Integrated Care Project in the West

Integrated Care Matters Webinar Series 4:
Locality Integrated Care in Small Islands
Wednesday 19th February 2020
Isle of Man

- The Island, at 221 square miles, is home to 83,314 people and occupies a central position in the Irish Sea and the British Isles, sitting between England, Ireland, Scotland and Wales.

- The Island is split into 24 districts comprised of 16 parishes, 4 towns and 4 villages, which all have individual local government boards, or commissioners.

- The Island is a Crown Dependency which through its ancient parliament, Tynwald, enjoys a high degree of domestic legislative and political autonomy.

- Dating back to Viking origins over one thousand years ago, the Isle of Man Tynwald is the oldest continuously operating legislature in the world.
One of five strategic goals: To help people stay well in their own homes and communities, avoiding hospital or residential care whenever possible

One of three central pillars: All support and care services should be ... in equal partnership with people and their carers

One of five goals: Be sustainable and fit for the future
“The Isle of Man is well placed to make the changes required for its health and care system to become an exemplar of integrated health and care delivery and a model for others to follow.

Indeed in terms of integration, the Island’s size is a positive advantage.

If it is not possible to integrate services for 85,000 people, surely it cannot be done anywhere”.

Sir Jonathan Michael
Objective & Scope

To develop, implement and evaluate an operating model of integrated care on a pilot basis for people registered with Peel Medical Centre, to support sustainable person centred integrated care for people over 18 years of age.

<table>
<thead>
<tr>
<th>ISLE of MAN POPULATION</th>
<th>POPULATION of the WEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>Total</td>
</tr>
<tr>
<td>83,314</td>
<td>9,507</td>
</tr>
<tr>
<td>Age 65 +</td>
<td>Age 65 +</td>
</tr>
<tr>
<td>17,205 (20.65%)</td>
<td>1,898 (19.96%)</td>
</tr>
<tr>
<td>Age 85 +</td>
<td>Age 85 +</td>
</tr>
<tr>
<td>2,268 (2.72%)</td>
<td>217 (2.28%)</td>
</tr>
</tbody>
</table>
Why the West?

Demographic Profile
Resilient Community
Community-spirited
Single innovative GP Practice
Well established collaborative community care and support agencies

= 

An excellent chance of success!
**Project Plan April 2018-present**

**APRIL**
- Demographic profile
- Scope of current resources
- Identify gaps
- Data collection

**MAY**
- Communication and engagement plan
- Theory and practice
- Models of integrated care
- Visit to area of good practice
- Staff and Service user surveys

**JUNE**
- Position Paper completed and recommendations approved
- Implementation Plan agreed and launch of workstreams
- Integrated care team development

**JULY**
- Development of operational processes
- Business case submission
- Soft launch of integrated team working

**AUGUST**
- Implementation of actions
- Data comparisons
- Repeat surveys
- Case Studies
- Focus Groups

**SEPTEMBER**

**OCTOBER**

**NOVEMBER**

**DECEMBER**

**JANUARY**

**FEBRUARY**

**MARCH+**

**+12 MONTHS**

**IDENTIFY NEED**

**RESEARCH**

**DEVELOPMENT**

**IMPLEMENTATION**

**EVALUATION**
Engagement

We heard from:

2889 People & 233 Organisations

Local members of public, Hospice, Geriatric Services, General Technology Services, Local Commissioners, Public Health, Age IDM, Digital Strategy Lead, Sheltered Housing Residents, Service Users, DHSC, Political representatives, Luncheon Clubs, Registrations & Inspections, Reablement, Western Live at Home, Director of Transport, Peel Medical Centre, Police, Crossroads Care, Peel Day Centre, Chair, Independent Health Service Review, GP’s, Social Workers, Southern Community Partnership, Home Care & Dementia, Home Care teams, Human Resources, Castle View Nursing Home, DHSC Board, Hospital Services staff, Family Practitioners, Manager, Macmillan Cancer Services, Mental Health Services, Council of Voluntary Organisations, Torbay and South Devon NHS Trust, Western Politicians, Diabetic Centre, Corrin Residential Home, Community Adult Therapy Services, Independent Home Care Providers, Audiology, Manx Radio, Clinical Systems and Business Intelligence Manager, Adult Community Nursing Services.
Go West!…..

Foundations of Integrated Care: A position paper for the pilot in the West

42 Recommendations
Approved by the Department - December 2018
Access to Services
Person Centred Approach
Resources
Staff Culture & Communication

42 Actions
Implementation Plan – January 2019

You said, …..
…. we did!
Practitioner Meetings

❖ Commenced January 2019
❖ 20 Agencies
❖ 14 agencies average attendance
❖ 20 Practitioners average attendance
❖ Meet & greet
❖ Presentation of team roles
❖ Mapping of referral processes
❖ Shared education & learning
❖ Co-design and develop operational systems & processes
❖ Soft launch of pilot - 25/02/19
❖ Full launch/opening - 24/02/20
Western Wellbeing Partnership

TEAM

POINT of CONTACT
Dedicated phone number & email

Western Wellbeing Centre

OPERATIONAL PROCESS
Operational Guidance Document

POINT of REFERRAL ACCESS
Western Wellbeing Partnership Referral Form

ASSESSMENT FORM
Western Wellbeing Assessment Form

SUPPORT PLAN
Support Plan Summary

INFORMATION SHARING PROCESS
Consent to Share Information Form
Confidentiality Leaflet
Western Wellbeing Centre

Reception
Referral Coordinator & Admin Officer
Shared Practitioners office
Interview rooms
Training Room
Clinical Room
Day Centre
Equipment Store

- Regular meetings of Practitioners
- Direct access to advice and support for public
- Clinics, interviews and assessments
The Western Wellbeing Partnership invite you to our

OPEN DAY

Monday 24th February 2020

At the newly refurbished

Western Wellbeing Centre,
Derby Road, Peel

Don’t miss the opportunity to meet the practitioners from the Integrated Care Team and hear how we have been working together to make accessing services easier and delivered in a more coordinated way.

Refreshments will be available. Everyone is welcome to drop-in anytime between 2pm and 6pm

www.gov.im/westernwellbeingpartnership
Email: WesternWellbeingPartnership@gov.im
Thank You...

For further information contact the Project Team

+44 (0)1624 685231
IntegratedCommunityCare.DHSC@gov.im

PROJECT TEAM
Paul Jackson
Rosaleen McCaffrey
Margaret Swindlehurst
Adrian Tomkinson

TEAMWORK CATEGORY
Isle of Man Newspaper Awards for Excellence Finalist 2019