



# Integrated Service Model

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## Introduction / Context

- ❖ Plymouth Adult Social Care services were successfully transferred into Plymouth Community Healthcare on the 1<sup>st</sup> April 2015. This transfer recognised the benefits of providing a joined up fully integrated system of care to the people of Plymouth with a focus on person centered planning which places the people we provide services to at the heart of what we do.

## Aims and Objectives

**Aim:** Deliver Integrated Health and Social Care operational services, which meet the performance expectations of the respective commissioners and the health and social care needs of the citizens of Plymouth by achieving:

- Fully integrated multi-disciplinary teams (based on 4 localities and a community urgent care front door and cross City services - Structure). All work allocated to a single named professional lead who will co-ordinate assessment, be responsible for support planning and review activity, using a single holistic assessment process including care and support needs assessments, eligibility test and support plans.
- The above would support the statutory requirements within the Care Act 2014 and the Health and Social Care Act 2012 with a clear focus on a person centred model of delivery across Plymouth.

*“The Care Act 2014 has created a single, modern law that makes it clear what kind of care people can expect. We want local Councils to help Health and Social Care Organisations to work together to meet peoples needs, for example by making sure that Care services know what help somebody needs in their home when they leave Hospital. We want everybody who uses both Health and social care services to have Integrated Care - Services that work together to give the best care based on a person’s personal circumstances”*

(Norman Lamb Minister of State for Care and support)

## Objective:

- Achieve full integration of services by December 2015 which demonstrate:
  - Compliance with the Care Act 2104
  - Have a single point of entry
  - Integrated IT which supports safe operational delivery and maintains the ability to monitor and record performance and KPI
  - Flexible, well trained and supported workforce

# Integrated Locality Model

The Integrated locality model is split into three broad service areas:

1. Single Front Door /Urgent Care Services
2. 4 x Locality Teams (North, South, East, West)
3. City-Wide Services

# Single Front Door

The service comprises two main pathways – **Routine** and **Urgent**.

- All referrals are triaged via a single access point and dealt with via either the **Routine pathway** (the majority) or the **Urgent Pathway**.
- **Routine** encompasses all ‘non-urgent’ referrals to the organisation and will encompass all traditional ‘health only’ referrals, as well as ‘social care’ enquiries.
- **Urgent** – these are predominantly urgent medical situations, including mental health crises that require an immediate response to prevent a hospital/institutional admission (see also current definition of Community Crisis Response Team) Everyone receives an initial Integrated assessment of their health and social care needs, which is proportionate to their presenting needs and situation. The ‘single front door’ team will also oversee all reablement / intermediate care packages to gate-keep access and to ensure throughput

All referrals for people not currently in receipt of a service (direct payments, care packages, care homes, any health professional input etc...)

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Not in need of any support or health service  
Not eligible under the Care Act  
Signpost out/refer back to relevant agency

Not eligible after reablement/intermediate care

Has identified needs they may meet Care Act eligibility and/or needs a specific health service only

In need of reablement/intermediate care?

No

Yes

Single Front Door holds the case for up to 6 weeks

Pass to locality

Ongoing eligible needs

# Locality Teams

- The four Locality teams will be geographically spread across Plymouth and will provide Nursing Services, Professional Social Work, Occupational Therapy and other Community based therapies such as speech and language therapy within an integrated team setting.

All clients referred from the Single Front Door will receive an holistic health and social care assessment, and be allocated an appropriate Named Professional Lead who will be responsible for the coordination of the persons care and where appropriate, a Community Care Worker (CCW) to assist with the support planning and reviews.

All care will be provided in partnership with the person and/or relevant Carer, and will be person centred and in full accordance with the statutory requirements within the relevant legislation and respective professional good practice guidelines.



# Community Urgent Care Services

- **Services that prevent admission and facilitate early discharge:**

Integrated Hospital Discharge Team

Community Crisis Response Team

Minor Injuries Unit

Robin Community Assessment Hub

Acute Care at Home Team

Acute GP Service

Psychiatric Liaison (Adults and Older People)

Early Supported Discharge Team for Stroke

Out of Hours District Nursing

**Services that support patient flow:**

In-patient General Rehabilitation Beds

In-patient Stroke Rehabilitation Beds

In-patient Specialist Neurological Rehabilitation beds

Therapy Unit

Neuro Psychology

# City-Wide Services

- Citywide services are community, outpatient and hospital based services for adults and young people provided throughout Plymouth city with some having a wider commissioned area e.g. into south hams and West Devon and Cornwall and include the following:

Specialist nurse services – tier 3 community weight management, community contraceptive & sexual health services, chlamydia screening.

Specialist Psychology Services – eating disorder and personality disorder

Physical Therapy Services – orthotics, prosthetics, podiatry, falls team, children's speech & language therapy

Adult Mental Health Services – community recovery team, psychotherapy, Insight Team, community memory service, vocational services, home treatment team

Plymouth Options (IAPT)

Community Learning Disabilities Team

Continued:

Inpatient – adult mental health recovery unit for males

Inpatient – adult mental health recovery unit for females

Inpatient - low secure mental health recovery unit for adult males

Inpatient – two wards within one large unit for acute adult mental health plus separate place of safety suite and ECT.

Inpatient – two units for older peoples mental health (functional & dementia)

Children & adolescent mental health services – outreach, complex, infant, primary, tier 4 inpatient unit incorporating a place of safety suite, targeted mental health in schools.

Outpatient suites within the Local Care Centre and Cumberland Centre

