The Ackroyds: What does it mean for them?
Commissioners’ Ambition

• Calderdale PCT/ CCG & Calderdale Council
• Building on strong relationships
• Track record of joint working
  – Joint posts and teams
  – Joint Dir Public Health
  – Senior team to team meetings
• Single approach to commissioning
  – Single Business Plan
  – Redesign intermediate tier services is our test!
The Intermediate Tier

Services that support people to:

- stay out of hospital following a deterioration of health; and
- return to mobility and independence following
  - operation,
  - accident or illness, or
  - deterioration in a long-term condition(s)
Why these services?

• Dysfunctional - people slipping through net
• Access – confusing
• Fragmented – assessment and delivery
• User/patient experience poor
• Duplication and gaps
• Ageing population + greater prevalence LTC + financial austerity = search for better quality + lower cost + preventive care is more urgent than ever
Why these services? (2)

• Increasing time in hospital spell leads to deterioration in patient’s confidence, independence and well being.

• Local people want integrated care at right time in right place and systems, process and IT mustn’t get in the way
The Evidence

- Growth in pop’n 75yrs and over
- Increase people with 1 or more LTCs
- Increase non elective admissions - short stay
- Increase admissions without overnight stay
- Increase people receiving Home Care
- Increasing adults with continuing long term care needs placed into care home settings

Assumption: more adults can be supported to remain at home or in step up/ intermediate care facilities
Scope of Services

- Single point of access
- Rapid intervention and support
- In-reach nursing care and therapy
- Falls prevention
- Community rehabilitation
- Reablement
Project’s Ambition

- Single commissioning service specification
- Single point of access
- One holistic assessment of need
- Single/integrated health & social care team providing functions of Tier
- Single approach to governance & contract mgt
Delivered .......

• **A Single Point of Access** to the Service:
  – delivered through Calderdale Council’s *Gateway to Care*
  – Generic advisors
  – Senior nurses
  – Senior social workers

• **One full assessment**, based on the wishes and needs of the person, regularly reviewed and updated
SPA operating since 14 November

- Advice and signposting
- Self care and prevention/education
- Divert to more urgent services
- Domiciliary-based nursing care and/or therapy
- Admission to intermediate care bed
- Referral to intermediate tier service
- Safeguarding alerts
Intermediate Tier Service

- Access and Assessment
- Care Planning and Treatment
- Rehabilitation and Recovery
- Transition to self care, supported living, etc
Providers’ ambition

• Acute hospital and Council’s Reablement services = integration
• Working closely with mental health services and voluntary sector
• To provide ONE integrated service model
• One contract negotiation with all partners
Incentives

• Pressure on resources = need for greater efficiencies
  – PCT/CCG
  – Acute sector
  – Local authority
• Care closer to home / post TCS
• Transformation: shared ambition across all partners
• Responding to public voice
Incentives (2)

- Quality PIs
  - Service user and carer experience
  - Personalised care planning
  - Dementia CQUIN
  - Pressure Ulcer CQUIN
Incentives (3)

• Outcome Indicators
  – Emergency admissions to hospital
  – Admissions to residential care
  – Delayed transfers of care
  – Older people transferred from hospital to rehab or intermediate care and living at home after 91 days
  – People suffering from fragility fractures who recover mobility at 120 days
  – Acute admissions for falls in over 65s
Challenges for integration

- Governance
- Decision making
- Language
- Culture
- Systems