



Integrated Working

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Necessity or Desirable

- What drives/threatens integration
- System Leadership
- Individual behaviour
- Flexibility/blur boundaries
- Common purpose
- Positive risk taking

- **TRUST**





Doncaster Case Study

- Clinical Services Review
- 2011
- System required to close admissions to 1 site
- Close 76 beds
- High numbers of patients going from secondary to long term care
- DTOCs high
- Develop social care assessment service

- **How?**



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What did we do

- Focused on the patient/Clients
- Mapping exercise with all partners
- Commissioners agreed outcome measures let providers design the service
- Utilised DH Reablement and Readmissions funding
- Identified the Truth
- Proactive management of potential delays in the patient journey...drive discharge
- **We integrated**





Where are we now

- Home First
- Fully integrated Teams - Acute, Community, Social care, Mental Health, voluntary sector
- Minimal delays in the system
- Single assessment/documentation...front door/wards
- Clear pathways
 - Transfer/Discharge to Assess models
- RAPT
 - New AHP roles
 - Flexibility in role definition





Risks/Challenges

- Getting it wrong
- Receiving unit/pathway acceptance/‘sign up’
“Not my job”
- One blurred boundary too far
- Reputation

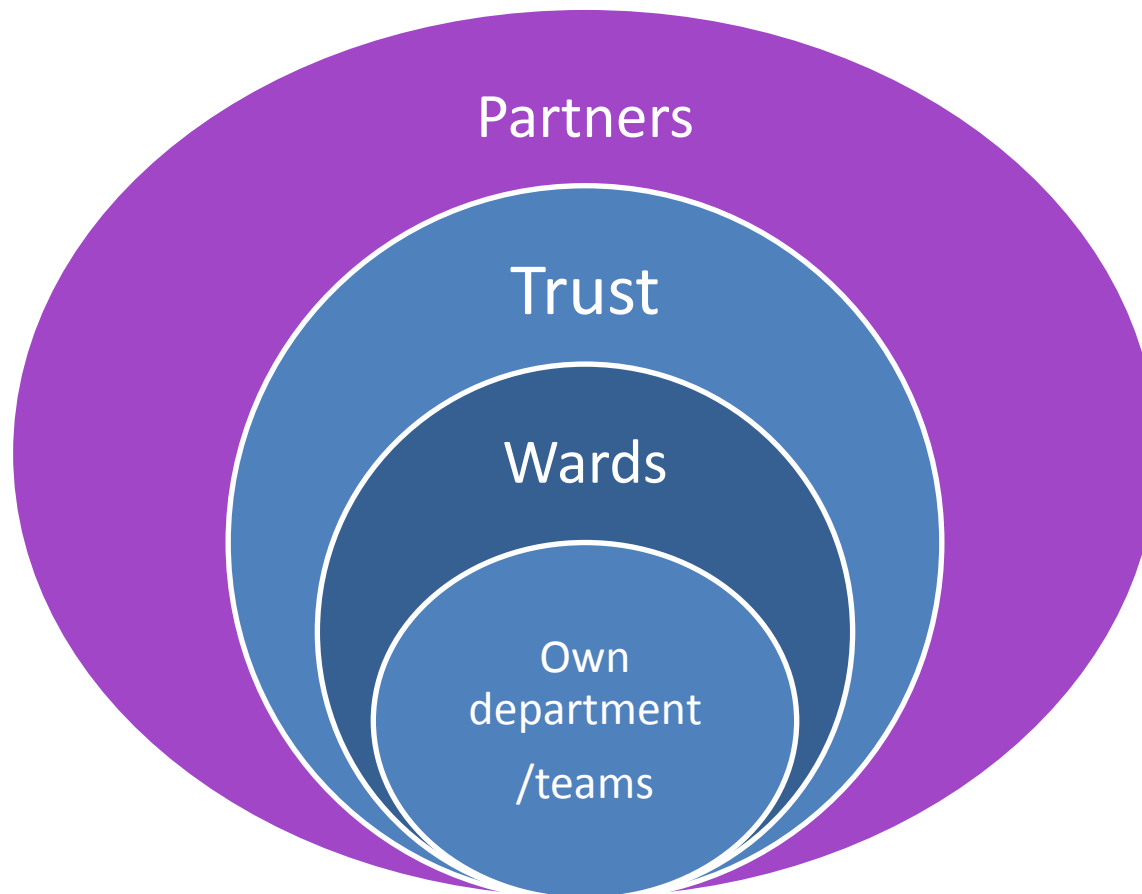
Right for patient

How to share best practice across ICS





Integrating Services - AHPs



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Integrating T herapy Services

Front door services – RAPT

- ‘Therapists’
- Dual competencies
- Single assessment...documentation/records
- Co-location
- Learning – embracing risk

Acute Therapy Team

- Bassetlaw Hospital...Doncaster Royal Infirmary





Therapy Flow Co-ordinator - Band 4 Therapy Assistant





Understanding the challenges

Working differently/innovatively/challenge the norm/processes

- S.H.O.P - Sick – Home – Other - Plan
- Ops meetings - Orthotics
- ‘Minutes matter’ eg. Stair ax
- Healthy challenge - partners
- Terminology eg. transport, confidence

Problem solvers...what needs done...let's do it





Working with Partners

- System approach – PLACE
- Intermediate Care – relationships, commissioning differently, provider-led
- Learn together - positive risk taking
- Trusted Assessor role – receiving units...understand pressures/limitations
- ‘Therapies Working Together’ – people, documentation, outcomes, experiential learning
- Out of Area colleagues





Challenges/Threats

Homeless/Housing

Addiction

'Silver splitters'

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Thank you Questions

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