

# Bolton Integrated Care Competency Framework Project



## Overview

The Bolton Health and Social Care economy has been working collaboratively since early in 2013 to develop plans for integrated care service delivery models.

Bolton's Integration Programme plans include the following new service developments:

- Redesigned Intermediate Tier Services
- Integrated Neighbourhood Teams
- Care Home Service
- Early Intervention and Prevention/Staying Well Service
- Complex Lifestyles Service

## Aims

- To deliver integrated health and social care services for the adult population of Bolton
- To keep patients well physically and mentally and independent in their own homes (recognising the importance of family and community in promoting wellbeing)
- Provide a good health and social care experience for patients and their families and result in better outcomes
- Meet the challenges of rising needs for health and social care services within dwindling resources
- Are centred around the needs of the individual

### 'Staying Well' Toolkit and associated training programme.

Bolton's Public Health Leads developed the Staying Well Toolkit Training. The training package was tested in collaboration with:-

1. The Staying Well Team
2. Patient Engagement Workers from The NESP (Non English speaking) Project
3. Service Co-ordinators (Home from Hospital Project, Age UK)

The 3 day Staying Well Training course covers-

- Background and rationale for Staying Well
- Staying Well service and structure
- Introduction of the Staying Well Toolkit
- Connect 5 (Offering brief well-being advice based on emotions)
- Skills based practice session (Using the Staying Well Tool)
- Interventions (What can I do for Mrs Smith, What can Mrs Smith do for herself, How ready is Mrs Smith)
- Managing risk in your role

The training allows individuals to think and explore different collaborative strategies in order to support clients e.g. using an asset based, preventative approach with new ways of working

The training resources are to be developed into a training manual and aligned to the Training and Development Department delivery programme

### Integrated Neighbourhood Teams (INTs) Toolkit

The team tool kit was developed to provide staff working as key workers in the integrated neighbourhood team with the tools required to work with patients in a person centred way and to be able to empower service users to be supported to make their own choices about how services can help them to remain well and independent. An asset based approach supports the service user to identify what they can do to help themselves. The outcomes of the assessment tools used are those which the service user and keyworker agree and base the key interventions required from the range of professionals available in the team. In order to do this, new ways of working were identified as being required to be developed in order to change the approach from working reactively with patients/ service users, to working proactively in order to keep patients as well as possible for as long as possible.

#### Details of the product

- An initial assessment document
- A detailed consent form which affirms explicit consent to information sharing
- The use of the asset based Quality of Life Wheel and checklist
- Frailty assessment using the Edmonton Frailty scale
- A shared electronic care record
- Health and wellbeing measure
- Service user experience questionnaire

The final step in the toolkit is an evaluation of the intervention the person has received from the team and their keyworker and a review of the actions agreed and the outcomes expected by the person concerned. The health and well-being measure is repeated at this point to identify if there has been any improvement or otherwise. This supports forward planning with regard to support provided by the team and is a useful tool for the patient to review their own progress.

### 'Culture Club'-Cultural Transformation Programme

Culture Club supports the cultural change required to deliver patient-centred care that crosses organisational boundaries.

Culture Club sessions are facilitated and structured conversations reflecting on the following:

- What does being person centred mean?
- What are the values and principles that underpin a person centred service?
- Can individual workers be authentically person centred if an organisation is not person centred?
- What (in your experience) are the barriers to a person-centred service?
- What would you like to see addressed so that Bolton Health and Social Care Services can be Person Centred?

Within the sessions the following aspects are explored:

- The inter-relationship of physical and mental health
- The impact of our attitudes and behaviours on other people
- Tools and techniques to support person centered approaches
- Sources that provide permission and authority to be person centered