

# Integrated Care and Support Solihull (ICASS)



December 2013



**Welcome to the latest ICASS newsletter.** It's a bigger edition than usual as we have reached a really significant stage in the programme, with the establishment of the ICASS board and the three workstreams. In this issue you'll hear from board members and read about their aspirations for the ICASS programme.

Over the last few months I've spent a lot of time talking with colleagues about the vision for ICASS and what we believe it can deliver over the next 5 years. For me, ICASS means working together to create a joined up system of support and care for the people of Solihull, especially those adults who are over 65 or who are the most vulnerable. We need to make our services ones that we are proud to be part of delivering and ones that we and our loved ones would happily and confidently use.

As part of our bid for Pioneer status we made a Pledge to the people of Solihull. That Pledge still holds true and we expect to be held to account for ensuring we keep our promises. You can see the Pledge in full on page 5.

Those of you who have been involved in an integrated care project before might be wondering what makes ICASS different. From the start of this programme there has been a total commitment to engage with and involve people who use our services and their carers, members of the public and the wider community. This includes you, if you live in Solihull and work for any of the ICASS partners! Add to this our accountability to the Solihull Health and Wellbeing Board which has adopted ICASS as one of its top four priorities. It's clear that our work and progress has a level of visibility and public scrutiny that is rarely seen.

ICASS is not an extra or an add-on. This is about transforming the way we work – together! We want to be able say in 5 years to the people of Solihull 'we listened, we heard and we delivered'.

Many of you will be aware that Helen Kelly has been appointed to lead the ICASS programme on a permanent basis from 3 February 2014. As this is my last newsletter, I would like to take the opportunity to thank all of you for your contribution so far, and to make a plea from the heart that you continue to commit yourselves to delivering against the promises we have made.

I wish you all a Merry Christmas and a happy and productive 2014.

Mary Clifton  
Interim ICASS Programme Director

The next ICASS newsletter will be out in February 2014. It will include an introduction to Helen Kelly, the new Head of Service for ICASS and updates on:

- Workstreams and initial plans
- Better Care Fund (previously known as the Integration Transformation Fund)
- Monitoring and tracking progress
- "I" Statements and Community Engagement
- Governance and accountability

If you have any feedback about the newsletter or want to know more about ICASS, please contact the programme team via email: [icass@nhs.net](mailto:icass@nhs.net)

## Who's Who on the ICASS Board

<b>Chair</b>	Patrick Brooke	Chief Officer, Solihull CCG
<b>Vice Chair</b>	Les Lawrence	Non Executive Director, HEFT
<b>Workstream Chair, Early Intervention &amp; Information</b>	Ian James	Director of Adult Social Care, Solihull Council
<b>Workstream Chair, Out of Hospital</b>	Dr Mike Baker	Solihull CCG Board Member
<b>Workstream Chair, Hospital Transformation</b>	Lisa Thomson	Managing Director, Solihull Hospital
<b>Board members</b>	Christine Logan	Expert by Experience
	Mike Killett	Expert by Experience
	Sam Mills	Chair, Healthwatch Solihull
	Martin Wright	Enable, on behalf of voluntary and community sector
	Simon Hackwell	Commercial Director, HEFT
	Dr Stephen Munday	Director of Public Health, Solihull Council
	Joanne Rouse	Adult Social Care Finance Manager, Solihull Council
	Sue Nicholls	Chief Nurse & Quality Officer, Solihull CCG
	Karen Middlemas	Chief Officer Organisation and Service Design, HEFT
	Dr Ash Padhi	BSMHFT
<b>ICASS Programme Office</b>	Mary Clifton	Interim Programme Director
	Advinder Gill	Interim Programme Co-ordinator
	Cassie Simpson	Interim Communications Officer

### Dr Patrick Brooke

As a GP of many years and now a health service manager, I have long been convinced and indeed driven by the need for health and social care to join up the way we work to focus on the needs of the person. I am excited that in Solihull by building on strong relationships, we now have a real opportunity through the ICASS programme to really change the way our people can access and receive care.



We know that people want to be able to find information easily, be supported to get the right care, close to where they live and in a well co-ordinated 'joined up' way. My vision as chair of the ICASS board will be to focus on delivering more accessible, joined up support and services to meet people's needs whilst not losing sight of a shared fundamental vision for our residents to live happier, healthier, longer lives.



### Les Lawrence

The formation of a joint working board to develop real integrated working, which has often be talked about, is an important step in improving services to Solihull residents. There is an opportunity to achieve a radical shift in moving care out of hospital to more appropriate settings. It will need all of us working collectively to transform this position.

We need to ensure people have access to the right care, in the right place at the right time. Improved co-ordination of out of hospital resources can be achieved through a single point of access for all involved in managing a patient's care to help co-ordinate and organise capacity. I look forward to being able to play a role in achieving this through my role on the Board.

## Ian James

I'm very excited about the ICASS programme and the potential we have to develop a unique "Solihull Way" of organising our care and support services to deliver better for local people. We rightly have a number of "I Statements" to describe what local people should be able to expect from what we are doing, and if I could add one that would epitomise what I would want local people to be saying, it would be "I am proud of Solihull care and support services!"



At Solihull Council we are developing an approach to everything we do which is summed up by the phrase "lives not services". Our services are important, but only to the extent that they impact on people's lives, and it's all too easy to become blinkered by our day-to-day service demands. Also it's rare for one service to provide all that people need to improve their lives, so we need to work together. This is easy to say, much harder to make reality, but it's my commitment to make it real for people in Solihull.



