



Integrated Community teams – co-design event

Sovereign Harbour Yacht Club, Eastbourne, 3 June 2015

You said:

You want to:

- have a key contact or care coordinator
- have equality of access to services and information
- make sure people feel safe, supported and in control.

Make clearer:

- the 'minimum offer' – what services are available, and how to access them
- different ways people can get in touch - make sure everyone's needs are met

Make sure there is:

- a focus on prevention, rather than waiting for a crisis
- recognition and early planning for those who are isolated
- 24 hour access to local support (a telephone helpline)
- a shared record of people's key information and communication needs
- good communication between professionals and patients, clients and their supporters
- a 'whole-person' approach: with a choice of personalised care and support services
- a clear role for the local voluntary sector, other providers and informal supporters.
- a way for GPs to be linked in and accessible to all
- a shared understanding of what different partners have to offer

Linking up local teams with local people:

- Events like these work well: improve presentations, more time for questions
- Have one in each locality area
- Make sure those who are less likely to come are also informed. Go to them.

What's happened or will happen:

Integrated Community teams (ILATs) will bring health and social care staff together aligned to a group of GPs in 8 local areas to deliver:



- Improved communication between professionals
- Better understanding of each other's roles
- Sharing of records
- Joint visits
- Shared care plans
- Personalised care and support
- Correct communication support and technology for each person
- A named keyworker to co-ordinate care
- An opportunity to work in localities with other organisations

Adopting a proactive approach to care:

- Identifying people early before their health has deteriorated to plan care and support them to stay living at home longer.

Developing a crisis response team:

- To help people feel safe, supported and in control when they are experiencing a health crisis
- Prevent avoidable hospital admissions
- Avoid placements on long-term residential or nursing care

Introducing Health and Social Care Direct:

- one point of access for all services:

Linking local teams with local people :

- Events for teams, voluntary sector and other providers, clients, carers and local people to clarify the services available and how to make the new way of working a real success.