

COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	13 February 2014
TITLE	Statement of Intent – Providing Integrated Health and Social Care
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PORTFOLIO LEADER	Councillor R. H. Wyn Williams

1.0 Background

- 1.1 A consultation document was published in July 2013, namely a Framework for Providing Integrated Health and Social Care, by the Welsh Government.
- 1.2 This Framework is for Older People who have complex needs.
- 1.3 This framework outlines the need to establish a new pattern of services, and build on the good foundations that are already in place, and adapt and develop them.
- 1.4 They acknowledge the ever increasing evidence which shows the benefits of integration, and outline the Welsh Government’s ambition to have truly integrated health and social care services for older people.
- 1.5 Partners throughout Wales are expected to move ahead quickly to ensure that this model is the norm. Significant change is needed over the next three years.
- 1.6 In terms of defining the term ‘integration’ and in terms of the people who need care and support, this should mean:-
- “My care is planned by myself with people working together to understand me, my family and my carers, giving me control, and bringing services together to secure the results that are important to me.”
- 1.7 To achieve the above, the care provided must be aimed at ensuring better care for users and patients through better coordination of services.
- 1.8 Integration calls for a series of methods, models and processes which, together, seek to improve coordination. These are the essential elements:-

- That service providers abolish the barriers that have prevented effective collaboration and design the service based on a mutual understanding of the results that are important to the individual.
 - Those receiving the service will have more of a voice and control over the care they receive.
- 1.9 The Welsh Government wish to see a new system that has two main features:-
- 1.9.1 This system should be conscientiously planned and managed, and built on ambition.
- 1.9.2 It should be built with and for service users and the local community. We need to focus on the experience of those receiving services. Ensure that co-production is a fundamental principle.
- 1.9.3 A real commitment to constant monitoring and improvement should be ensured. Moving specifically to a more integrated manner means that responsibilities are sometimes not so defined. The partners are required to work closely to ensure that there are safe and clear governance arrangements.

2.0 Statement of Intent

- 2.1 By the end of January 2014 the Welsh Government expects all local partners to approve and publish a 'Statement of Intent' with regard to Integrated Care.
- 2.2 It is required for the 'Statement of Intent' to be on a regional (North Wales) basis and a coordinator has been trying to bring together information from the six local authorities and the Health Board. Version 16 of the 'Statement of Intent' is attached for information.
- 2.3 This version will be sent as the First Iteration to the Government by the end of January, but a final version will be submitted by the end of March 2014. It will therefore be possible to add to it in February.

3.0 The Main Conclusions from the Statement of Intent (Sol)

- 3.1 It is noted in the Sol that there is currently a period of uncertainty in the north because of the clinical management restructuring in BCUHB and the changes as a result of the Williams report.

- 3.2 Despite the uncertainty, working in a way which improves results for the people of North Wales, and in particular the older people of North Wales, is to be welcomed.
- 3.3 These are the main conclusions outlined in the Sol:-
- 3.3.1 Ensure robust governance arrangements which ensure that integrated working is supported through a County Forum that can abolish barriers and ensure the best results for the people of Gwynedd.
- 3.3.2 Commission services jointly so that the best health and well-being results are met. This includes commissioning in partnership with the third sector also. The aim is to ensure that older people avoid unnecessary admission to hospital and also promote a culture of support, a community and a neighbourhood.
- 3.3.3 There is a need for better understanding of financial matters amongst partnerships in the older people field. We will need to examine how we can organise budgets in a way that places our services users centrally and gives them financial control over their care wherever possible and.....?
- 3.3.4 Of key importance is the need to ensure that the workforce and the management are fit for purpose for the future. This is essential for us, especially in a rural area, and in a time of financial austerity. Joint working between teams will be promoted, and opportunities sought to develop smooth care pathways for older people. The aim is to ensure that older people aren't affected by institutional constraints. There will be discussions regarding the possibility of having joint area managers across partnerships.
- 3.3.5 An important part of any integrated working is ensuring that 'back office' systems connect together easily. There is a project in the pipeline involving Gwynedd to purchase a care system jointly with Health (community services). There will then be one IT system in Gwynedd for community health and care services. This means
- better decisions
 - better security
 - better connections between agencies
 - less duplication of data and transfer of information
 - reducing the need to go to specific locations – able to connect with a system from different locations
 - one set of data across health and care.
- 3.3.6 Developing care pathways that support patients/users throughout their journey with different services.

- 3.3.7 As I have outlined in the Annual Report, co-production of services is one of my main objectives for the future. One part of this will be to ensure that the users' voice is equal with formal agencies. There will be a need to change professional workers' practice/culture to reflect this. The Council will also continue to try and develop social initiatives.
- 3.3.8 A new Framework Assessment is about to be used which will ensure that results are collected by whichever professional is conducting the assessment.
- 3.3.9 An obvious part of the principle of integration is to try and provide services jointly. One example of this that is underway in Meirionnydd is a specialist day care development for people with dementia, which will be provided jointly. The aim is to try and maximise the opportunities for doing more and more of this across Gwynedd.

4.0 Conclusion

- 4.1 We have already started the journey of trying to work in an integrated manner, but there is more work to be done if we are to secure services that offer the best results for the people of Gwynedd.
- 4.2 Demographic changes mean that there is an increasing demand for acute and community services for older people. Also, the financial restrictions of recent years and difficult projections ahead ensure that we must collaborate in order to maximise the value of our assets for the people of Gwynedd.
- 4.3 Through the arrangements of the County Forum and the Area Teams, the Council, BCUHB and the third sector will work together to try and ensure that integrated services develop effectively.