Supporting People to Manage Care
Richard Kramer, Turning Point
Social Care White Paper-Key Themes

• Greater choice and control including personal budgets
• Integration between services (social care housing and health)
• Support to be more resilient – people staying in their homes for longer
• Co-production
What is Connected Care?

Connected Care is about doing things differently

- Innovative model of community led-commissioning – involving communities in design and delivery of services
- Transforms business with community
- Delivers government and commissioners priorities
- Making the best use of limited budgets by developing pooled place based budgets & integrated services
- Designs and delivers integrated, co-produced neighbourhood services
Our approach

Scoping

Community engagement & partnership working diagnostic

Engagement

Commissioners
Community
Frontline staff

Outcomes

Community-led commissioning
New forms of social action
Community-led social enterprise
Models of joint working / integration
Community Leadership Network

• A DH funded, national forum and training programme to help develop community leadership capacity

• The Community Leadership Network brings together individuals who want to drive change in their communities

• Our members want to influence the way services work, give a voice to others in their community and learn about how to set up groups and social enterprises to provide support to others

• The network provides training, resources, networking opportunities and ongoing support to members.
Case study 1: Great Yarmouth

• Focus on long-term conditions and CCG’s need to reduce ‘heat in system’
• GPs at centre. Challenge to design and deliver services to enable personal responsibility and self-management
• Patients want to be more empowered through peer support and self-management
• Role of Community Advocates to inform commissioning, direct campaigns and service navigation / peer mentoring
Case study 2: Earl’s Court Health Centre

- Turning Point leading partner at new, integrated health centre
- Social value and reciprocal care via:
  - Wellbeing navigators
  - Wellbeing coaches
  - peer mentoring
  - Community Connect - time bank
- Increasing options about where and how support is provided – health centre as hub in network
- Support for self-care and independent living
Impact

Across 14 areas impact to date has included:

- Over 200 community researchers recruited and trained
- Engaging a total population size 150,000
- Education, employment, training opportunities
- New community-led social enterprises delivering services
- New social capital
- Building capacity of services to engage
- Locally developed models of integration
- Better use of resources - £4 saved for every £1 invested
Lessons for the future

Importance of:

- Iterative service design process
- Engage with whole communities not just patients
- Top-down and bottom up
- Building community capacity to engage
- Supporting new forms of social action
We turn lives around every day, by putting the individual at the heart of what we do.

Turning Point is the UK’s leading social care organisation. We provide services for people with complex needs, including those affected by drug and alcohol misuse, mental health problems and those with a learning disability.