

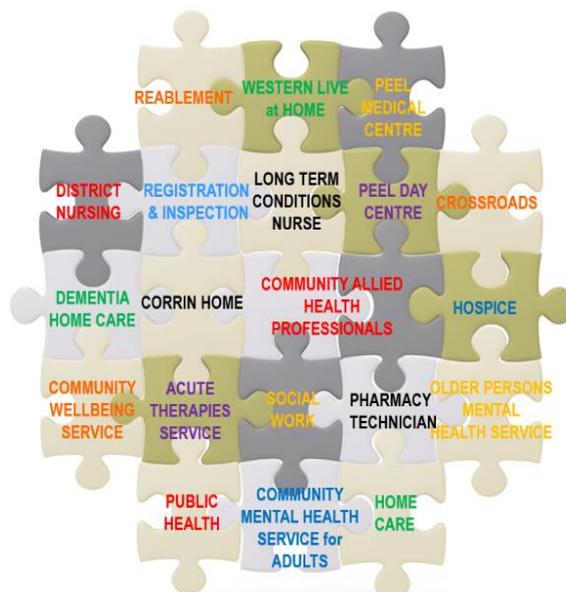
Integrated Care Project in the West

NEWSLETTER – May and June 2019

Our first two **Focus Groups** took place on 23rd April and 28th May 2019. Group members, who included users of services and carer's, have agreed to meet monthly to share their thoughts and views as we develop, implement and evaluate the project. Feedback from group members will inform key decision making going forward. Participation and engagement has been very positive and we would like to invite more people to take part. The next meeting will be held on **Tuesday 2nd July 2019** from 1pm - 3pm at Mylchreest Court, Douglas Road, Peel. Please contact Paul Jackson on 685231 or Rebecca Dooley on 685831 for further information.

The Western Wellbeing Partnership

has been developed thanks to the engagement and support of no less than 23 different statutory and third sector agencies. They have been meeting together every two weeks throughout this year to develop the team's own systems and processes which will support them to operate as one integrated care team. From a starting point of 33 different referral forms across all the agencies which contained a total of 97 unique fields of information which required completion, the team agreed on one single referral form (which we have called a 'contact form') containing just 17 questions. Other examples are listed below.....





ONE TEAM NAME ✓
Western Wellbeing Partnership

ONE POINT of CONTACT
Phone number & Mailbox
To be announced once referral processes implemented

ONE POINT of ACCESS FOR REFERRALS
Western Wellbeing Partnership Contact Form
Currently being tested prior to implementation

ONE OPERATIONAL GUIDANCE DOCUMENT ✓

ONE CONSENT to SHARE INFORMATION FORM ✓
and Confidentiality Leaflet

ONE DATA SHARING AGREEMENT
Currently being agreed

ONE ASSESSMENT FORM
Partnership Assessment Form
Currently being completed

ONE SUPPORT PLAN
Work soon to commence

PRACTITIONER EXPERIENCE

Many of the Practitioners working in the West have been talking about the positive benefits of working as part of an integrated care team in the West. With the help and support of Joe Cain, a Communications Assistant at the Government Communication Service, we have captured some of those experiences in a short video. <https://youtu.be/tEQUxGqe4OE>

PROJECT IMPLEMENTATION PLAN

Many of our workstreams to implement the 42 recommendations from our Position Paper approved by the Executive Steering Group in December 2018 are now underway. More details will follow in our next newsletter, but to date we have:

2 COMPLETE	28 CURRENTLY UNDERWAY	12 YET TO START
-----------------------------	--	----------------------------------

THE WESTERN WELLBEING CENTRE



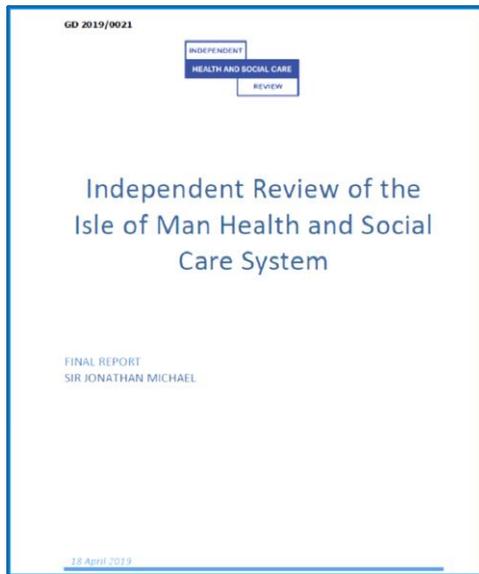
The above picture (*courtesy of Donna Carswell, Day Centre Supervisor*) is of Peel Resource Centre which is situated adjacent to Corrin Home opposite Shoprite. Peel Day Centre is currently based there and it is also an office base for the Social Worker and Home Care Supervisor who work in the West. In addition, it hosts a limited number of clinics and other therapeutic interventions.

The Project Team has been working with the Department of Infrastructure to plan the remodelling and refurbishment of the building to become the **Western Wellbeing Centre** which will be the base for the **Western Wellbeing Partnership**, our integrated team of Practitioners from statutory and Third Sector agencies providing care and support to the people in the West. Once the work is completed, the Western Wellbeing Centre will include a reception, a shared office for Practitioners working in the West, three interview rooms, a clinic room (equipped to meet infection control standards) as well as an equipment store for aids and equipment. The Day Centre will continue to operate from the same building.

Regular Partnership Meetings between Practitioners have been taking place twice a week since February. This is an opportunity to discuss ongoing cases, with Practitioners supporting each other with coordinating care and sharing knowledge and skills as well as decision making and risk management. Practitioners can attend in person and conference calling facilities are also in place for those who are unable to attend. The frequency of the meetings will increase once the single point of access referral system has been tested and is fully operational.

The introduction of more local services including drop in sessions and clinics is also being planned.

INDEPENDENT REVIEW OF HEALTH AND SOCIAL CARE



In May the final report of the landmark Independent Review of Health and Social Care by Sir Jonathan Michael was presented to Tynwald with all 26 recommendations being unanimously approved. A team will be put together to implement the recommendations to transform the way health and care services will be provided on the Isle of Man in the future.

Integrated Care was a consistent theme in the report and was referenced no less than 169 times! Sir Jonathan Michael and members of his review team met with our Project Team and the Practitioners involved in the project during the review period and took a keen interest in the progress of the project.

The findings of the review are consistent with the Department's strategic aim to create a high quality, integrated care system across the IoM and the Project Team believe that the Integrated Care Project in the West will lay the foundations to achieve this.

"The Isle of Man is well placed to make the changes required for its health and care system to become an exemplar of integrated health and care delivery and a model for others to follow. Indeed in terms of integration, the Island's size is a positive advantage.

If it is not possible to integrate services for 85,000 people, surely it cannot be done anywhere".

Sir Jonathan Michael



PROJECT TEAM

Paul Jackson
Rosaleen McCaffrey
Margaret Swindlehurst
Adrian Tomkinson

For further information
contact the Project Team

 685231

 IntegratedCommunityCare.DHSC@gov.im