

INTEGRATED CARE AND SUPPORT PIONEERS PROGRAMME

WORKING TOGETHER TO BUILD COLLABORATIVE, PERSON-CENTRED CARE

BULLETIN

February 2014



Update from Geoff

It has been another eventful month for the pioneer programme. Most notably we published an Annual Report on the pioneers' programme and held our One Year On event for pioneers on 27 January in Leeds.

The publication of the [Annual Report](#) and case studies from all the [pioneers](#) is the first time the experiences of the pioneers have been captured in one place. It reflects the great progress that has been made and also the challenges that have been faced. I hope it serves as a valuable reference document for others to learn from.

The One Year On event was a fantastic opportunity to both reflect on the progress that pioneers have made over the last year and also to look forward to the future. I really enjoyed the 'speed dating' where each pioneer got a chance to share their experiences, as well as the workshops on the future support programme. It was also great to hear Norman Lamb, the Minister for Care and Support praise the progress made in the first year of the pioneer programme and launch the [second wave of integrated care pioneers](#) as we move into the second year of the programme. The event culminated in a panel session with Ian Dodge, Samantha Jones and Sir Sam Everington from NHS England and Andrew Webber from the Local Government Association. Ian had earlier set out his vision for the pioneer programme going forward and the links to the New Models of Care set out in the Five Year Forward View.

I have no doubt that the next few months will see some exciting developments as the New Models of Care programme rolls out. But I was greatly reassured to hear that strong links will be made to the pioneer programme which will continue to have an important part to play in delivering sustainable health and care services for the future.

I hope you find this update helpful; please do let us know if there are any improvements that we can make to this newsletter or how we communicate news and information, by emailing: england.integrationpioneers@nhs.net

– Geoff Alltimes, Senior Responsible Officer, Integrated Care and Support Pioneers programme

Integrated Care & Support Working Group news

The working group this month inputted into two key ongoing developments: the emerging architecture for taking forward the Forward View; and supporting local areas to implement their Better Care Fund plans. For the former, the group discussed how it could support the individual workstreams which are being established by the NHS arms' length bodies, for example in the pioneer informatics group supporting the work of the National Information Board, or the Skills for Care-led workforce programme providing a forum for workforce transformation developments. Pioneers are encouraged to contribute their views through their support teams or workstream programmes.

The group also reviewed and contributed to plans to develop resources around BCF implementation, including regional workshops, 'how to' guides, and an online 'knowledge hub'. This included signposting to existing resources and contacts, particularly in considering the development of 'how-to' guides on workforce development and sharing benefits. They suggested the development of a guide around measuring impact, which will be progressed by the consortium delivering the resources, and will link to group activity with the pioneers at national and local level, as well as CQC's integrated inspection. They also agreed to support wider promotion of the resources through existing communications and engagement channels.

Pioneer Support Offers

Support from International Care Model Experts – expressions of interest

A number of Pioneer sites have expressed an interest in learning from international approaches to redesigning and transforming care. Where care models have delivered results overseas, and could offer similar and potentially significant benefits if adopted in England, Pioneers have told us they would welcome the opportunity to learn more.

To enable the identification of international care model experts, and to support the transfer of experience and knowledge of those models, NHS England is developing a programme to help build and facilitate relationships between Pioneers and international experts. Over the next three months, interested Pioneers will be supported to have improved access to the international learning and expertise available on new models of complex care and integration, whether from a commissioning or provider service design and delivery perspective.

The support offer linking Pioneers with sites outside the EU will include:

- Virtual consultations with experts in internationally leading new models of care
- An in depth workshop, hosted in the Pioneer site, where care model experts will visit to offer constructive advice and support based on their experiences
- Access to an international care model conference in April

Due to the high level of support on offer, capacity for direct input from care model experts from outside the EU is limited to up to six Pioneer sites on this occasion. The April conference will be open to all Pioneers.

We are developing a similar support offer to share learning within the EU - please complete the expression of interest form if you would like to be involved. Should these offers be a success, we hope to undertake further tranches of international support in the future.

[More information on this support offer and an expression of interest form are available on ICASE.](#)

Please indicate in your expression of interest whether there are particular international healthcare systems, organisations or care models that interest you, and whether your locality already has formal links to other countries. Please note **expressions of interest will need to be returned by 26 February.**

Health Management Consultancy Opportunity

City University is offering the opportunity for Pioneers to sponsor a six to eight week management consultancy engagement to examine an aspect of business performance, commencing May 2015.

Each consultancy team will comprise final stage MSc Health Management students supervised by an academic from the School of Health Sciences. In return for access to your organisation on an occasional basis over the six to eight week period, you will:

- Obtain fresh thinking on an organisational challenge with a detailed consultancy report.
- Be appraised of the deeper thinking and issues and evidence with the background pack of business management resources consulted by teams in preparing your consultancy report.
- Access highly qualified consultancy thinking from supervising academics which would otherwise only be available on a paid consultancy basis.

Further information available on [ICASE](#) Contact your Account Manager / Delivery Support Manager in the first instance if you are interested in accessing this opportunity.

