

**TURNING
POINT**
CENTRE OF
EXCELLENCE IN
CONNECTED CARE
turning lives around



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Excellence in Connected Care**

Beyond Traditional Integration: Developing Connected Care



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**Connected Care: what is it
and who does it benefit?**



Connected Care

- Integrates health, housing and social care services
- Is done with the community, not to it
- Provides a detailed assessment of breadth and depth of needs
- Leads to community designed services
- Fits with current and emerging government and commissioner agenda



The community: a unique model of community engagement

- Begins with the community and puts them at the centre of commissioning
- Enables the community to design and deliver their own services
- Engages hard to reach groups who are rarely consulted and often marginalised
- Fosters the development of a local skilled and innovative health and social care workforce

Commissioners: offering solutions

- Commissioners need to demonstrate how communities are at the centre of commissioning
- Market moving towards a joined-up approach to the provision of care
- Renewed focus on reaching people with complex needs, and long term savings by meeting these needs
- A bigger role for the voluntary sector

Government: informing government thinking



Connected Care is cited as an example of effective partnership working, where services meet local needs and are provided in a streamlined and accessible way.

Page 16

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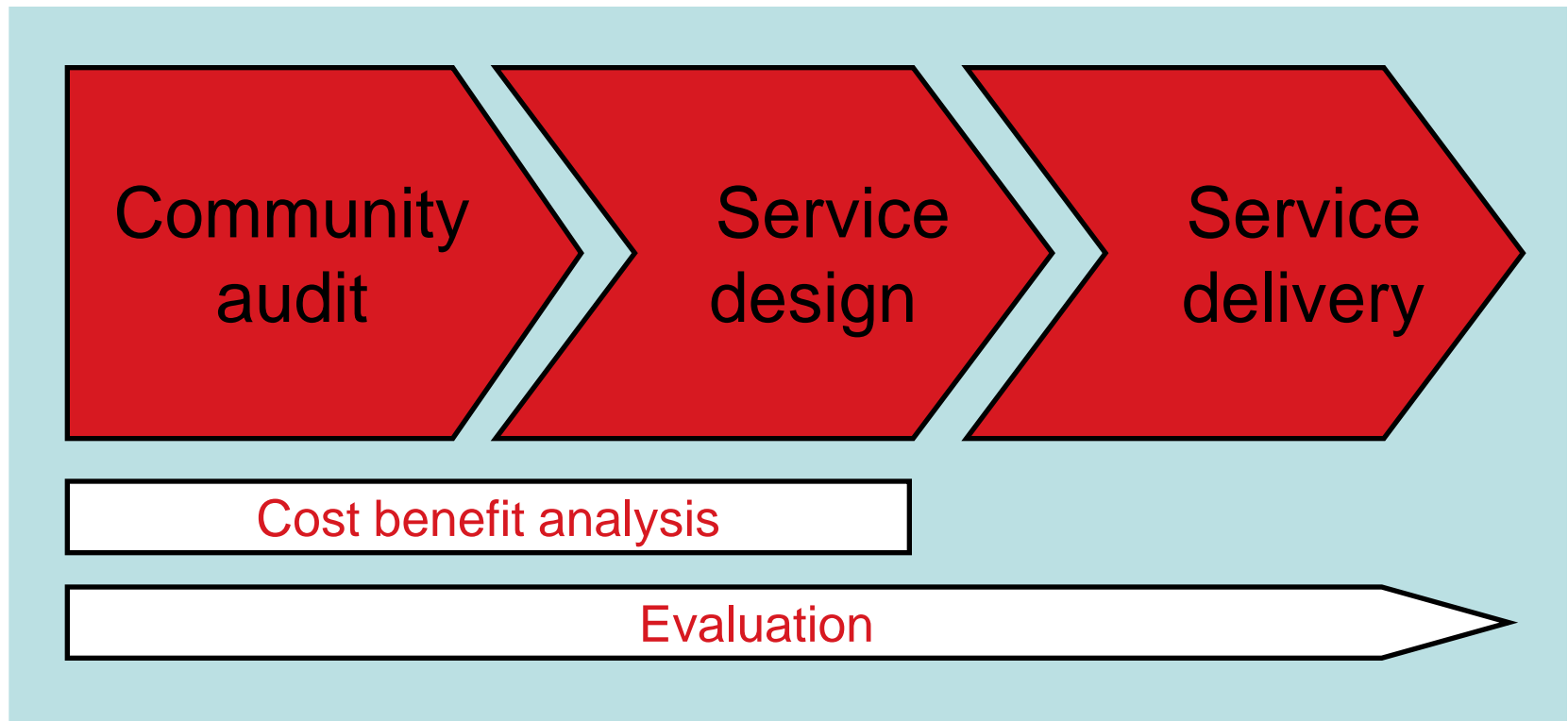
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Connected Care in action



