

CONNECTED CARE



Connected Care: A Model of Community Led Commissioning

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What is Connected Care?

Connected Care is about doing things differently

- Innovative model of community led-commissioning
- Transforms business with community
- Delivers government and commissioners priorities
- Designs and delivers integrated neighbourhood services working with communities



Community Led Commissioning

Based on:

- Understanding need of community
- Designing service provision based on needs
- Building community capacity, resilience and social action
- Engaging community in governance and monitoring services



Our Approach

Scoping

Community engagement & partnership working diagnostic

Engagement

Commissioners

Community

Frontline staff

Outcomes

Community-led commissioning

New forms of social action

Community-led social enterprise

Models of joint working / integration

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Community Researcher
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Case study

Owton, Hartlepool



Key findings

- Information – People did not know where to go for help so did not access services at all
- Choice – People wanted more choice over the person they saw and between services
- Access to services- Shortage of services with community going to A and E as first port of call
- Continuity and coordination – Poor communication between staff in different services
- Workforce and quality provision - Needs of the client second to the needs of the system
- Connecting involvement with real change ‘we are surveyed to death’

Service outcome - A social enterprise managed and delivered by residents

- Navigators helping people to access planned services
- Low level support services aimed at early intervention
- SAILS (Securing Access to Independent Living Services)
- Supported living for young people
- Time bank
- Benefits and welfare advice
- Promoting individual budgets for people with complex needs



Preliminary Economic Evidence

- Studies have illustrated that integrated early intervention programmes can generate resource savings of over £2.50 for every £1 spent.
- LSE modelling of a community led service supporting people to access services, preventing many from needing crisis interventions, suggests for every £1 invested a rate of return of over 4 times
 - increases to 14 times including quality of life improvements



Fit with GP Led Commissioning

- Start from understanding patient and community needs
- Design cost effective quality services that engage people in self help and provision of services
- Engage in joint commissioning with partners
- Commission care pathways for complex needs and support independent living
- Strong track record of offering safe services, particularly for people with complex needs

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We turn lives around every day, by putting the individual at the heart of what we do.

Inspired by those we work with, together we help people build a better life.

Turning Point is the UK's leading social care organisation. We provide services for people with complex needs, including those affected by drug and alcohol misuse, mental health problems and those with a learning disability