East Berkshire Community Nursing and ICS Workforce Review

"The review delivered a comprehensive strategy document that set out a clear vision for the future, along with detailed plans for implementation and re-drawn patient pathways. The vision was approved for implementation by the Berkshire Healthcare Executive Business & Strategy Group in April 2018". **Karen Watkins, Senior Programme Manager (PMO), BHFT**

April 2016 – March 2017	April 2017 – March 2018	April 2018 – September 2020

Phase 1: "Where are we now?"
Understand the scope, capacity, demand and co-dependencies of the current Community Nursing Service

Findings:
- Increasing complexity of care
- Unscheduled demand doubled.
- 50% of workforce over 50
- Staff turnover of 14.5%
- National Benchmarking- high activity per staff, low staff numbers per population
- Community nursing the 'default service'
- A need to re-imagine the way community services are provided in order to meet the demand of the populations served

Phase 2: "What next?"
In alignment to guiding principles based on Kings Fund (2016, 2018), QNI and NQB (2018) research:

Scoping and testing ideas:
- Transforming internal processes and procedures
- Workforce development
- Improving operational practice to release capacity and manage demand.
- Stakeholder feedback on current working and future ideas for integrated working aligned to the ICS vision (EBCN Vision Document Feb 2018

Phase 3: "Delivering the change"
Managing capacity and demand:
- Scheduled MDT caseload reviews
- Quality assessment, care planning and documentation: planned date of discharge, scheduled care reviews, quality outcomes, promotion of self-care

Workforce re-design
- Delegation pathways
- Workforce development: One Team
- Integrated Care Co-Design workshops for diabetes, end of life care and incontinence.
- Workforce planning across organisational boundaries to support ICDM locality plans and the Out of Hospital ICS Workstream

Stakeholder engagement and involvement

Benefits Realisation and Quality Metrics: Agreed internal and external reporting requirements, baseline data collection and outcome measures