



## Integrated Recovery Programme

Welcome to the second edition of the Integrated Recovery Programme Newsletter. Since the first newsletter was sent out in May, work to review and redesign health and social care for older people living in South Worcestershire has been progressing well.

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

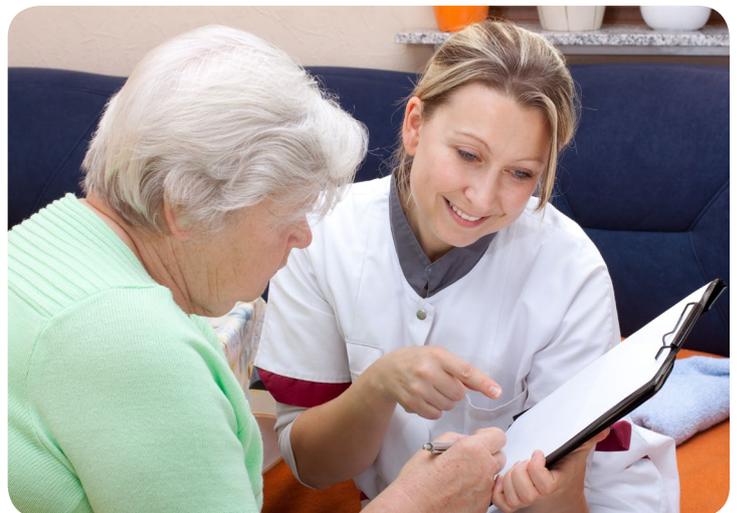
### Integrated Health and Social Care Recovery Service - Ready to pilot

The Urgent Promoting Independence (UPI) Service - currently delivered by the County Council, and the Enhanced Care Teams (ECT) - delivered by Worcestershire Health and Care Trust, both support people to recover at home and promote independence, sharing a common aim of avoiding hospital admissions, facilitating timely hospital discharges and reducing the need for long term care.

Both services play a critical and much valued role in our urgent care system, although at the moment they operate very separately. We believe we can improve the experience of patients and their families and offer the service to a greater number of people by reducing duplication if both services were integrated into one. As a result, and following detailed work with both teams, we are planning to pilot a new integrated approach in Worcester City & Droitwich localities from Monday 7th September 2015.

This will involve:

- **Integrated Triage** – Some of the clinicians from Worcester ECT will be co-located with key UPI Clinicians at Wildwood. This will enable timely discussions that will ensure that individuals receive the 'right service, at the right time, in the right place'.
- **Integrated Out of Hours call centre** – ECT staff, patients and family/carers will be able to access Worcestershire County Council's Call Centre which is manned from 6.30am-10pm, 7 days per week. This will help release ECT Clinicians' time to spend on patient care.



- **Integrated Capacity Management** - UPI already use CM2000 – the County Council's electronic rostering system to schedule their work. As part of the pilot, ECTs support worker visits will also be scheduled in this way and a dedicated coordinator has been recruited who will be able to view all capacity for the locality across UPI and ECT. The system also offers many other benefits for both staff and service users which will be explored through the pilot.

During the pilot, staff terms and conditions will remain unchanged and referrals will continue to be made in the same way, via WHASCAS and via the Pathway 1 route.

We are planning weekly meetings with operational staff to review how the pilot is working and it is hoped that other opportunities for integrated working will be identified early on. We also hope to capture as many 'service user journeys' as possible in order to continuously improve the service we provide.



Jan Falconer, Assistant Provider Services Manager, said:

*"Since the work on recovery services commenced in June 2014, Pathway 1 has become more embedded in the acute discharge planning and has changed the working practice of both ECT and UPI. These changes and challenges have been met*

*positively and the teams have embraced the opportunity to maximise resources through integrated working. There has been significant success in meeting the expectations of stakeholders with in excess of 2,750 people benefiting from the service and this will continue.*

*"Pathway 1 has supported people to get home sooner, reach rehabilitation goals earlier and live with greater independence. Staff have welcomed the opportunity to work with a more diverse group of individuals and professionals. There has been significant positive feedback from individuals which indicates that the pathway is successful."*

## Discussions about the future of Howbury House Resource Centre get off to a good start...

Stakeholders met on the 29th July to discuss the role Howbury House Resource Centre plays in caring for people and supporting them to recover after illness or injury. The group also started to explore the role it could have in the future, reflecting the changing needs of local people and our shared ambitions to support people to recover at home, wherever possible.

There was lots of discussion, including some good ideas and suggestions which can now be explored in more detail. Further discussions are planned including listening to local people and their families who have experienced the service - once this next stage is complete further information will be shared. We will keep you posted.

## What next for the Timberdine & WICU units?



Both Timberdine and Worcester Intermediate Care unit (WICU) currently provide inpatient rehabilitation service in Worcester City. Both contracts are due to expire during the next 12 months and as a result, we are required to test the market and start a procurement process - this may mean the service is provided by a new provider in the future.

Building on previous success, we want to use the opportunity to integrate the services and plan to commission a single integrated inpatient rehabilitation unit at the existing Timberdine site. A proportion of the existing services are funded via the Better Care Fund, which is overseen by the County's Health and Well Being Board. As a result, the Board considered this recommendation in July and approved the procurement to go ahead.

Contract award is expected by December 2015 with plans for the service to be ready to go live in April 2016.

## Night services

Night services is another pilot to bring together the Health and Care Trust's countywide Night Support Worker Service and Worcestershire County Council's pop-in night service and night sitting service. Currently, referrals to these services are made in different ways and there are differences in the way that they operate. The dedicated Coordinator that has been appointed for this pilot will hold availability for all of the night staff and manage the referrals in conjunction with the Clinicians.

### 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.

For previous editions of this newsletter visit [www.hacw.nhs.uk/well-connected/resources/](http://www.hacw.nhs.uk/well-connected/resources/)