



**Welcome to the latest edition of the Accountable Care Network bulletin designed to keep you up to date with integrated care in County Durham.**

**In this edition:**

- Spotlight on: Designing a pathway for the very best care



- Tell us what you think of this bulletin
- Agreed principles of the Teams Around Patients model
- What Clinical Leads are saying about Teams Around Patients
- Voluntary and Community Sector Engagement: An Update from Durham Community Action
- An update on C3 Care Coordination Centre

**Designing a pathway for the very best care**

On 9th October 2017 North Durham CCG hosted a workshop that looked at the pathways that will be used as part of the community services review.

Colleagues from health and social care were invited to be involved in discussions. These included; clinicians, community nurses, clinical and Teams Around Patients (TAP) Leads, Chief Officers from the CCG, and representatives from CDDFT and Durham County Council.

The session looked at developing the pathways that support joined-up co-ordinated working between all professionals. The aim of this work is to develop a multi-disciplinary approach that brings together health, social care and the voluntary sector to identify those people who are older and have a degree of frailty. We know that this group of patients can be at risk of losing their independence through a deterioration in their health and wellbeing. By working proactively and co-ordinating wrap-around services for this group, we hope to keep people well for longer and avoid unnecessary admissions to hospital and long term care.

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During the session colleagues worked in their TAP groups and were presented with a common 'scenario' that health professionals are used to seeing. A lady, 'Annie', in her late 80's who developed heart failure, was put on a frail register. They looked at her personal circumstances and her clinical presentation.

Round table discussions followed and colleagues explored, how Annie's care could be different in a new pathway and what other factors need to be considered to deliver care appropriately.

The discussions were rich and extremely valuable and will be used to develop the TAP model further by considering pathways in and out of the services that will be wrapped around primary care. The session helped us understand common themes and the best approach to bring together health, social care and voluntary organisations to achieve improved health and wellbeing for the people of County Durham in line with our vision.



## Tell us your views on the ACN bulletin

We'd like to hear your views on the bulletin and if it is providing you with information about integration of health and social care services in County Durham.

The survey should take you no more than 5 minutes.

All feedback is anonymous.

<https://www.surveymonkey.co.uk/r/MTWXT73>

If you have problems completing the survey online you can request a printable copy by emailing [AHSCommunications@durham.gov.uk](mailto:AHSCommunications@durham.gov.uk)





## **Voluntary and Community Sector (VCS) Engagement: An Update from Durham Community Action**

Over the course of the summer, we have been extending discussions with colleagues in the VCS about their current connections with health and social care, particularly where organisations have strong connections to local practices.



The emerging picture is patchy across the county, so we have started to look at options for building more consistency and reach for the sector into the emerging TAP frameworks. Key points to note are:

- There are some strong VCS networks, through which frontline health and social care staff can get access to a broad range of VCS providers, both large and strategic, small and local.
- A number of the county's larger, specialist organisations e.g. County Durham Carers, CAB, Age UK County Durham are fully briefed and aware of the developing work to integrate services. These organisations have been involved in consultations and are continuing to think about how and where the best fit will be for them as the new services take shape and become more operational.

Here are some contact points for health and social care staff, which may be useful if you want to explore further opportunities for accessing local VCS services:

**Advice in County Durham:** Sam Scotchbrook, County Durham CAB:  
[Sam.Scotchbrook@cdcab.org.uk](mailto:Sam.Scotchbrook@cdcab.org.uk)

**Carers:** County Durham Carers: Jan Auger/Jenni Wood: [Jan.Burden@dccarers.org](mailto:Jan.Burden@dccarers.org) / [Jenni.wood@dccarers.org](mailto:Jenni.wood@dccarers.org)

**Better Together VCS Forum:** Jo Laverick, Durham Community Action  
[Joanna.Laverick@durhamcommunityaction.org.uk](mailto:Joanna.Laverick@durhamcommunityaction.org.uk)

**Volunteer Coordinators' Forum:** Abby Thompson, Durham Community Action:  
[Abby.Thompson@durhamcommunityaction.org.uk](mailto:Abby.Thompson@durhamcommunityaction.org.uk)

**Share & Learn Network** (peer to peer network of community building groups): Kate Burrows, Durham Community Action. [Kate.Burrows@durhamcommunityaction.org.uk](mailto:Kate.Burrows@durhamcommunityaction.org.uk)

## What Clinical Leads are saying about Teams Around Patients

**Improved communication between services, especially district nurses, social services, intermediate care and Vulnerable Adults Wrap Around Service**

**Ability to target local concerns**

**Clearer identification of clinical and process issues.**

**Working together rather than in silos**

**Platform to share good practice**

**Improved feedback on patient care**

**Better understanding of each other's roles**

**Working at a local level to cater for needs of patients**

**Opportunities to look at improving patient pathways**

# Edition 4

## An update on C3

The Care Coordination Centre (C3) is expected to be operational from December 2017.

The single point of access for community services offered by C3 will also have the added benefit of clinical triage for complex referrals.

The district nursing and continence services have already merged their points of access and recruitment is underway to allow IC+ to join them in November 2017.



Referrals can be made by telephone, email or by SystmOne task.

### Care Coordination Centre Telephone Referral Process

**Tel: 0191 333 2666**

[cdda-tr.contactcentreCCTH@nhs.net](mailto:cdda-tr.contactcentreCCTH@nhs.net)

Please note the email for IC+ remains the same:

[cddft.durhamicspa@nhs.net](mailto:cddft.durhamicspa@nhs.net)

Need help **locating**  
care and support?



Care and support in County Durham

The place the to go for services to support patients or service users

[www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)