



Trafford Council Integrated Care Demonstrator Site i-Care Project



The Challenge

Trafford is on a journey to re-shape. As an organisation, we have significant savings challenges through increasing service user demand and to meet the requirements of Greater Manchester Devolution as well as new legislation in the Care Act and Children and Families Act. This requires a whole system change that includes reviewing the processes, policy, systems and workforce across health and social care within the limited funding available.

The i-Care project is focussed on the workforce element involved. It will bring capacity to implement a partner wide change programme so we can accelerate the integration of our services and develop a robust considered and tailored approach to workforce development.

Our Approach

We have focused on three main areas that span the width and breadth of our services and encompass both health and social care staff. Each area underpins the wider all age integrated structure proposed for the future and is aimed at addressing the needs of our local population while supporting staff to deliver care in a financially constrained environment.

All Age Health and Social Care Integration

Workforce development for staff across both health and social care in the context of shaping demand/need and change management

Outcomes:

- Staff feel equipped and supported to be part of an all age organisational structure that includes health care providers and commissioners
- As staff begin to think differently about care package arrangements, service users are supported to achieve independence
- The use of technology is prioritised to symbolise the modern reform we are striving to achieve

Integrated Commissioning

Support to bring different commissioning cultures together to enable a cohesive approach to integrated commissioning

Outcomes:

- One of only a few Local Authorities in the area to have implemented an All Age Integrated Commissioning Team
- A cohesive and high performing team with a shared vision and values equating to consistent performance and quality standards
- A legacy of learning and skills development that will continue for many years after project close

Troubled Families

The roll out of family based assessment training across multi-agency professionals and their organisations to achieve consistency and a common approach

Outcomes:

- Multi agency awareness of the whole family's needs instead of focussing on individual requirements
- Staff are supported to challenge and approach partner organisations when coordinating a 'whole of family' plan
- Families feel listened to and are encouraged to focus on positive ways to support self-reliance