



# Integrated Recovery Programme

Improving health and social care for older people living in South Worcestershire is a key priority for Worcestershire County Council, Worcestershire Health and Care NHS Trust and NHS South Worcestershire Clinical Commissioning Group (CCG).

The introduction of the Better Care fund, Worcestershire County Council’s ‘Future Lives’ work programme and the vision of Well Connected have provided Worcestershire with a unique opportunity to transform the delivery of health and care services for older people. This work is being taken forward via the **Integrated Recovery Programme**.

## What is the Integrated Recovery Programme?

The Integrated Recovery Programme will review and redesign older peoples’ recovery services and be at the forefront of integration between health and social care.



## What are Recovery Services?

Recovery services aim to return older people to independence following episodes of ill health, enable them to remain in their own home and reduce the need for long term care.

## The vision for the programme is to achieve:

- A service in which patients and their families will feel safe, supported and remain at the centre of planning for their recovery in their own homes
- A seamless, person-centred, health and social care recovery pathway for the frail elderly living in South Worcestershire, delivered by health and social care professionals who work across traditional organisational boundaries
- A service which has a single point of access that makes it easy for professionals and patients to navigate.

## This will result in:

- An improved experience for service users and their families, a reduction in the duplication, inequalities and inefficiencies that currently exist in health and social care recovery services
- Funding following the patient and commissioning of appropriate levels of patient-centred care, rather than decision making that is based on the availability of services
- More patients living independently and safely in their own homes thereby reducing the need for long term care placements for patients
- More flexibility to deliver efficient mixes of health and social care tailored to patients specific needs.

## What projects are included in the programme?

### Recovery at Home

A service which integrates existing enhanced care teams and urgent promoting independence teams to enhance the quality of care provided in the community or at home.

### Recovery at Home Night Services

A single, flexible and co-ordinated night service that can provide different levels of health and social care support to prevent admission and / or facilitate rapid discharge for older patients following a crisis or illness.

### Community inpatient rehabilitation services

A service which will provide inpatient rehabilitation in community based unit(s) which supports patients' recovery and return home wherever possible, helping people to continue to live independently for as long as possible.

## Next Steps

### The next steps for the Integrated Recovery Programme will involve:

- Developing service specifications and service models through active engagement with patients, service users, carers, staff and managers
- Finalising the procurement timetables for all services described above and ensuring these timetables are effectively communicated to everyone
- Continuing to work with patients, service users, carers, staff and managers to develop even better integrated patient pathways building on the successes and achievements made so far
- Ensuring there is ongoing dialogue taking place between staff teams and unions.

## How is it going so far?

Already this programme has been a catalyst for more collaborative working between health and social care providers and there are several examples of more integrated ways of working – not least a recognition and agreement that staff from both health and social care need common core skills. This has led to Worcestershire County Council being one of the first local authorities in the country to collaborate with health providers and undertake joint manual handling training.

By adopting the same model as local health partners (*known as Diligent*), the County Council has been able to improve patients' experiences by eliminating unnecessary duplication of essential assessments and documentation. A consistent approach also promotes further integration of working practices as well as allowing for a quicker discharge. This means that both County Council and NHS staff can work more easily together to support patients and provide seamless and safe, high quality care.

In other areas joint agreements have been made between the three Worcestershire CCGs, Worcestershire Health and Care NHS Trust and Worcestershire County Council to move ahead with health and social care night services being co-ordinated via one point of access. This will lead to an even better use of the resources overnight. This is a significant step and demonstrates that all the parties involved in the piece of work are working well together.

Integrating services is difficult but good progress has been made. This is due to the positive relationships which have developed and the commitment from staff across all disciplines to partnership working.



## Want to find out more?

If you want to find out more about the Integrated Recovery Programme and how it might impact upon your work please speak to your line manager, or email [ccgcomms@worcestershire.nhs.uk](mailto:ccgcomms@worcestershire.nhs.uk). For more information about Well Connected visit [www.hacw.nhs.uk/well-connected](http://www.hacw.nhs.uk/well-connected)