

Integrated Care in North Somerset

A New Vision for Health and Social Care





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Introduction

This leaflet is about the future of health and social care provision in North Somerset – a beautiful part of the world with a growing population to look after.

As the organisations providing care, we believe that we have a unique opportunity to improve our services for all the people who need them – while offering better value for public money at the same time.

We would like to join in a new approach to funding and providing services called Integrated Care.

This is a more joined-up way of looking after people. It means staff in health and social care working as a single team to make sure people get the support they need, when and where they need it, without confusion or delay.

This leaflet explains why we think integrated care will work well in North Somerset and why it will make a positive difference to our staff and to you and your family – particularly if you have young children or are approaching your later years.

North Somerset's population

By 2033 the population of North Somerset is expected to grow by 40 per cent. We already have a higher proportion of people over 65 years than the national and regional average. The current figure of 23 per cent of the local community is set to rise to 30 per cent by 2025.

This means that the number of people living with long-term health problems, such as diabetes or heart disease, will also increase significantly. People are going to live longer lives, but with an increasingly complex mix of health and social care needs, which means they will need more professional support than previous generations.

The number of families with young children is also projected to grow, because new housing developments across North Somerset will lead to an increase in the number of families with young people living here.

This is expected to include a 34 per cent increase in children aged between 0 and 15 years and a 26 per cent increase in those people of working age.



40%

Percentage increase in North Somerset's population by 2033.

The people we serve

These are some fictional, but typical examples of the people we currently serve and help every day in North Somerset. You can see the large number of professionals potentially involved in their care – a system we believe could be simplified and improved.

“Mrs Collins”



Mrs Collins is 87 and has lived in Weston-super-Mare all her life. Following the death of her husband 10 years ago, she now lives alone. She has diabetes and heart disease, which she manages at home with the support of her local GP and the nurse from the local surgery.

She had a stroke a couple of years ago which left her with some difficulty walking and managing everyday tasks, so she now has help at home. She is visited twice a day by a home care worker.

Mrs Collins sometimes has difficulty remembering things and has been to the local memory clinic for advice and support. She has sustained injuries from a number of falls and a community nurse visits to help manage the dressing on her injured leg.

All these health and social care staff are committed to helping Mrs Collins. They are all trained and dedicated professionals, but because they work in different organisations, they may be unaware of each other's involvement and not always share information on the people for whom they care.

Mrs Collins and her family may have to repeat information to a number of different services to get the help they need and may not always know which service to call when they need help or advice.

We believe integrated care is a better way to look after Mrs Collins.

“Chloe”



Chloe is a disabled child, with special educational needs.

She and her family currently receive care and support in North Somerset, but it could be better. They experience difficulties deciding which resources could help them, and sometimes find it hard to access them.

They would prefer it if Chloe could have a single assessment, that could be added to along the way, rather than always having separate assessments by the different professionals involved in her care.

It would include parental input from the outset, so that her parents wouldn't need to keep repeating information, and the assessment and care plan would reflect Chloe's changing needs and be available to everyone who needed to know what was in it.

Integrated Care would reduce the need for different agency reviews and mean that there would no longer be a cut-off point between children's and adult services.

“Ben”



Ben's parents have many complex issues in their lives, including drug misuse, domestic abuse, unemployment and offending.

These all impact on Ben's life chances and he needs integrated services that focus on keeping him safe and helping him to do well at school.

The range of agencies involved in Ben's life is wider than those in Chloe's and includes the police, housing and Jobcentre Plus among others, all taking a 'whole family' approach.

We believe integrated care is a better way to look after both Chloe and Ben.

A new way of working

Faced with the prospect of rising demand, North Somerset Council, the local NHS Organisations and North Somerset Community Partnership have started jointly delivering some services.

We would now like to bring health and social care services even closer together – **we call this Integrated Care – a more joined-up way of caring for people.**

How Integrated Care will work at first

Health and Social Care staff in North Somerset are currently employed by:

North Somerset Council, North Somerset Community Partnership Avon and Wiltshire Mental Health Partnership NHS Trust, Weston Area Health NHS Trust and by General Practices of family doctors and their teams.

By bringing teams of professionals from these organisations together – and making them more easily accessible, we believe we can improve the pathway of health and social care.

It has been suggested that the first step in delivering this new Integrated Care Service might be to bring people together **to create four local Teams** across North Somerset – each serving 50,000 people – about a quarter of the local population each.

These Teams would typically include:

- Community Nurses
- Health Visitors and School Nurses
- Midwives
- Social Workers
- Mental Health staff
- Therapy staff, such as Physiotherapists,
- Occupational Therapists, Dieticians, Podiatrists, Pharmacists and Speech and Language Therapists
- Specialist Health staff, such as Stroke, Mental Health and Diabetes nurses
- Support staff to assist the team

The Teams will work with the GP Practices in a local area, building up closer links between all involved professionals, and their patients.

For “Mrs Collins” and those like her with the most complex needs, there will be a named team member to co-ordinate the support needed, making sure that information is shared with those who need it, and that her situation is regularly reviewed, to ensure she can remain living in her own home for as long as possible.

