

North Wales Statement of Intent

Executive Summary

The Statement of Intent on Integrated Care for Older People with Complex Needs in North Wales has been developed jointly by colleagues from the six Local Authorities and Betsi Cadwaladr University Health Board. It provides a single regional statement, which also accommodates local need and historical service developments.

The need to take a more robust and immediate approach to the Integration of Services for Older People, has been clearly stated by the Minister and Deputy Minister for Health and Social Services.

The Statement builds on current partnership working in order to develop an ambitious agenda which pushes existing boundaries and develops new, innovative services and systems.

‘Integrated working’ can have a variety of interpretations and for the purposes of this report, the following definition, relating to outcomes for citizens, is used:

“My care is planned by me with people working together to understand me, my family and carer(s), giving me control, and bringing together services to achieve the outcomes important to me”.

The Statement is predicated on the understanding that health, social care, third sector and independent services should be designed and delivered to promote and maximise well-being, enabling people to live independently in their community for as long as possible. This means services being provided in a person’s own home or within community settings to avoid the need for ongoing, acute or institutional care.

Through integrated working, Partners would expect to utilise their combined skills, knowledge, experience and resources to deliver better outcomes for Older People.

The Statement recognises that integrated care is not about structures, organisations or pathways per se, nor about the way services are commissioned and funded. Its primary purpose is to ensure that citizens have a better experience of care and support, experience less inequality and achieve better outcomes.

However, within the current financial climate, it is also essential to recognise the imperative for any change to be at least cost neutral in the long term and that systems are designed to maximise efficiencies

Currently within North Wales, there is no one coherent model for Integration which encapsulates all public health, primary, community, acute, social care and third sector services, and which is endorsed by all stakeholders—not least its citizens.

The development of a North Wales Integrated Service Model for Older People is a clear priority for Partners and one which is expected to be achieved over the next 12 months.

Partners have also identified a range of other intentions which will support the Integrated Service Model:

- Strengthening governance arrangements.
- Reviewing existing partnerships.
- Developing joint commissioning strategies.
- Identifying existing resources at locality levels and exploring the potential for pooled budgets.
- Designing an appropriate workforce skill mix and exploring the option of co-located teams with single line management arrangements.
- Developing joint information systems and sharing other “back room” functions.
- Developing outcome-focused, citizen-directed services in which other key partners e.g. housing and leisure are fully engaged and co-ordinated.
- Ensuring the skills, knowledge and experience of older people themselves contribute to improved community solutions.
- Implementing county-based Single Points of Access,
- Implementing the new Welsh Government Guidance *“Integrated Assessment Process for Older People”*