## Simon Hackwell

My job is to help HEFT prepare for the future and deliver services that are of high quality and appropriate to the needs of the communities we serve. These needs are changing, particularly as our population becomes older. As the main provider of health care in Solihull, through the hospital and community services, we recognise that we need to change how and where care is delivered.

Hospitals are for acutely ill patients. Too many of our older patients are admitted to hospital when a more suitable alternative should be offered. Too many of our patients are staying longer than necessary in hospital when we should be ensuring that they have care available to them outside of the acute ward. This is a challenge to which we must respond. We can only do this by working in partnership.

The debate is over. Patients have told us they want high quality services that are integrated and close to home and we are fully committed to working with the ICASS programme to achieve this.



## Christine Logan

I am a carer for my father who has dementia. My passion is to help carers, and people with dementia. After taking part in Solihull Council's peer challenge in 2012, I was asked to work alongside them as an Expert by Experience, helping to shape policies and redesign services. I want to see better training, with more information and support, for people with dementia and their carers. This is one of the areas I am currently involved in.

In May 2013 I was invited to join the ICASS panel, to put forward Solihull's bid for Pioneer status. We signed a pledge to the people of Solihull, of which I'm very proud. I'm now on the ICASS board to help work towards delivering that pledge. Personally I believe integrated care is the way forward, using person centred care and working together to deliver personalised care, seeing everyone as an individual and listening to what they need.

### **Dr Stephen Munday**

I am committed to working with partner organisations and with our community to ensure that the ICASS programme improves people's lives and their experience of health and social care. I will continue to advocate on behalf of the people of Solihull and in particular those who are vulnerable or are less fortunate than others. I will do what I can to ensure that the programme focuses on helping people to lead healthy and active lives for as long as possible and then improving the quality of care for people when care becomes necessary.



My ambition for the programme is that it will significantly improve the health and wellbeing of Solihull people and reduce inequalities; it will enable people and their communities to have more control over the issues that affect the quality of their lives; and it will facilitate access to a range of services that are brought together so that they holistically meet people's needs, reduce unnecessary duplication and eliminate gaps.



### **Karen Middlemas**

My personal commitment to integration comes from many years working in healthcare; working with patients and client groups who are faced with having to navigate complex, often historical, systems to seek the ongoing care they need delivered in a way that works for them – often at times when they least need these difficulties! This is something I have had to manage personally within my own family.

I have also listened to the frustration of staff in the care sector who have not been able to remove barriers which hold patients back from achieving this control of their care. I am, however, a witness to examples of where patients and carers have been listened to and where professionals and agencies have been able to cooperate and coordinate supporting the outcomes people want in their lives. Doing this as a normal way of working is what integration means to me.

### **Martin Wright**

As a representative of the voluntary sector in Solihull, I very much welcome this opportunity to join with local NHS and council leaders on the ICASS Board. There are many local charities and voluntary organisations in Solihull which offer a wide range of support. ICASS offers us the chance to develop our services alongside the NHS and council services so we can work together to meet local people's needs.



We are particularly keen to ensure that Solihull residents have the help, advice and support that they need to allow them to live independently for as long as they wish. For those that do need hospital or residential care, we would like to make sure that people receive the services they need at the right time, and where possible that they are supported to become independent again.

### **Dr Ash Padhi**

I feel this initiative will promote a collaborative approach to health and social care for the people of Solihull. The programme commits to working together with the people of Solihull to develop and design a pathway that reduces fragmentation of care, simplifies accessibility into services and ensures that service users have influence and choice over the services they use. I feel this approach will translate into improved quality of care, minimise risks and result in better outcomes in the overall care pathway for the residents of Solihull.

# Pioneer Expression of Interest: Integrated Care and Support in Solihull



## To the People of Solihull,

We understand the responsibility that our organisations need to have to help shape and deliver a better model of health and social care, for the people of Solihull. As leaders of our organisations, we commit to work together, in partnership with the people of Solihull, to create and deliver a health and care system that we can all be proud of; with better outcomes, reduced inequality and you at the centre.

We will work within the framework of the National Voices narrative for coordinated care, aligned to the 'Making it Real' programme, so that in five years time, you will be able to say:-

"I can plan my care with people who work together to understand me and my carer(s), allowing me control and bringing together services to achieve the outcomes important to me."

Yours sincerely

Dr Anand Chitnis  
Clinical Chair, Solihull CCG

Dr Patrick Brooke  
Chief Officer, Solihull CCG

Mark Rogers  
Chief Executive, Solihull Metropolitan Borough Council

Dr Stephen Munday  
Director of Public Health, Solihull Metropolitan Borough Council

Dr Mark Newbold  
Chief Executive, Heart of England NHS Foundation Trust

John Short  
Chief Executive, Birmingham and Solihull Mental Health NHS Foundation Trust

Lisa Thompson  
Managing Director, Solihull Hospital and Solihull Community Services

Ian James  
Director for Adult Social Care, Solihull Metropolitan Borough Council

Sam Mills  
Chair, Healthwatch Solihull

Anne Hastings  
Age UK Solihull on behalf of the Community and Voluntary Sector

Annette Brandstatter & Christine Logan  
Representing Experts by Experience

Cllr Bob Sleight  
Chair of Solihull Health and Wellbeing Board

Solihull Health and Wellbeing Board has committed to sponsoring this programme. We welcome the commitment that the Chief Executive Officers from each of their respective organisations bring.