

SEEC-SESL Health & Social Care Integration Workshop

25 May 2016



Eight emerging issues to help improve integration

- **Individuals' needs and preferences must drive delivery of one-stop-shop services but bureaucracy and lack of clarity/accountability in leadership risk undermining this.**
 - A common definition/ understanding of integration agreed by councils and NHS would help progress.
- **Councils and NHS all want to deliver excellent services but they have fundamentally different structures, cultures and jobs.**
 - Careful re-designing of jobs and qualifications is needed to focus staff on how to deliver end-to-end care to bridge those differences. For example work with regulatory bodies to train and develop new roles such as Physician Assistants to cross over between nurse and doctor. This would also help respond to the expected shortage of GPs.
- **The role of 'place' is central to delivering good care for residents. Health & care services are not just delivered in hospitals – many people prefer services delivered in their own home.**
 - Local authorities need to be equal partners with NHS in redesigning services. For example they could take on community health to sit alongside public health.
- **There is a lack of clarity on how to measure savings. Integration can infinitely improve people's lives but it can be difficult to cost this. It is also difficult to demonstrate savings when different organisations collect data in different ways.**
 - A common approach to data sharing and IT could help eliminate duplication, then identify and report efficiencies and savings. Government also needs to recognise the growing demand for services is unlikely to be met from current budgets.
- **There are differences of opinion on making governance or delivery an early priority – some think good practice should come first, others think governance needs to be agreed first to ensure accountability and a route to resolving problems.**
 - Light touch guidance on essential requirements would ensure delivery partnerships develop in a sustainable, accountable way.
- **At local level partners need to break down cultural barriers and silos to focus on strengths and how to deliver the best outcomes for individuals.**
 - Encouraging co-chairing of initiatives by NHS and local authority partners is a good way to ensure buy-in and start to break down barriers.
- **Not enough quality housing is being delivered for people with care needs – eg older or disabled people.**
 - It is important to ensure local planning policy is responsive to the care needs of communities.
 - Government should remove the benefit cap for specialist developments – eg extra care housing – and provide an incentive for housing associations to build homes for people with disabilities.
- **Mixed messages for both health and social care exist for programmes, incentives and guidance which does not reflect the Government's intention to integrate services.**
 - Clear guidance is needed, which is nationally discussed among local leaders and agreed as a template.