

Integrated health and Social Care in Leeds – The Outcomes Framework (developed by The University of Birmingham and Social Care Institute for Excellence)

	Better	Simpler	Better value
Service user and carer	<p>I have choice and control over the services I get.</p> <p>Services see and treat me as an individual.</p> <p>I feel there is time for staff to listen to me.</p>	<p>Teams share information (with my consent), so I don't have to tell my story to too many different people.</p> <p>I know who go to if I need to discuss my support.</p> <p>I am seen in hospital swiftly if that's the best place for me</p>	<p>Formal services help me to make good use of everyday, community services and support.</p> <p>I can get the support I need to manage my own condition.</p>
Staff	<p>Service users receive a more holistic response because we're integrated.</p> <p>Integration enables us to use planning and meeting time more effectively.</p> <p>We are able to take a more preventative approach to support.</p>	<p>I can spend more time with users and carers because we're integrated.</p> <p>I am clear about my role and responsibilities and how they fit with other roles in the whole system.</p>	<p>There is less duplication because we're integrated.</p> <p>Processes (assessment, recording and review) are streamlined and transparent.</p> <p>We have clear ways of sharing learning and best practice between teams.</p>
System	<p>Integrated teams have led to improved health and well-being.</p> <p>Information flow between teams and to and from the wider system (Third sector) is better.</p>	<p>Integrated teams have led to shorter times from referral to response.</p> <p>There is a shared care plan across all relevant partners.</p>	<p>Integrated teams have helped people stay at home (and not go into hospital or care homes).</p> <p>There is flexibility in roles (for simple tasks) within neighbourhood teams and the wider system.</p>