

Manchester Partnership Board

Report of:	<p>Katy Calvin-Thomas, Chief Executive, Manchester Local Care Organisation (MLCO)</p> <p>On behalf of Julia Bridgewater, Deputy Chief Executive Officer, Manchester University NHS Foundation Trust (MFT) & Cllr. Tom Robinson, Executive Member for Executive Member for Healthy Manchester and Social Care (Co-chairs, MLCO Accountability Board).</p>
Paper prepared by:	Tim Griffiths, Director of Corporate Services, MLCO
Date of paper:	7
Item number:	
Subject:	MLCO update – October 2023
Recommendations:	MPB is asked to note the contents of the paper and note that more detailed papers are provided to LCO Accountability Board.

1. Introduction

- 1.1 This paper has been written to provide Manchester Partnership Board with an MLCO progress update for October 2023.
- 1.2 The MLCO Accountability Board met on Thursday 19th October 2023 to consider papers that provided updates against core operational delivery and performance.
- 1.3 As a reminder the MLCO Accountability Board was re-established in June 2023 and is co -chaired by Julia Bridgewater, Deputy Chief Executive, MFT and Councillor Tom Robinson, Executive Member for Healthy Manchester and Adult Social Care.

2. MLCO delivery

- 2.1 In MLCO's community health services work remains ongoing to reduce the levels of absence which remains higher than would be liked but comfortably below the levels seen in and around COVID. Through a range of targeted interventions MLCO has reduced absence levels through the course of 2023.
- 2.2 MLCO Accountability Board receive detailed performance packs for both community health and adult social care and a significant amount of work is being driven through its Performance Board to improve data quality within EMIS, with a particular focus on validating waits in non-reportable community health services. This work, led by the MLCO Chief Operating Officer, is set in the absence of any agreed national framework sought to reduce/validate excess waits. The scale of this work cannot be understated and the MLCO will continue to work on this programme, including with GMICB colleagues to ascertain a definitive reporting position. Likewise, MLCO has seen a huge improvement in its reporting capability across adult social care and is able to use robust data to inform its decision-making processes routinely.
- 2.3 MLCO activity remains below the forecast set by the organisation (and work is ongoing to understand the variation). Colleagues are advised that MLCO undertook a detailed activity planning exercise at the beginning of 2023/24 and MLCO is forecast to achieve in excess of one million contacts with patients in Manchester.
- 2.4 Timely discharge of patients from hospital to their place of residence through the MLCO Resilient Discharge Programme and MLCO continues to work to achieve the 240 no reason to reside target that has been set. The MLCO community response teams continue to exceed all performance targets and remain comfortably ahead of national benchmarking thus supporting a significant number of people to avoid an unnecessary hospital admission.
- 2.5 Across adult social care waiting lists for social work assessments have slightly reduced and reablement performance continues to exceed expectations. Demand for homecare continues to increase and whilst this was anticipated a deep dive has been commissioned to look at root causes; this forms part of a broader programme of work to understand what drives the financial position.

- 2.6 The core risk within adult social care continues to be the stability of the care market, which is in keeping with local authorities nationally, and work remains ongoing to manage the sector.
- 2.7 The financial challenge across MLCO remains and the financial position continues to be overseen through the finance subgroup of MLCO Accountability Board.
- 2.8 MLCO is leading work to develop a robust and comprehensive business case for Hospital at Home and a more detailed update is provided to MPB this month.
- 2.9 In adult social care the Better Outcomes, Better Lives Programme is overall on track. Workstreams will be developing plans for the final phase of the programme. This includes bringing some of the workstreams to a close with ongoing work to be owned by the service as business as usual.
- 2.10 MLCO continues to support in the significant work re North Manchester General Hospital Redevelopment and North Manchester Strategy implementation; this includes the redevelopment readiness assessment and the development of Target Operating Models (TOMs) to support the proposed development. Following the development of TOMs for urgent care and outpatients, work has been commissioned to outline a proposed 'living well in my community TOM', which is being overseen by North Manchester General Hospital (NMGH) TOM Steering Group and has been considered by the LCO North Locality Partnership Forum.
- 2.11 One of the key priorities for MLCO in 2023/24 is the Community Health Transformation Programme which is a multi-year transformation programme to design and mobilise a core community health offer for the residents of Manchester (and Trafford) that will function as part of a wider integrated health, care and wellbeing service offer with social care, acute, primary care and other community providers.
- 2.12 MLCO population health management priorities of bowel cancer screening and hypertension are now being implemented across all Neighbourhoods. The diabetes work is focussing on creating a consistent approach to measuring impact (rather than new additional activities). Work on co-ordinated care pathway looking at flow of patients and role of care navigator continues, and continued engagement with frailty consultants is planned.

3.0 Recommendations

MPB is asked to note the contents of the paper and note that more detailed papers are provided to MLCO Accountability Board.