

Welcome to the first Connected Care E-Bulletin of 2010

It has been a challenging year so far. Not only did we suffer the worst snowfall in 20 years, local authorities and PCTs are facing huge issues; unyielding targets, tight timetables and inevitable budget cuts.

Connected Care is our model of community-led commissioning that helps commissioners keep focussed on integration in a climate of spending cuts. We provide a blueprint for connecting commissioners with their communities, in particular the most challenging service users that are traditionally the hardest to reach and the hardest to help. Our work is proving that if commissioners get the blueprint right they make big inroads into the challenges ahead.

We are working across the UK to help commissioners plan and identify new methods for improved outcomes; ones that prevent duplication and a disproportionate use of resources across the board, in particular with complex needs cases. Read on for highlights of some of our work: Planning integration; Benefits realisation; Providing solutions; Facilitating debate, Connecting with schools, Social enterprise and A winning idea.

Please call us if you would like to know more, or to arrange a meeting 0207 481 7651.

Best wishes



Richard Kramer, Director, Turning Point.

Planning integration

Connected Care is Turning Point's model for community led commissioning; one that integrates health, housing and social care service delivery. Launched two years ago we are now successfully working with commissioners across the UK to bring community-led solutions to health and social care problems.

Connected Care supports commissioners by:

- Improving patient experience through our programme of community engagement
- Delivering better health and social outcomes through a change management programme to guide commissioners on service redesign
- Reducing costs to the population by looking at models of integration and early intervention across health, housing and social care.

Integration not only delivers better outcomes for service users it brings about cost savings. Our research shows that integration fails when it is approached from a structural perspective and works best when the service user is at the centre. A strategy of integration must have a clear shared vision between the PCT and Local Authority. A bottom-up approach to drive change is essential, as the service user provides the evidence for a need for closer integration between services. In conjunction with the bottom-up approach there must be top-down support from commissioners to bring about the necessary local service change.

We work with commissioners' change management objectives by helping them make the business case for service redesign and to support the ultimate delivery of integrated health and social care services. Our model relies on community trained researchers precisely because they have far greater reach than professional researchers. This means the Connected Care model of community engagement brings improved health and social care outcomes and greater customer satisfaction.

Benefits realisation

We know that commissioners around the country support closer working across health and social care. However they need data to test some of the assumptions of integrated services. Turning Point Connected Care has carried out a comprehensive desktop review of the evidence base of the costs and benefits of integrated services.

This work has shown that integrated approaches are not only better for the service user, but lead to big cost efficiencies and savings for commissioners. In particular early intervention and prevention can realise significant financial benefits. For example, studies have illustrated that integrated early intervention programmes can generate resource savings of up to £2.65 for every £1 spent. The benefits realisation work complements our separate programme of cost benefit analysis carried out across our different projects.

Follow this link to see a presentation on the key findings from Turning Point's benefits realisation evidence base review <http://www.turning-point.co.uk/commissionerszone/centreofexcellence/Documents/Benefitsrealisation2010.pdf>

Providing solutions

Connected Care is currently working in ten areas of the country, including Hammersmith and Fulham, Bolton, Essex, Hartlepool, East Lancashire, Suffolk and East Sussex. Our projects are undertaken in different geographical areas and a number also focus on specific communities of interest, for example the Gypsy, Roma and Traveller population in East Lancashire and carers in Suffolk. We have recruited and trained over 150 community researchers. Our work in ten projects has reached populations of up to 120,000. All our researchers have gone on to further volunteering opportunities or employment following collaboration on Connected Care projects. Follow this link for more detail on our Connected Care projects <http://www.turning-point.co.uk/commissionerszone/centreofexcellence/Pages/ConnectedCareProjects.aspx>

Connected Care offers a robust methodology adapted for each local area. This is because the research is designed in consultation with the community and commissioners and reflects local need and issues. Our change management approach enables bespoke service reconfiguration to take place to ensure local solutions to identified need. Service responses vary in every area and we look at different models of integration as well as the promotion of individual budgets.

