



Integrated Care Pilot in the West



Project Update – February 2019



Following the Executive Steering Group meeting in December 2018, work is now well underway with the planning and implementation of the recommendations detailed in our document ***Foundations of Integrated care; A position paper for a pilot in the West***. All 42 recommendations are designed to collectively meet the requirements and aspirations identified by the local community and those delivering care and support in the West of the island.

Service Managers, Operational Leads and Practitioners from Statutory and Third Sector organisations involved in the pilot have volunteered to join work streams which will be responsible for implementing each of the agreed recommendations. Supporting the project on a number of these work streams are other key stakeholders including representatives from the Business Support Services, General Technology Services within the DHSC, and representatives from other Government Departments including Department of Infrastructure, Department of Transport, Office of Human Resources, Information Governance Team, Keyll Darree Education and Training Centre and Isle of Man Constabulary. Of the 42 recommendations 18 are short term actions which we have scheduled to complete within 6 months whilst the remaining 24 will take up to two years to implement.

Meanwhile, the foundations for implementing an integrated care team in the West are now being laid with representatives from the following Statutory and Third Sector organisations meeting every two weeks:

- ❖ *Community Mental Health Service for Adults*
- ❖ *Corrin Memorial Home*
- ❖ *Crossroads Care*
- ❖ *Dementia Home Care Team*
- ❖ *District Nursing*
- ❖ *Home Care*
- ❖ *Hospice Isle of Man*
- ❖ *Hospital Services (Complex Discharge Coordinator)*
- ❖ *Long Term Conditions Coordinator*
- ❖ *Occupational Therapy*
- ❖ *Older Persons Mental Health Service*
- ❖ *Peel Day Centre*
- ❖ *Pharmacy Technician*
- ❖ *Physiotherapy*
- ❖ *Podiatry*
- ❖ *Public Health*
- ❖ *Reablement*
- ❖ *Registrations and Inspections*
- ❖ *Social Work*
- ❖ *Speech and Language Therapy*
- ❖ *Western Live at Home*



The meetings are being held with kind permission of Peel Commissioners and staff and residents of Mylchreest Court Sheltered Housing complex who allow us to use their meeting room. Following initial introductory sessions and presentations about everyone's roles and responsibilities work is now progressing well on drafting operational guidelines including the team's aims and objectives, roles and responsibilities and details of how the team will function day to day. Agreeing a process for accessing the team for support through a single point of contact is currently underway.

Earlier this month meeting was pleased to welcome members of Sir Jonathan Michael's team of Consultants from the Independent Review of Health and Social Care. They took the time to talk with members of the operational team, asking and responding to questions as well as participating in the scheduled group work.

Identifying the training needs and formulating a training plan for members of the team will commence in the near future and we are grateful to colleagues at Keyll Darree, the DHSC's Education and Training Centre who have offered to support the project with this task starting with formulating and completing a training needs analysis.

Focus groups are currently being planned with members of the public from the West, many of whom are users of services and carers, all of whom expressed an interest in being involved in the work of the pilot project at our public engagement event last September. These groups will help to inform some decision making going forward as we develop, implement and evaluate the pilot. The Project Team also plan to hold further public engagement sessions in Peel in the Spring.

Measuring the success of the project is important as it will determine the outcomes for those using services. With the valuable support of our partners at the Hospice Isle of Man Research Team we have commenced the task of collecting and analysing feedback from those receiving services in the West as well as those providing services. Our staff/provider survey was completed in December with over 100 staff responding. Our service user survey started mid-January and will run until the end of March. Both surveys will be repeated in 12 months when we will compare against data currently being collected and analysed.



On 25th February 2019 we will implement the very first stages of a pilot for an operational model of integrated care in the West of the island. Members of our integrated care team will be meeting daily to organise and coordinate care and support for new contacts to the team as well as those already receiving services including those with complex needs where practitioners require support with decision making or assistance from other members of the team.

As the work streams complete the task of implementing each of the 42 recommendations over the next two years each of these single measures will move us progressively from current working practices to a fully operational model of integrated care in the West.

If you have any further questions please contact the Integrated Care Project Team on

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