TURNING POINT
turning lives around

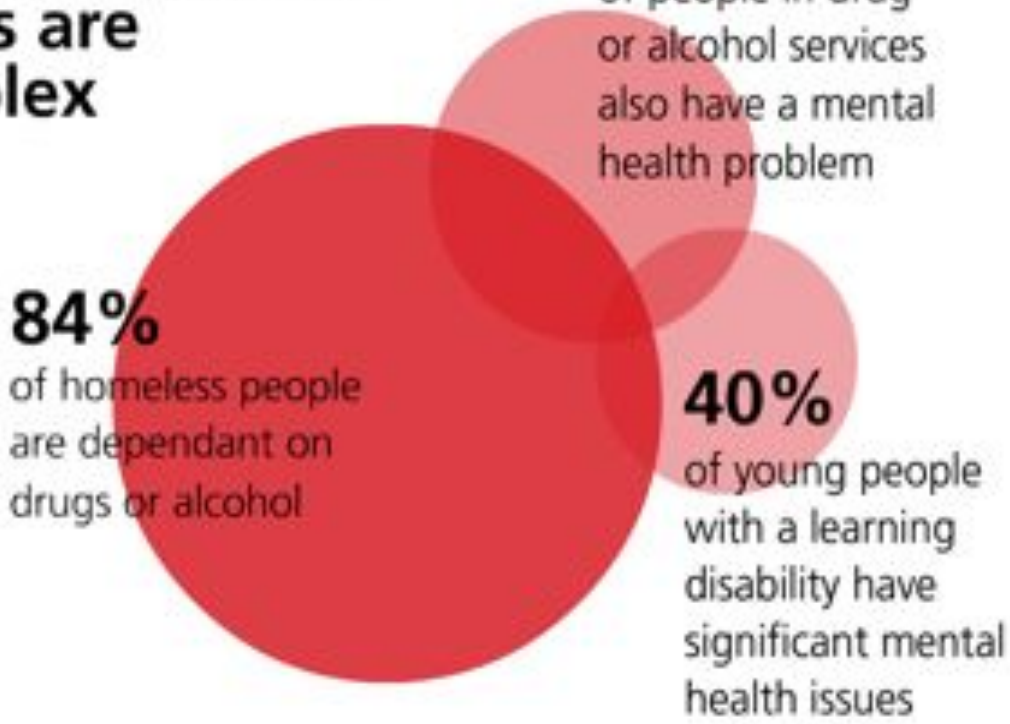
Beyond traditional integration: developing Connected Care

Gemma Bruce, Research Manager
Centre of Excellence in Connected Care

Complex Needs

TURNING POINT
turning lives around

Connected Care recognises that people's support needs are complex



Connected Care

TURNING POINT
turning lives around

- 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

Connected Care

TURNING POINT
turning lives around

- 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

Connected Care

TURNING POINT
turning lives around

- 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

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

TURNING POINT
CENTRE OF EXCELLENCE IN CONNECTED CARE
turning lives around

Connected Care in action

TURNING POINT
turning lives around

Bolton

Key stages of the process

- Establishing governance arrangements
- Community engagement
- Recruiting and training researchers from the local communities
- Data collection
- Audit report
- Translating findings into service specification

Themes from the audit

TURNING POINT
turning lives around

- Information
- Low level support
- Continuity of care
- Coordination
- Community cohesion

TURNING POINT
turning lives around

Owton, Hartlepool

The Connected Care service

TURNING POINT
turning lives around

- A team of navigators
- 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
- Service is a partner in the new extra care housing service in Hartlepool