

Presentation to: Healthy Staffordshire Select Committee

To be held on: 15 July 2019

Presentation Title:	Nexxus Overview					
Presented by:	Clair Muldowney (Nexxus) & Helen Trousdale					
Prepared by:	Clair Muldowney (Nexxus) & Helen Trousdale					
Recommendation:	For Decision	<input type="checkbox"/>	For Discussion	X	For Information	<input type="checkbox"/>
Recommendations / action required:						
<ol style="list-style-type: none"> To note the current level of service delivery of reablement care and Home Care by Nexxus To note the work undertaken to achieve improvements in CQC rating for services following transfer from Allied 						
SLT Lead:	Dr Richard Harling	Cabinet Member Lead:	Cllr Alan White			



Nexus Care

Healthy Staffordshire - Nexus Overview



Agenda

- Background
- Development of Nexxus Care
- Care Delivery and Performance Overview
- Priorities



Why Nexxus?

- SCC established Nexxus Trading Services Ltd as Local Authority Trading Company in 2011.
- The decision in 2017 to further develop to form a Care Agency stemmed from three issues:
 - The need for a contingency during the procurement of new Home Care Contracts (learning from another LA who was unable to award their contracts)
 - The new duties for provider failure from the Care Act 2014 and the need for a “provider of last resort”
 - The need for effective additional reablement capacity to support the urgent care pathway and reduce delayed transfers of care as part of the Better Care Fund agreement



Nexus Care – Background and Context

- Nexus was incorporated 5 January 2011 as a private limited Company, limited by share and 100% SCC owned.
 - Nexus has a wide remit to trade above and beyond care delivery such as Transport, legal, financial HR as per the underlying Articles of Association.
 - Nexus trades as an LATC (Local Authority trading company) wholly owned by SCC with a robust governance structure consisting of an overarching board.
 - The Board is chaired by Helen Riley and consists of Cllr Mark Winnington, Cllr Mark Deaville, Andrew Felton and Robert Flinter. A replacement for the social care lead on the Board is currently being sourced.
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Nexxus Care - Vision and Values

Vision

- To provide quality, cost effective and innovative care through a highly motivated and professional team enabling citizens to enjoy healthier, more fulfilled lives.

Values

- Ambitious
- Courageous
- Empowering



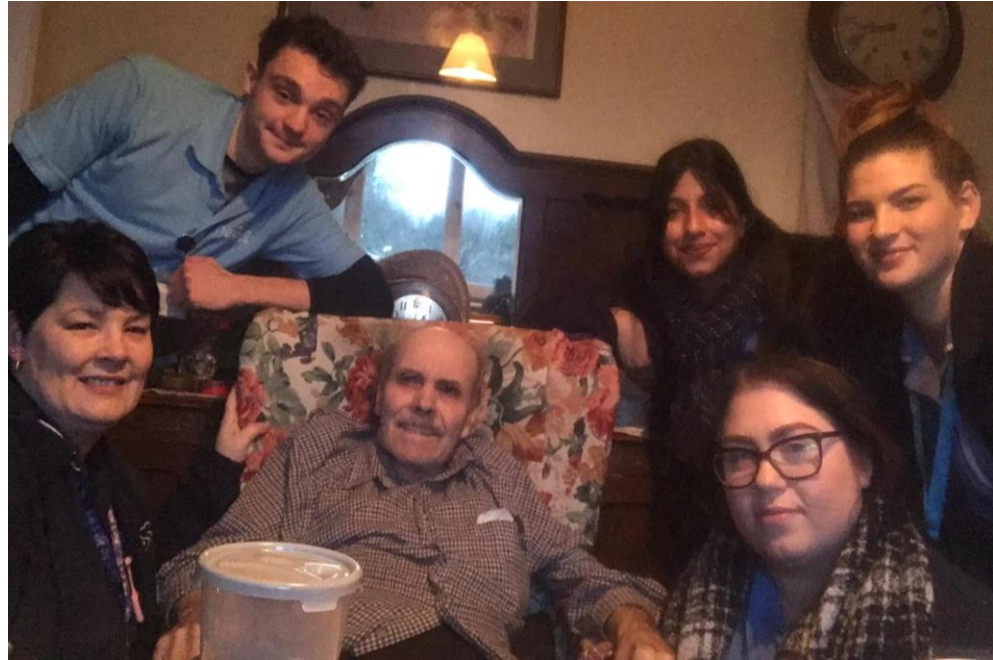
Nexus Care – Reablement Services

Reablement Services

- Started January 2018
- Contract Value £1m per annum, including social care assessments and therapy
- Service delivery of 614 hours per week across Burton Hospitals Footprint (includes Lichfield and Tamworth)
- Nexus receives on average 18 referrals a week to support people who are in the process of being discharged from hospital.



