



15.		<b>Audit Committee Annual Report 2018-19</b> Chair of Audit Committee	To approve	WCT19/20-150 (d)
16.		<b>Informal Board sessions and Board Development Events 2019-20</b> Director of Corporate Affairs	To approve	WCT19/20-151 (d)
<b>POLICIES: (5 minutes)</b>				
17.		<b>Managing Conflicts of Interest Policy (GP07)</b> Director of Corporate Affairs	To approve	WCT19/20-152 (d)
<b>QUALITY GOVERNANCE: (15 minutes)</b>				
18.		<b>Healthcare Worker Influenza Vaccination Campaign for Public Assurance via Trust Board</b> Director of Nursing & Quality Improvement	To assure	WCT19/20-153 (d)
19.		<b>Care Quality Commission (CQC) Statement of Purpose</b> Director of Nursing & Quality Improvement	To approve	WCT19/20-154 (d)
<b>STRATEGY &amp; PLANNING: (25 minutes)</b>				
20.		<b>Healthy Wirral - Whole System Integration Update</b> Chief Operating Officer	To assure	WCT19/20-155 (d)
21.		<b>Communications, Marketing &amp; Engagement Strategy Update for reporting period Quarter 4: January - March 2019</b> Director of Corporate Affairs	To assure	WCT19/20-156 (d)
<b>COMMITTEE REPORTS: (5 minutes)</b>				
22.		<b>Staff Council:</b> • 24 January 2019	To assure	WCT19/20-157 (d)
<b>ITEMS FOR INFORMATION: (10 minutes)</b>				
23.		<b>Any Other Business</b>		WCT19/20-158 (v)
24.		<b>Invitation for Public Comments:</b> The public meeting of the Trust Board is a meeting held in public, rather than a public meeting. At the discretion of the Chairman there will be an opportunity at this point for attending members of staff and the public to make relevant points.		WCT19/20-159 (v)
25.		<b>Items for Risk Register</b>		WCT19/20-160 (v)
26.		<b>Staff Story: Working through Cancer</b> Director of HR & Organisational Development	To assure	WCT19/20-161 (d)
27.		<b>Summary of actions and decisions</b>		WCT19/20-162 (v)
<b>Date and Time of Next Meeting:</b> The next Public Board of Directors meeting will take place on <b>Wednesday 3 July 2019</b> at 2.00pm and will be held in the Training Suite, 3 <sup>rd</sup> Floor, St. Catherine's Health Centre.				

<b>Journey of Care Story When Integrated Working Works</b>			
<b>Meeting</b>	Board of Directors		
<b>Date</b>	01 May 2019	<b>Agenda item</b>	1
<b>Lead Director</b>	Paula Simpson, Director of Nursing and Quality Improvement		
<b>Author(s)</b>	Anna Simpson, Information Governance Manager / Data Protection Officer		
<b>To Approve</b>	<input type="checkbox"/>	<b>To Note</b>	<input type="checkbox"/>
		<b>To Assure</b>	<input checked="" type="checkbox"/>

<b>Link to strategic objectives &amp; goals - 2017-19</b>	
<i>Please mark ✓ against the strategic goal(s) applicable to this paper</i>	
<b>Our Patients and Community</b> - To be an outstanding trust, providing the highest levels of safe and person-centred care	
We will deliver outstanding, safe care every time	✓
We will provide more person-centred care	✓
We will improve services through integration and better coordination	✓
<b>Our People</b> - To value and involve skilled and caring staff, liberated to innovate and improve services	
We will improve staff engagement	
We will advance staff wellbeing	
We will enhance staff development	
<b>Our Performance</b> - To maintain financial sustainability and support our local system	
We will grow community services across Wirral, Cheshire & Merseyside	
We will increase efficiency of corporate and clinical services	
We will deliver against contracts and financial requirements	

<b>Link to Principal Risks in the Board Assurance Framework</b> - please mark ✓ against the principal risk(s) - does this paper constitute a mitigating control?	
Failure of organisations across the system to delegate appropriate authority to support the integrated care system (Healthy Wirral)	
Failure to engage staff to secure ownership of the Trust's vision and strategy	
Increasing fragility of the social care market	
The impact of the outcome of the Urgent Care Review compromising financial stability and the future model of care	
Services fail to remain compliant with the CQC fundamentals of care leading to patient safety incidents and regulatory enforcement action and a loss of public and system confidence	✓
Inability to implement the Trust's clinical transformation strategy and preferred model of care - Neighbourhood care	✓