Experience of integrated care elsewhere in the world and the UK, tells us that teams like these, working together and working with GP Practices in their area, speed up access to services, help to reduce unplanned admissions to hospital and reduce the number of people going into long-term residential and nursing care prematurely.

It also joins up referral, assessment and review processes and care packages – so important to children and young people and their families who rely on care and support from a range of agencies.



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Hospital Services

Another part of our proposal affects hospital services.

People in North Somerset who need emergency or planned hospital care generally use either Weston Area Health NHS Trust (Weston General Hospital), North Bristol NHS Trust (Southmead and Frenchay), or University Hospitals Bristol NHS Foundation Trust (Bristol Royal Infirmary).

All three Trusts offer a range of general hospital services and the two Bristol Trusts also provide a very wide range of highly specialised services.

Weston General Hospital is one of the smallest general hospitals in England, but it has long-established and valuable links with specialist services in Bristol. Many patients receive part of their care in Weston, and then go to Bristol for more complex treatment or specialised surgery.

Weston plans to continue providing safe and sustainable care for its patients, but this requires strengthened links with the Bristol Trusts and with Taunton and Somerset NHS Foundation Trust (Musgrove Park Hospital) in future.

Weston has therefore started a review of its services to make sure they:

- ✓ **Are safe for all patients at all times**
- ✓ **Are clinically and financially sustainable**
- ✓ **Meet the highest quality standards**





£20 billion

Amount the NHS
is required to save
nationally

This review may identify some further highly specialised work, such as complex gynaecology surgery, that should only be provided in a bigger hospital with specialist staff and resources.

Similarly, it may identify some services that Weston could and should provide, but which are not currently available. One example is cataract surgery, as cataracts are common eye problems for older people, and Weston has good facilities for the simple day case surgery required to treat them.

We also expect the review to make the case for stronger clinical links between Weston and the planned new Community Hospital services at Clevedon, so that services are more convenient for patients and they can make the best possible use of resources in both locations.

Weston also expects to continue to support patients from the Sedgemoor District in Somerset and work closely with those GP Practices, and with Burnham and Bridgwater Community Hospitals.

Our financial situation

Like the rest of the country, North Somerset has to respond to the current pressure on public spending. The NHS is required to save £20 billion nationally, requiring substantial local savings over the next four years, and the Council is facing a reduction of 30 per cent in its spending over the same period.

As we have said, these savings have to be made just when a growing and ageing population will place a greater demand on Health and Care Services and while the cost of new, better treatments is expected to continue to rise. It is clear we have to develop radically different and better ways of doing things in order to sustain services.

Our initial assessment of the costs and benefits of these proposals lead us to believe we can continue to provide effective care for the population within the financial resources which will be available in North Somerset.

Type of organisation to run Integrated Care services

We think it makes sense if we are bringing health and social care staff under one management and into shared premises, that they should all work for the same organisation, develop a shared culture and a shared way of doing things.

We wish therefore to consider the creation of a single organisation to support and govern the delivery of Integrated Care, and to examine the possibility of this becoming an NHS Foundation Trust in future.

We would like to hear from you

These plans are in the very early stages and we would like to hear your views before we take any further steps on the proposals.

We believe this exciting prospect will bring:

- ✓ **More simplified access to health and social care**
- ✓ **Better experience of care**
- ✓ **Retention of local control over our services**
- ✓ **Balanced financial books**
- ✓ **Improved job satisfaction for our staff**

Now tell us what you think...

Fill out and return our short questionnaire overleaf or take part online at www.n-somerset.gov.uk/IntServ2012

Tell us what you think

Fill out and return our short questionnaire at the back of this leaflet or take part online at www.n-somerset.gov.uk/IntServ2012

What really matters is what you think

On the following page are some questions you might like to answer as part of giving your views.

Take part by post

Once you have completed your answers, tear off the questionnaire page and post or hand deliver it with your written responses to:

Integrated Care Public Engagement
Brent Knoll Unit
Weston Area Health NHS Trust
Grange Road
Uphill
Weston-super-Mare
BS23 4TQ

Take part online

If you prefer, you may take part online at www.n-somerset.gov.uk/IntServ2012 up until the end of July 2012.

Thank you for taking the time to read this leaflet, which we hope you have found interesting and helpful, and for offering us your views.

If you would like this information in another language or format please contact weston.enquiries@nhs.net

The Chief Executives of North Somerset Council, Weston Area Health NHS Trust and North Somerset Community Partnership

from the Chief Executives of North Somerset Council, Weston Area Health NHS Trust
and North Somerset Community Partnership

Question 1

If you are a member of the public, a patient, carer or service user:

What impact do you think these proposals would have on:

- a) The health and social care services you and/or your family receive?
- b) Health and social care services in North Somerset?

Answer:

Question 2

If you are a member of staff in a North Somerset health and social care organisation:

What impact do you think these proposals would have on:

- a) The health and social care services you deliver in your professional role?
- b) Health and social care services in North Somerset?

Answer:

Question 3

What thoughts or ideas do you have about how integrated services could be made to work most effectively?

Answer:

Tell us what you think

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