

Integrated Recovery Programme

This is our third Integrated Recovery Programme Newsletter. We are working hard to review and redesign health and social care for older people living in south Worcestershire and this newsletter will update you on our progress.

Recover at Home Service – Worcester City pilot launches

The Recover at Home pilot was launched in Worcester City locality as planned on 7 September 2015. The aim of this pilot was to test the integration of the Urgent Promoting Independence Service (UPI) provided by the County Council and the Enhanced Care Team (ECT) provided by Worcestershire Health and Care NHS Trust. Both services provide care to patients recovering at home, and it is anticipated that the integrated approach to delivering this care will improve patient experience by reducing duplication, improving communication, streamlining case allocation and improving efficiency, ensuring more people can benefit from the service.

Key successes from the first six weeks of the pilot include:

- The role of the **Recover at Home Co-ordinator** has worked exceptionally well. This has proven to be invaluable in managing capacity and standardising processes between the teams.
- Implementation of the CM2000 electronic rostering system by the Enhanced Care Team means that there is now a single system in place for the scheduling of care visits. This allows for more effective management of capacity within the services.

"The caseloads for the UPI and ECT services are now scheduled in the same way on an electronic rostering service called CM2000. This means that capacity can now be easily viewed across the two services within the locality. One of the benefits of CM2000 is that it is able to identify where visits regularly take more or less time than scheduled. This allows me to schedule the visits to ensure that my patient's needs are met, whilst maximising the available capacity to ensure that as many patients as possible are able to access the service."

Tiah Sheen-Price

Recover at Home Co-ordinator

- The closer working relationship between the two teams has created opportunities to share and review different working practices, and the teams are already starting to implement changes as a result.

"Having been a manager within both services, it is good to see best practice from both teams being pulled together. At each weekly pilot meeting, we are uncovering further opportunities to do things differently to ensure an integrated approach for service users. It has been great to hear the clinicians contacting the co-ordinator to organise the ECT visits, often from patient's homes, rather than having to return to base to allocate these visits using a paper-based system."

Kate Pike

Integrated Care Team Leader
Worcester, Droitwich &
Ombersley



- The evaluation framework and data collection processes have been agreed. Data collection for the weekly and monthly indicators has now started. Over the coming weeks, patient stories will be gathered to help us evaluate the impact of the integration on patient experience.

Not everything has been plain sailing though and the clinical and operational teams are to be commended for their flexibility and positive approach in addressing the inevitable teething problems that have arisen. The learning from this pilot will be invaluable in shaping integrated recovery services in the future. We have already identified how much better it would be if the teams were co-located, but we are not in a position to do this in Worcester, at the moment. Therefore, this is something that we will need to think about for other areas and for the future.



Moving bed-based recovery forwards in South Worcestershire

Building on the stakeholder day held at the end of July 2015, we have made good progress in determining how bed based recovery services across south Worcestershire should look in the future, and the potential role of Howbury House Resource Centre as part of this.

Our recovery beds support those who need 24-hour nursing or residential care for short periods of time, providing care and support to people discharged from hospital and who need 24-hour care, rehabilitation and assessment of any future needs.

The project team are including the experiences of those who receive care from our recovery services, their carers and representatives, as we evaluate what is provided currently and the role this plays in supporting older people's recovery from episodes of illness or injury and in promoting their independence.

This first stage will be completed by December, allowing us to identify the different options for commissioning these services in an integrated way in the future.

Implementing any changes that may be needed is complex and will take time, so continued funding for Howbury House Resource Centre has been approved until September 2016 from the NHS and Social Care Better Care Fund.

Regular updates will be provided in the newsletter here and of course you can contact the project team directly.

Steven Medley

Senior Project Manager
Strategic Change Team
Commercial and Change Directorate

smedley@worcestershire.gov.uk

What next for the Timberdine & WICU units?

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

We plan to use the opportunity to integrate the services and have started the process to commission a single integrated inpatient rehabilitation unit at the existing Timberdine site. The county's Health and Wellbeing Board considered this recommendation in July and approved the procurement to go ahead.

The procurement process has commenced and there are a number of potential providers interested in delivering the service. Provider bids are currently being evaluated and contract award is expected by December 2015, with plans for the service to be ready to go live in April 2016.



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/