Commissioning decisions do not promote integrated working across the health and care system	✓
Failure to build the workforce skills and infrastructure to transform services to meet the demographic needs of the workforce and population	
Security of public health funding and subsequent contractual decisions impacting on the range of services provided to Wirral & Cheshire East	
Failure to foster, establish and manage the right partnerships that enable a response to commissioning intentions	
Development of place-based care outside of Wirral, limits the Trust's ability to expand/retain services in these areas	
Failure to deliver the efficiency programme	
Failure to achieve all the relevant financial statutory duties	
The impact of the outcome of the Carter Review on community services benchmarking on commissioning decisions	
Impact of supporting the delivery of the 3-year financial plan and future sustainability of the Wirral system	

<b>Link to the Organisational Risk Register (Datix)</b>
N/A

<b>Has an Equality Impact Assessment been completed?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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Paper history		
Submitted to	Date	Brief Summary of Outcome
A Journey of Care Story submitted to bi monthly Board meetings		

## **Journey of Care Story When Integrated Working Works**

### **Purpose**

1. The purpose of this paper is to share a person story with the Trust Board.
2. A journey of care story enables the Board to hear directly from people, service users, their families or carers about their experience of care services. By sharing a story of personal experience, individuals can directly influence the provision of care services.
3. The person telling their story has consented to the Board hearing their story.

### **Executive Summary**

4. The person described within this story was 83 years old and had Advanced Dementia. She sadly died in December 2018. The person telling the story is her husband.
5. The couple were initially supported by Adult Social Care via Direct Payments to receive support in their home from a Care Agency.
6. However, in November 2018 the husband contacted Adult Social Care requesting carer's respite.
7. The person's health rapidly deteriorated a few days later and she was admitted into hospital.
8. Together the allocated Social Worker and Community Matron supported her transfer home to enable her to die peacefully at home surrounded by her family.
9. In this story, the husband describes his experience of integrated health and social care provided by Wirral Community Health and Care NHS Foundation Trust.

### **Journey of Care Story**

10. Following an initial care package delivered at home, the person's health rapidly deteriorated and she was admitted into hospital.
11. The Social Care Assessor met with the family in hospital and an application for Continuing Health Care was made. The person was discharged to a Nursing Home.
12. Within days of the placement she was deemed to be at the end of her life. Her husband could not bear the thought of his wife passing anywhere other than in their own home. The Social Care Assessor made a referral to ICCT for a fast track application to support the patient to return home.
13. Due to the urgency of the request, a Senior Community Matron from West Wirral ICCT visited the person within 2 hours of the referral.
14. After assessing the patient, the Senior Community Matron was extremely concerned as to whether her level of need could actually be met at home and if it could actually be put into place quickly enough. The person was confined to bed, was lacking mental capacity and requiring care from the care home staff every 2-3 hours day and night.

15. The Senior Community Matron completed a fast track application as the person's placement was being funded by social care and a top up fee. The Senior Community Matron requested that the anticipatory medications were prescribed, completed the Palliative care handover document and informed GP out of Hours and the GP.
16. The next day, the Senior Community Matron and Social Care Assessor both received a phone call from the person's husband who informed them that he still wanted his wife to return home. In view of his request they worked together to get her home as soon as possible.
17. The Senior Community Matron contacted the Care Agency and requested that they assess the person in the care home to ensure that they could meet her needs. Additionally, a copy of her care plan was sent to the Agency. Following the assessment the Agency agreed to provide the required level of care and support at home. The Agency agreed to start that same evening.
18. The Senior Community Matron ordered all the necessary equipment to be delivered urgently and the Social Care Assessor managed to arrange an ambulance to transfer the person home.
19. She was referred to Community Nursing; their first visit was that same evening.
20. Over the next couple of days, the person was supported daily by Community Nursing and 24 hour care from the agency. She was kept comfortable with anticipatory end of life medications and ultimately a syringe driver. She died peacefully at home, having spent seven days with her loving husband and the rest of the family.
21. The husband expressed his gratitude to both the Social Care Assessor and Senior Community Matron for what they managed to achieve and kept saying that without them his wife would not have returned home.

### **Conclusion**

22. In the audio, the person's husband talks through his positive experience of receiving integrated health and social care support from Wirral Community Health and Care NHS Foundation Trust.

### **Board action**

23. The Board is asked to note the importance and necessity of effective integrated working by Health and Social Care to support the needs of people and their families.

**Paula Simpson**  
**Director of Nursing and Quality Improvement**

**Contributor:**  
Anna Simpson, Information Governance Manager

01 May 2019