



## Integrated Care Project in the West

### NEWSLETTER – October 2019



Our next Focus Group will be held on **Tuesday 19<sup>th</sup> November 2019** from 3pm – 4.30pm at Mylchreest Court, Douglas Road, Peel. The meeting will be attended by a member of our project outcomes workstream who will be talking about Care Diaries which will provide the project with valuable information to measure the outcomes of our project.

Anyone interested is welcome to attend and light refreshments will be served. Please contact Paul Jackson on 685231 or Rebecca Dooley on 685831 for further information.

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*The Project Team are grateful for the help of Lewis Poultney from Public Health for designing and creating our new partnership logo which will feature on buildings, documents and stationery as integrated care is rolled out across the Island.*





We are delighted to announce that the **Integrated Care Project in the West** has been shortlisted for the Isle of Man Newspapers Awards for Excellence in the Teamwork category. The awards ceremony takes place at the Royal Hall, Villa Marina on **Thursday 14<sup>th</sup> November 2019** and representatives from the project will be in attendance.

The Project Team would like to congratulate our team of Practitioners, Service Managers/Leads and all our partners and stakeholders who have contributed to the success of the project to date as well as thanking everyone who has supported us along the way.

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As reported in our August newsletter, the Western Wellbeing Partnership will soon be ready to accept new referrals directly into the team via a single contact form. A common 'consent to share information' form, single assessment tool and shared summary support plan will also streamline operational processes and eliminate duplication for the benefit of both practitioners and more importantly people receiving care and support from the team. These new processes will be fully implemented once work is completed on the refurbishment of Peel Resource Centre and recruitment processes are completed to the posts of Administrative Officer and Referral Coordinator (see below)

The Integrated Care Project Team is delighted to announce the appointment of Sharon Hughes to the post of **Administrative Officer** for the Western Wellbeing Partnership. Sharon commenced in post on 9<sup>th</sup> October and is currently undergoing a period of induction. Sharon will be based at the reception office at the Western Wellbeing Centre and will provide dedicated administrative support to the team as well as collating team activity data/statistics.

The post of **Referral Coordinator** has been advertised with interviews taking place later this month. The Referral Coordinator's role in the Western Wellbeing Partnership will include processing and coordinating all referrals/initial contacts to the Western Wellbeing Partnership.

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## **THE WESTERN WELLBEING CENTRE**



Work started in September on the redevelopment of Peel Resource Centre to create our **Western Wellbeing Centre** which will be the base for the Western Wellbeing Partnership. The building design incorporates a new reception (left) to welcome visiting members of the public seeking information, advice or support as well as to greet people attending one of our local clinics or drop in sessions which are being developed as part of our implementation plan.

The Western Wellbeing Centre also incorporates a shared office (right) to provide practitioners with a meeting space and computer access. Three interview rooms and a clinic room (equipped to meet infection control standards) as well as an equipment store for aids and equipment are also incorporated into the new building design.



The refurbishment is scheduled for completion early November.

## **IMPLEMENTATION PLAN**

As previously reported, the 42 recommendations detailed in **Foundations for Integrated Care: A Position Paper for the pilot in the West** were approved by the Executive Steering Group in December 2018. The recommendations then became 'actions' which formed the basis for the Implementation Plan which commenced in January 2019. Workstream members for each of the actions were agreed together with a scheduled start date and completion date. A designated lead for each workstream reports on progress on a monthly basis. A status summary is detailed in the table (right):

<b>5</b>	Complete /implemented
<b>19</b>	On target to succeed. The timeline / cost / objectives are within plan
<b>12</b>	Has a problem but action is being taken to resolve this OR a potential problem has been identified and no action may be taken at this time but it is being carefully monitored.
<b>6</b>	Yet to start



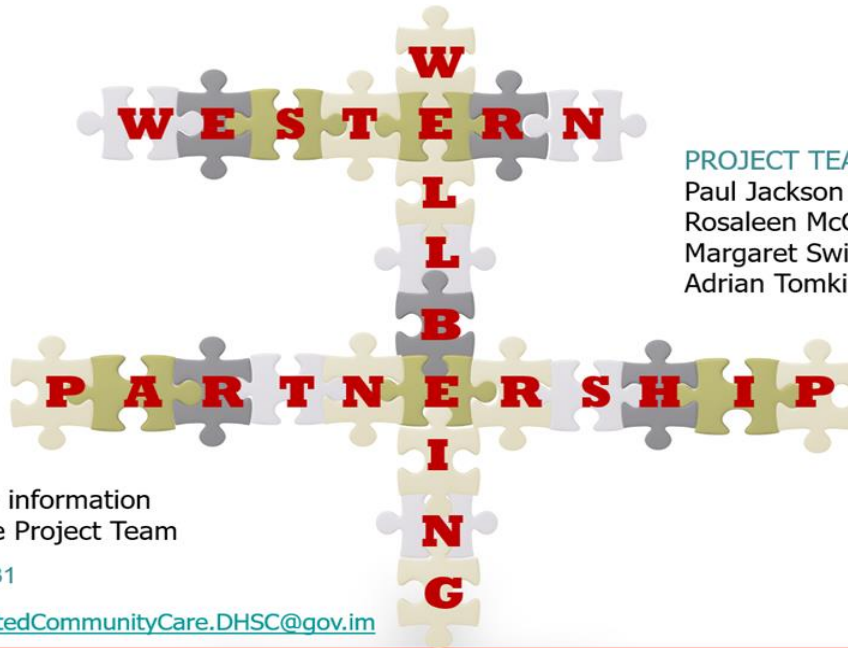
## **Integrated Care in Small Island Systems Small Islands.....Big Ambitions**

In September, the Isle of Man hosted a Small Islands Learning Event (SmILE). The event was organised by the Department of Health and Social Care and Hospice Isle of Man supported by the International Foundation of Integrated Care (IFIC) Scotland. The broad themes of the three day learning exchange were: Integrated Pathways, Older and Better Island Communities, and Community Wellbeing and Resilience. Partners from Malta, Seychelles, Guernsey, Isle of Man and Scotland shared examples of innovation and considered how integrated approaches can build resilience, strengthen health systems and support islands to make progress on transformational change. Part of the three day event included a visit by delegates to meet the Western Wellbeing Partnership practitioners as well as receiving a presentation by the Project Team about our project.



An IFIC Scotland report on the event stated

*"It was a great privilege to meet the Project Team, practitioners and managers from the Western Wellbeing Partnership. They shared their fantastic and rapid journey to a One team one budget model where all professionals work together at the top of their licence and value working with community and voluntary partners"*



**PROJECT TEAM**  
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