Nexxus Care – Case Studies

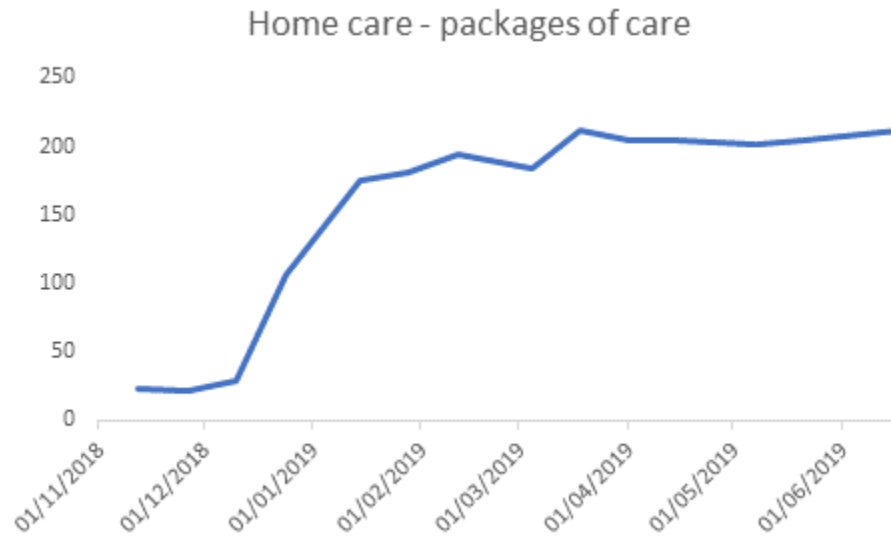


Nexus Care – Home Care

- Home Care
 - SCC transferred all contracts held by Allied Healthcare December 2018 following concerns raised nationally by CQC about the viability of Allied's services.
 - TUPE transfer of 140 care staff and 29 office based staff.
 - Contract Value £2.8m p.a
 - Service delivery of 3,200 hours per week across Stafford, South Staffs, Cannock and Rugeley areas, delivered out of two branch offices in Cannock and Stafford.



Growth of Packages 2018-19



Nexus Care – Quality

- Nexus Stafford and Reablement were inspected by CQC in January 2019 with an overall 'Requires Improvement' outcome.
- This was in the context of the transfer of Allied Healthcare the previous month, and therefore related to a number of issues inherited from Allied Healthcare
- The issues identified as requiring improvement do not cause serious concerns. However, Nexus's management has agreed and implemented an improvement action plan to respond to the points raised in the inspection.
- The action plan and progress is regularly shared with CQC and Commissioners.
- Cannock branch are currently awaiting inspection (imminent)



Nexus Care – Performance Overview

- Clair Muldowney (Chief Operating Officer) meets a minimum of once a month with the board and updates company performance information
- Key metrics are discussed such as volume of hours, quality concerns, financial projections, recruitment, relevant approvals are gained for business decisions and strategy discussed
- Meetings with commissioners are also monthly in order to discuss any relevant contract issues/performance/growth potential – key for relationship management
- Nexus currently deliver Reablement, Provider of last resort and Domiciliary home care within the community across Staffordshire.



Nexxus Care – Risk

- Like any business, Nexxus runs its own financial systems and processes, which include an external annual check to confirm that the business remains viable
- In addition, the model of Nexxus' ownership and contract (wholly owned by the Council) fundamentally ensures the stability of services and their viability



Commissioner and Provider Priorities for 2019/20

- Implementation of the Improvement Action Plan for Stafford and Reablement
- Ambition for CQC 'Good' rating across both services
- Improving the referral pathway from the NHS to enable people to leave hospital in a more timely way.
- Expanding Home Care delivery into Newcastle Borough area
- Consolidating home care services in the existing areas and increasing supply in Stafford Borough area.
- Developing new home care services within extra care schemes.



Opportunity for Questions?

