP academic entry requirements we are currently supporting a number of staff to access other learning to ensure they are able to meet this requirement in the future. Three Training places have been reserved on the Enhanced Evidence Based Practice (EEBP) course, which is due to commence in March 2023

Safeguarding Pillar

- We have appointed into the band 7 Safeguarding clinical lead posts; their role will include face to face support for complex case management. They will be vital in supporting external and internal staff into the new pillar. We are working through recruitment into the Strategy Nurse post, Band 5 Staff nurse and Child lived experience practitioners.
- The Safeguarding team have introduced Induction packs and a competency framework for all skill mix staff. Staff moving into the pillar have completed their self-assessment and met with the band 7 Safeguarding Specialists Nurses, completing shadowing opportunities prior to transfer into the pillar.
- The team have embedded a Signs of Safety training package for all staff on induction into the service.
- Level 3 training compliance 98%
- Safeguarding Supervision Compliance 83%
- Front Door response time and strategy attendance 100%

Innovative roles.

Community Anchor: role objectives include, scoping the various community projects and initiatives across Northumberland. Community profiling work with the Family hub/Early help project team. Support the development of the family hub model and will link in with workstreams. The community anchor will be required to undertake some community asset training alongside colleagues in the local authority, this will also be cascaded across the 0-19 service.

Community Triage Nurse: They will work into the Early Help Hub for three days. Their role will be to support the flow of referrals across the system, representing the Public Health Pillar. The role will be pivotal in providing a timely response to referrals, ensuring agreed waiting times are adhered to. They will also signpost referrals to partners deemed most suitable to meet the needs of service user.

The Project Support Officer Role: This role includes responsibility for implementing and transforming the digital platform. The role supports the mobilisation in continuous improvement within the digital offer and supporting 0-19 practitioners with training and development. We are developing our social media offer to include Health Promotion Tick Tock messages. We are ready to launch stage 2 of the APP, this includes our virtual nurse offer.

Estates Strategy

North Locality:

Hub- Linnet court in Alnwick.

Spoke – Amble Health Centre

Spoke- Tweedmouth Health Centre.

West Locality:

Hub- St Mathews House Hexham.

Spoke- Ponteland Primary Care Centre

Spoke- Oaklands Health Centre Prudhoe

Spoke- Dene Park House Hexham

Southeast Locality:

Hub- Berrymore Court

Spoke- Eddie Ferguson House

Central Locality:

Hub- Ashington Children's Centre

Spoke- Bedlington Children's Centre

Spoke- Lynemouth

Key Achievements and Quality Improvements 2021-2023

- The Senior management team have agreed geographical areas, alongside responsibilities. Across the management team we have identified Thematic leads that are responsive to emerging needs and in line with the Family Hub model.
- We have increased capacity within the Locality Manager team, appointing two full time internal candidates and a external 18.75hrs candidate.
- We have introduced HDFT's performance management strategy. Locality managers are completing 1-1's, Thrive conversations and monthly record keeping audits.
- Staff have been appointed to the Clinical lead posts within the Emotional Health and Resilience Pillar, Infant Feeding Pillar, and the Innovative roles.
- Recruitment of SCPHN's, we have successfully recruited 1.6 WTE into the North and will attend a HDFT recruitment event on the 23/2/23. We have Two SCPHNs qualifying in March 2023 and six SCPHN qualifying in September 2023. We have successfully recruited into Staff nurse roles supporting a strategy to strengthen the specialist workforce whilst providing opportunities within the local area.
- We will move to a single System One Unit, this will improve the timeliness of accessing and recording information across the service.
- The Infant feeding team have maintained their UNICEF Gold accreditation.
- The Public Health Pillar have been awarded HDFT Team of the Month in February 2023.

Key Challenges and Areas for Development 2023.

- Develop a robust Staff health and well being offer. The management team will role model and embed the KITE values across the workforce. We will engage staff to develop local opportunities to promote staff health and wellbeing. Our aim will be to create a happy, healthy workplace.
- The Service Manager in 5-19 will continue to closely monitor incoming referrals, whilst working closely with partners to ensure timely and appropriate support for children and young people and their families.
- Local performance panels will be implemented in a proactive approach to understand specific issues in teams or localities impacting on their capacity and ability to consistently deliver a quality service. Performance Panel will also evidence areas of good practice and celebrate success.
- The Enhanced Parenting Pathway. The lead will develop an EPP action plan to drive service development and implementation. Key actions to include the development of an integrated EPP pathway, workforce training including a training need analysis, reporting systems on outcome measures and Communication/launch to partners.
- Family hubs improving integration. The senior management team are promoting a vision that seeks to improve and embrace connections. The 0-19 service will work with partners to maximum collaborative opportunities and share resources to meet the needs of families within the Family Health Hub offer.

Questions?.