Pioneer news

Early evaluation of the Pioneers Programme is due to conclude this Summer. Shortly, all Wave 1 and Wave 2 Pioneers will receive an invitation to attend a meeting in April, to discuss the DH funded programme of evaluation. The purpose of the meeting will be to listen to and discuss your reflections on the early evaluation, to hear from the appointed evaluation team about the plans for the longer-term and to listen to and discuss your views. The meeting will be attended by the appointed research providers for these two phases of evaluation, as well as by a representative of DH's Research and Development Directorate. ([More](#))

Joint review of health and care sector: The Department of Health, NHS England and Public Health England recognise the importance of the voluntary, community and social enterprise (VCSE) sector to improving the health and wellbeing of the nation's population. The purpose of this review is to assess the impact upon the VCSE sector in achieving health and wellbeing goals and to consider whether changes are required to maximise the contribution of the sector. Many of Pioneers are looking at innovative models in this area, so are encouraged to submit evidence to the review. ([More](#))

ICASE: The integrated care and support information exchange content is being transitioned to the NHS England website while a new version meeting the needs of the expanded programme is designed and procured (thank you to those of you who have participated in the survey to shape the new site). [ICASE](#) will no longer be available after 31 March and archiving has been completed, so any new content should be [e-mailed](#) for inclusion the new site.

Facilitating Better Programme Implementation and Evaluation Webinar: This webinar, held on the 12th February and hosted by Dr Nena Foster, covered the 'need to knows' of evaluation (including objective setting, the use of indicators, data sources and methodologies) and included an interactive, scenario based example. The recording is now available to [view](#).

Spotlight on... Islington



The N19 pilot has been trialling integrated working in the N19 area of Islington. Health and social care professionals from a range of organisations worked together as a single team in the same office with a care coordinator appointed for each patient who needs multiple services to co-ordinate their support. The pilot aimed to improve the support provided to people who are going through particularly challenging times and need to access a wide range of health and social care services including Reablement, Rehabilitation, District Nursing and Mental Health support. ([More](#))

Other news

NHS IQ has developed and launched a new online learning pilot called Transformation Essentials which is based on their Transformational Change programme. It is designed to help leaders of transformational change access key concepts, tools and techniques to use in their change work. ([More](#))

A new guide from NHS England and Public Health England has identified how local government and the NHS have important roles in building confident communities to improve health and reduce inequalities. The guide calls on local partners to consider the "family" of community centred approaches. ([More](#))

The National Audit of Intermediate Care (NAIC) 2015 is now open for registration. The NAIC will give providers of intermediate care services the evidence to use in business cases and local reports, including comparisons from the Patient Reported Experience Measure (PREM) compared to others, and cost comparisons with other areas.. ([More](#))

Pioneering Health and Housing Memorandum of Understanding under the Care Act there is a requirement for closer cooperation of services that support the health and wellbeing of those who may be in need of care and support. An emphasis is placed on greater integration between health and social services to deliver more person-centred outcomes. ([More](#))

New resources

Have you got
local news or good
practice to share?
Email to
enquiries@icase.org.uk
or tweet using
[#integrationpioneers](https://twitter.com/integrationpioneers)

- The [Institute of Public Policy Research](#) has published a report on the needs of working-age disabled adults and how integrated services will continue to support them
- A new online repository, the [Knowledge Bucket](#) - will shortly be launched to capture these stories in a variety of formats. The stories form an essential part of the continuous improvement process facilitated by the project team, which is working with the Centre of Excellence for Information Sharing to determine how best to use this evidence base.
- [The report from SOCTIM](#) on 'Redesigning health and social care: challenges and opportunities from an IT and digital perspective' provides an illustrated guide to recent and forthcoming reforms. It sets out some of the consequences, especially for IT and digital policy and activity. ([More](#))

Notable events and dates

Events specifically for Pioneers

[Data webinar, hosted by South Somerset \(Symphony\)](#) South West CSU will discuss the development of the Symphony dataset, how it is being used by South Somerset to design new care models and their plans for the future. 27th February 2015
10.00 – 12.00

[Telehealth webinar](#) This webinar will look at experience of the update of assistive technology within the Pioneers programme, and will share national perspectives on telehealth and telecare. March 2015 – Date tbc

To register for Pioneer webinars, please contact Suzanne Devlin (suzannedevlin@nhs.net)

[Shaping the Workforce](#) This national event brings together the Pioneer Sites and the member organisations and agencies of the Shaping the Workforce offer group for the first time. 27th February 2015

Other events that may be of interest

['Are There Ways through the Jungle'](#) (webinar by Centre for Innovation in Health Management) 27th February 2015
3.30 – 4.30

[Integrating Community Rehabilitation Services](#) – SBH Healthcare Events 4th March 2015

[New models of commissioning for integrated care](#) – PCC Events 11th March 2015

[Maxmising the value of Technology Enabled Care Services](#) – LTC Team, NHS IQ, webinar 16th March 2015

Visit ICASE, the integrated care and support information exchange, for news, information, comments and learning: www.icase.org.uk

Integrated Care and Support Pioneers programme eBulletin © 2015

Partners involved in the Integrated Care and Support Pioneers programme include the Association of Directors of Adult Social Services (ADASS), the Care Quality Commission, Department of Health, Local Government Association, Monitor, NHS England, NHS Improving Quality, Health Education England, the National Institute for Health and Care Excellence, Public Health England, the Social Care Institute for Excellence and Think Local Act Personal in association with National Voices.

Receiving this bulletin in error? [Unsubscribe here](#).