

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?

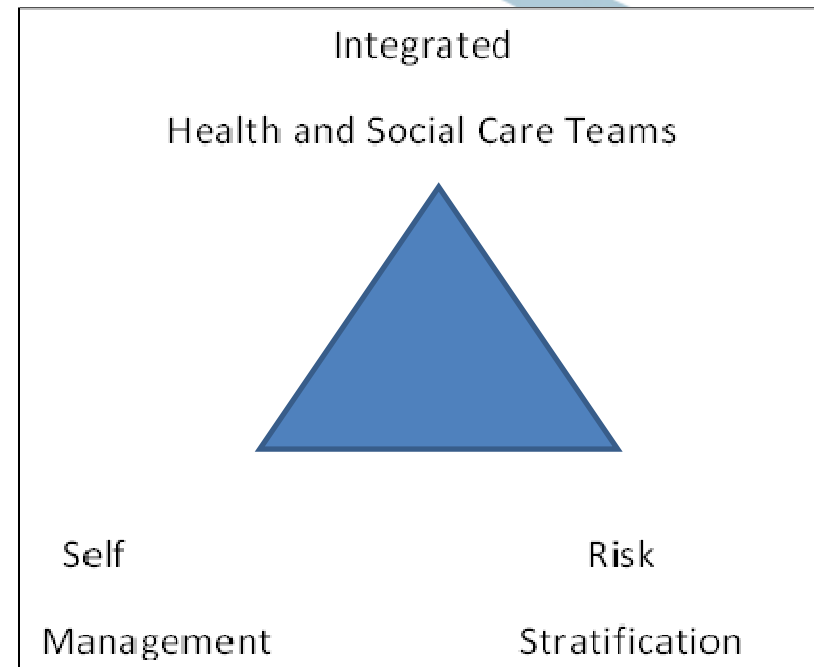
- Meeting needs quickly and efficiently
- Only one assessment to access the service (not 8 in 24 hours!).
- A service that deals with people throughout their journey – links with other services.
- Continuity of support from 1st contact

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.