



## Integrated Care Project in the West

### NEWSLETTER – August 2019



Our **Focus Group** has met five times. Group members, who include users of services and carer's 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. The next meeting will be held on **Tuesday 17<sup>th</sup> September 2019** from 1pm – 2.30pm at Mylchreest Court, Douglas Road, Peel. The meeting will include a presentation to update on the progress of the project to date and our plans going forward. Everybody 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 WESTERN WELLBEING PARTNERSHIP

Meetings between practitioners from statutory and third sector agencies involved in the project have been taking place twice a week since February. These meetings provide 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 either attend in person or use conference calling facilities if unable to be present. The frequency of the meetings will increase once the single point of access referral system is in place (see below). Peel Medical Centre has very kindly agreed to host the meetings going forward which will accommodate the increasing number of attendees and plans are currently underway to install the required computer and telephone equipment.

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## **PROJECT 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>4</b>	Complete /implemented
<b>22</b>	On target to succeed. The timeline / cost / objectives are within plan
<b>6</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>10</b>	Yet to start

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## **RECRUITMENT TO TWO NEW KEY ROLES**

With work now completed on developing our single contact form for referral to the Western Wellbeing Team as well as a single 'consent to share information' form, assessment form and support plan summary, the team will soon be ready to accept new referral directly into the team. This process will be launched once the recently initiated recruitment process to the following posts is complete.



**Referral Coordinator.** The post holder will process and coordinate all referrals/initial contacts to the Western Wellbeing Partnership and will be based at the Western Wellbeing Centre.

**Administrative Officer:** The post holder will be based at the reception desk at the Western Wellbeing Centre and will provide dedicated administrative support to the team as well as collating team activity data/statistics.

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## **THE WESTERN WELLBEING CENTRE**



Work will start in September on the redevelopment of Peel Resource Centre which is currently the base for Peel Day Centre as well as an office base for the Social Worker and Home Care Supervisor in the West. In addition, it hosts a limited number of clinics and other therapeutic interventions.

Once the works have been completed, the building be renamed the *Western Wellbeing Centre* and will become the base for the Western Wellbeing Partnership. The Centre will include a reception, a shared office for practitioners to meet and access computers, 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. The introduction of more local services including drop in sessions and clinics is also planned as part of our implementation plan. An official opening ceremony will take place once the work is completed and the team becomes fully operational.



The Project Team has been successful in having a poster presentation accepted for the UK's Queen's Nursing Institute Annual Conference on Monday 23<sup>rd</sup> September 2019. The poster - ***Foundations for Integrated Care - "You said, we did"*** will feature on day 1 of the conference which is themed 'Healthcare in the Community -Voice to Action'. Project Team member Margaret Swindlehurst, a Queen's Nurse will be attending the conference to present the poster which will be shared in our next newsletter.



**PROJECT TEAM**  
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For further information  
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