

# Integrated Health and Social Care

- **What are we trying to achieve?**
- **GP practices, health workers, social care staff, patients and communities are working together to provide earlier, targeted support to help people stay as healthy and independent as possible.**

# What do the people who use our services think is important?

What makes a good community service?

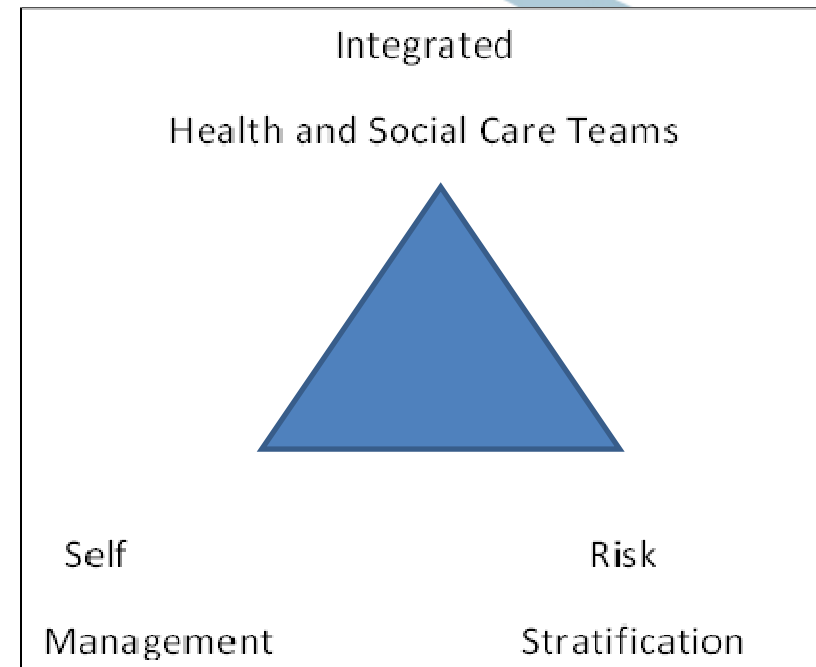
- Meeting needs quickly and efficiently
- Only one assessment to access the service (not 8 in 24 hours!).
- A service that deals with people throughout their journey – links with other services.
- Continuity of support from 1st contact

What would you change about the existing service?

- More consistency across services
- To have a streamlined single service
- Better referrals/transfer to other support.
- Be able to access the person with the right skills when I need it..
- Repeated assessments.

# Developing Integrated Services

- This work is made up of **three interconnected strands** which are being implemented together:
- **Risk Profiling:** understanding the needs of the population and targeting more intensive support at those who need it.
- **Health and Adult Social Care Teams working more closely together**
- **Self Care** – a joint approach to helping people help themselves



# What we hope to achieve – for people who use our services:

- **A better experience for people who use health and social care services, and their families and carers.**
- Fewer people are involved in a person's care – reducing the number of different professionals coming 'up the garden path', so people only have to tell their story once.
- People who need support are identified earlier – so care can be put in place sooner to prevent a condition becoming worse.
- People have more choice and control in how they are treated and cared for, and are seen as equal partners in their care.
- People will be supported to stay living at home for as long as possible, and helped to take more responsibility for their own health.

# What we hope to achieve

## For Communities:

- We will link the development of integrated health and social care teams to the capacity of communities themselves.
- Communities are better able to support older people and people with long-term conditions.
- Integrated teams are designed to meet the specific needs of the local population.
- Services are accessible and targeted at those who need them most.

# What we hope to achieve

## For Staff:

- **A better experience for staff.**
- Health and social care teams work in the same location – leading to closer working relationships and a better understanding of each other's roles.
- Sharing information and reducing duplication of systems and processes mean staff can target their time where it's needed most.
- Communications are improved and less time is spent in trying to contact people from different agencies.
- Higher job satisfaction for those staff whose job it is to support and care for people.

# What we hope to achieve – building sustainable services

- **Better value for money.**
- Fewer people go into A&E or hospital unnecessarily, or need long-term social care.
- When people do go into hospital, they stay for less time, and are discharged in a co-ordinated and timely manner, with tailored information and support to help them take more responsibility for their own wellbeing.
- Providing support closer to people's homes means we can use public money more effectively, to provide more individual support.