

# WELCOME BRENT HEALTH PARTNERS FORUM FEBRUARY 2014

## Whole Systems Integrated Care





# Whole Systems Integrated Care

## Brent Health Partners Forum

12<sup>th</sup> February



Living **longer**  
and living **well**

# What is integrated care?



## Sam's story

A short [video](#) from the King's Fund

## Our vision for integrated care

“ We want to improve the **quality of care** for individuals, carers and families, **empowering and supporting** people to maintain independence and to **lead full lives** as active participants in their community ”



# Integrated care is what people who use services want, what professionals aspire to deliver, and what commissioners want to pay for



*"I know who is the **main person in charge** of my care. I have one first point of contact. They understand both me and my condition."*



*"The professionals involved with me **talk** to each other. I can see that they work as a **team**."*



*"There are **no big gaps** between seeing the doctor, going for tests and getting the results."*



*"I am as **involved** in decision making as I wish to be."*



# Whole Systems Integrated Care is at the centre of radical transformation to our health and social care system



# 3 important areas we need to improve:

## 1. *Keeping people healthy in the community*

- Currently, health and social care support in the community is fragmented
- We need all professionals (GP, social worker, community nurse etc...) to work together with the right one taking the lead
- **So**, people can live in their own homes and there are fewer crises.

## 2. *Avoiding unnecessary hospital admissions*

- Currently, if there is a crises, different organisations respond in different ways
- We need to build on STARRS to fully integrate social care
- We need to ensure that STARRS can access wider voluntary sector support
- **So**, people don't need to go to hospital, and they feel safe in their home.

## 3. *Integrated discharge from hospital*

- Currently, when people leave hospital, they have to deal with lots of professionals
- We need social workers, hospital discharge co-ordinators, and nurses to work together
- We need a single discharge plan to connect to community support
- **So**, discharge is a less stressful process, and people don't need to be readmitted to hospital.





# Over to you!

We want to hear from you about these 3 important areas:

- **Keeping people healthy in the community**
- **Avoiding hospital admissions in a crisis**
- **Improving discharge from hospital**

We want to work with you at all stages as we develop and implement our plans.

**What are the best ways for us to do that**





# NEXT STEPS