Connected Care: the process



Stages of a Connected Care audit

Identify
priority
areas

Establish
governance

Desk
research

Recruit
and train

Design
audit

Evaluation

Cost benefit
analysis

Produce
report &
service spec

Conduct
audit



The Connected Care audit

- **Enables the community to have a direct say in what health and social care services need to be commissioned in their area**
- **Assesses how the community perceives existing services and what they want in the future**
- **Uses a variety of participative methods to engage with the community**
- **Capacity-builds the community who are trained and supported to carry out the audit**

Training on Connected Care and research methods

- **Recruitment of local researchers in the community**
- **Local audit team provided with training in design and delivery of research methods, specifically working with difficult to engage groups**



Case Study One: Connected Care and Hartlepool

- The Concept:
- Turning Point/IPPR report on 'Meeting Complex Needs' 2004
- The Place:
- Owton Manor, a post-war housing estate on the edge of Hartlepool
- The Partnership:
- Local community and services, Turning Point, Department of Health

About Owton, Hartlepool

- Owton is in the 5% most deprived neighbourhoods in the country
- More than 10% of Owton residents have either never worked or are long-term unemployed
- Over half of Owton's residents aged 16-74 left school with no formal qualifications
- 50% of residents have health problems
- 27% of working age residents have a limiting long term illness

Local strengths of Owton

- Good housing stock and physical environment (SRB)
- Open space and countryside
- Local shops and community facilities
- Strong local identity
- Social capital – community leaders and associations

Key themes of the audit

- **Information**
- **Choice**
- **Access to services**
- **Continuity and coordination**
- **Workforce and quality provision**

Connecting involvement with change:

‘we’re surveyed to death’

Putting Connected Care into practice

- **Service redesign:** design bespoke Connected Care services alongside commissioners and the community
- **Service delivery:** work with multiple agencies to provide 'whole systems' funding and support
- **Social enterprise:** involving the community in delivering Connected Care
- **Individual budgets:** giving choice and control to the community

Setting up the social enterprise

- **Connected Care and social enterprise pathfinder status**
- **Agreeing the form of social enterprise**
- **Agreeing the purpose of the social enterprise**
- **Developing service specification for services**
- **Developing a business plan**
- **Protocols for inter-agency working**
- **Monitoring and Evaluation**
- **Expansion of the social enterprise**

What it looks like now

- **A team of navigators.**
- **A complex care team integrating specialist health, social care and housing support.**
- **A Managing Director to manage the service and promote change in the wider service system.**
- **The development of a range of low level support services that focus on maintaining independence**
- **Delivered through a social enterprise managed by residents and local community organisations.**
- **Promoting individual budgets for people with mental health needs**

Connected Care evaluation

Commitment to development of clear and credible evidence base to establish:

- Whether the Connected Care audit has effectively engaged the community
- Whether the Connected Care services work for individuals, communities and commissioners
- A Connected Care outcome framework adapted to reflect the different priorities of local areas

Evaluating Connected Care

Audit Evaluation:

- **Community researchers have a greater reach than professional researchers.**
- **Training for communities is seen to be critical in fulfilling this function.**
- **Improved the skills and confidence of individuals**
- **It shaped the perception of how the community saw itself**
- **Process is building relationships as well as gathering information**
- **Strong emphasis on system, process outcomes e.g. access, navigation and co-ordination**

Elements of good practice: community-based social enterprises

- It includes components of good practice, commentary & case studies
- Gives an insight into successes, challenges & development of setting up social enterprises
- Applicable in a health and social care setting

Social enterprise and good practice

- Mission and statement
- Financial sustainability
- Working in partnership with other organisations
- Developing the skills of your workforce
- Monitoring and evaluation

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Any questions?

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