

Working together for better care

Joined-up care is the way forward with a new 'Integrated Care in Hillingdon' programme to improve services for adults over the age of 65.

Hillingdon Clinical Commissioning Group, Care4you and Metrohealth GP Networks, The Hillingdon Hospitals NHS Foundation Trust, CNWL NHS Foundation Trust and Hillingdon4All (a collaborative of voluntary and community sector providers) are working closely together to meet the needs of an ageing population and transform the way health and social care is commissioned and provided.

The programme is being developed to enable people who have one or more long-term health condition, including those who may feel isolated and are unable to live healthy, fulfilling and independent lives.

Fred's story

Fred's story highlights how the current health and social care system in Hillingdon can leave individuals feeling alone and confused.

"So many people are involved in our lives, but no one really knows us."

At his most vulnerable, Fred received the care and treatment he required, but he was passed between different services; seen by different teams; quickly lost his independence and confidence and felt isolated and unsure of his future. His daughter and carer Maureen experienced frustration and helplessness, unaware of where to turn to next for the support and care her father needed now and in the future.

Could Fred's story have been different?

The development of an integrated care model will aim to ensure services are delivered collaboratively, linking health and care provision to provide people like Fred with a better experience. The ambition is for service users to feel empowered and be able to live independently, confident that their continuing care needs are managed and understood by a multidisciplinary team of people who are able to provide the right support at the right time.

For more information or to get involved, please visit www.hillingdonccg.nhs.uk/integratedcare or email hillccg.hccgcommunications@nhs.net

Integrated Care – a crucial part of wider North West London Transformation

Hillingdon CCG is working with eight neighbouring London boroughs and partners and providers across health and social care to plan for the future and ensuring that health and social care services remain responsive and sustainable.

A North-west London Transformation Board has been established and Professor Lis Paice, is Chair of the NW London Integrated Care Programme. Extensive individual and service-user involvement has underpinned the programme through a series of events and focus groups.

Engagement with individuals will be on-going over the coming months as the eight CCGs develop innovations and initiatives that will reduce waste, duplication of services and provide efficiencies across health and social care.

For more information go to: <http://integration.healthiernorthwestlondon.nhs.uk/>

Your views are needed!

The experiences of staff and individuals who work within the current system are being collected by the programme team so they can better understand the complexities, and what components might be needed in a new system.

If you, or someone you know would like to get involved in helping to take forward Integrated Care in Hillingdon, please contact hillccg.hccgcommunications@nhs.net

Delivering integration together

The Integrated Care Programme will review service delivery models and systems, positively transforming individual experience of how their needs are met. The development of an integrated care system for those people who are aged over 65 with one or more long-term conditions and will be based on, and responsive to, the aspirations of the individual and focus on:

- Prevention
- Early intervention
- Maximising independence through the delivery of the right service, at the right time
- Optimising individual choice and control

The long term vision of local health and care services is that through an integrated strategy, within five years, individuals will see a transformed health and care system where there is:

- Early detection of long term conditions
- Support to ensure that individuals are empowered to manage their own condition/s
- A proactive approach to identify individuals at risk of needing an increased level of care to ensure appropriate support is in place before a crisis situation occurs
- The right care delivered at the right time through primary care, community services and the third sector working together in 'Dedicated Core Care Teams'
- Coordinated Care through services being delivered by multi-disciplinary teams holding regular case conferences and from having co-located teams
- Personalised care planning with access to appropriate specialist support in the community
- Supported hospital discharge to ensure that individuals are only in hospital when they require an acute episode of care.

Connecting care with the voluntary sector

The Integrated Care Programme in Hillingdon presents a number of opportunities for effective engagement, particularly between statutory services and third sector organisations.

The Integrated Care Programme team have developed links with the third sector to further improve our health and social care services and improve the outcome for our individuals.

The creation of the Hillingdon4All provider forum means there is now a central mechanism in place to enable third sector providers of health and social care services to better engage with their local health and wellbeing partners.

How Hillingdon4All works

At present there are five member organisations of H4All. These include: Age UK Hillingdon; DASH; Hillingdon Carers; Mind in Hillingdon and Harlington Hospice. H4All are integral to the approach for delivering Integrated Care in Hillingdon and discussions continue on how best the third sector can benefit services and the outcome for individuals.

Through working with H4All we have found that the voluntary and community sector can support the Integrated Care Programme by providing:

- A single point of contact to connect with the vast numbers of diverse organisations within Hillingdon's third sector
- A mechanism for tapping into individual and collective health and wellbeing expertise and experience
- Easier promotion and sharing of opportunities for partnership working, policy and strategic development, engagement and consultation

Discussions and relationship building will continue over the coming months.

Integrated Care Record

A new Integrated Care Record work stream has been established to oversee the development of integrated information sharing solutions. The group have identified two initial priority areas to focus on. These are:

1. The delivery of an integrated care plan.
2. ICT solutions that will enable more efficient and effective multi-disciplinary team working.

Information Governance (IG) expertise and advice will also be provided to the group to ensure that IG is addressed at all times.

The long-term aim is to achieve a joined up care record across health care. To offer ideas or support, contact Julia Allen (Programme Manager for Integrated Care in Hillingdon) on 01895 203008 or email hillccg.hccgcommunications@nhs.net.

And finally...

A reminder of how to keep up to date with the Integrated Care Programme in Hillingdon:

- Visit www.hillingdonccg.nhs.uk/integratedcare for updates
- Email: hillccg.hccgcommunications@nhs.net
- Call: 01895 203028
- Look out for future issues of '*Working together for better care*' newsletter
- Talk to your line manager if you have any specific queries you would like raising.