Overview

The Wakefield health and social care (inclusive of the voluntary sector) economy has a history of working in collaboration, dating back to 2010 when the shared vision for local care was developed by partners. This vision is called Connecting Care and is the brand in Wakefield which collectively describes activities and strategies that continue to take them towards the goal of person-centred care delivered collaboratively and closer to home.

Key benefits and outcomes

The Connecting Care Hubs have proven to be an exemplar in transformation of service provision, not least in an operational sense but also in the approach to workforce transformation.

What they faced

In 2014, over a period of eight months, three Connecting Care Hubs were opened across the Wakefield footprint with an aim of supporting the provision of assessment and care management for older people in the community [one of Wakefield’s challenges].

What they did

The hubs began with the co-location of staff from The Mid Yorkshire Hospitals NHS Trust, Age UK, Carers Wakefield, mental health services, GP’s and adult social care – expanding over the years to include Wakefield District Housing and various other relevant agencies.

As a result of bids and in recognition of the successful work progressed up to that point, Wakefield was awarded Pioneer status in 2015 and received two separate vanguard funding
opportunities (the only site in England to achieve two). The monies received from pioneer and vanguard pots enabled Wakefield and the Connecting Care Partnership Executive (membership drawn from all providers and commission groups in Wakefield) to further enhance and develop many aspects of the Connecting Care vision.

The day to day work of co-ordination of workforce development, developing standard operating procedures and policies and resources has been overseen by a Joint Operational Delivery Group (JODG) that reports directly into the Connecting Care Executive for governance. JODG set up a series of task and finish groups to co-ordinate the development of systems and roles. These have been successful. One example is the development of the Personal Integrated Care (PIC) – a digital record of the patient/person which all agencies can access and ensure that care is truly co-ordinated.

Results and benefits

Phillip Marshall, Director of Workforce and Organisational Development at The Mid Yorkshire Hospitals NHS Trust has said "I feel Wakefield's Connecting Care Hubs are really starting to function now as relationships get stronger. This hasn't happened over night, however the benefits are starting to show. From a workforce perspective I'm particularly pleased to see how cross boundary coaching and mentoring is taking off".

Takeaway Tips

The multi-disciplinary teams and single management team which have evolved, and their subsequent engagement with GP practices has been successful due to the following enablers.

- A structured and performance measured governance – with joint membership from all relevant partners.
- Extensive consultation and engagement with staff from all sectors on design of the hub structures.
- Establishing the governance and procedural ability of a single point of access.
- Delivery of a common competency training and development programme.

Further information

For more information about the work in this case study, contact Jo.Carr@spectrum-cic.nhs.uk