In Hartlepool, the Connected Care service has a number of different elements:

- A team of navigators work to improve access and navigation within health and social care services
- A virtual complex care team integrate specialist health, social care and housing support
- A range of low level support services that focus on maintaining independence are also being developed
- Delivery is through a social enterprise managed by residents and local community organisations.

Facilitating debate

The issues of integration and user led services fit closely with the Government's drive to give local people more influence and power to improve their lives. We work with commissioners to:

- Proactively seek and build continuous and meaningful engagement with the public to shape services and improve health
- Prioritise investment according to local needs and service requirements
- Meet the expectations of comprehensive area assessments
- Make sound financial investments to ensure sustainable development and value for money

- Commission in a world class way

Connected Care is also aligned to the aims of the Total Place initiative which looks at whole needs of areas, service redesign and the identification of cost savings, in order to improve services and generate efficiencies. The work of the Department of Health's Integrated Care Pilot scheme is also relevant to Connected Care, seeking to identify innovative ways of providing health and social care services through community involvement.

Connecting with schools

Connected Education is using the Connected Care model and the principles of community engagement to support local authorities and schools to improve standards and provision in the most disadvantaged communities. It has been designed on the premise that engaging communities in schools is a priority. There are a number of national policy drivers highlighting the need for schools to engage more effectively with parents in order to improve life chances and outcomes for young people. The relationship between schools and parents is key to raising standards and placing schools at the heart of communities.

The Connected Education project in East Sussex uses community research to explore perceptions and aspirations within five secondary school communities in Hastings and Eastbourne. This research will inform the development of policy and practice within East Sussex Children and Young People's Trust and in each school community. The twin aims of Connected Education are to explore in depth the factors that impact upon aspiration and achievement in individual school communities and to look at ways of building closer relationships between schools and their communities.

Social enterprise

A Connected Care service is currently being established in three areas in Bolton. The service will be available to all residents; however, special attention will be given to people who are socially excluded either because they are not in existing contact with services or are not receiving the support that they require.

Three neighbourhood teams will be co-located in local community-centres. These are:

- A newly established social enterprise
- Local neighbourhood management teams
- A neighbourhood health and social care team

Turning Point has supported the establishment of the community owned social enterprise. It has a workforce of eight, made up of local people from the communities. The core elements of the service include:

- Information, advice and signposting people to appropriate services
- Assertive outreach support for socially excluded people
- A Time Bank scheme to build community cohesion
- Development of frameworks to ensure continuity of support in service delivery
- A dedicated neighbourhood health and social care team focussing on people's whole needs
- Embedding Connected Care into the fabric of the community.

As a social enterprise, Turning Point is well placed to provide dedicated support to emerging social enterprises. We have developed a toolkit to support the set up of social enterprises in the fields of health and social care and to provide practical support on how to develop a business plan, to be financially sustainable and to work collaboratively with others. Follow this link to view Turning Point's good practice toolkit for setting up social enterprises
<http://www.turning-point.co.uk/Documents/ElementofSuccess.pdf>

A winning idea

We are delighted that in this, our second year, we have been recognised as one of the leading lights in health and social care at a regional awards ceremony. The Connected Care

project in Bolton beat off competition from more than 400 others to win the “Leadership for Improvement” category at this year’s North West Health and Social Care Awards.

Sir David Henshaw, chair of NHS North West, who presented some of the awards, says: “The award judges were really impressed with this project and how Turning Point is working with communities to improve services across the spectrum of health, social care and housing.”

We are also pleased to announce that Connected Care Hartlepool won an award in 2009 from In Control for their work on community engagement and participation and its progress on promoting self directed support.

For more information on Connected Care please view our brochure <http://www.turning-point.co.uk/commissionerszone/centreofexcellence/Documents/ConnectedCarebrochure.pdf>

If you would like to contact us for more information please telephone Richard Kramer on 020 7481 7651 or e-mail Richard.Kramer@Turning-Point.co.uk