

Have a clear shared vision



Person-centred care is a key principle that brings services together. From this, it is important to develop a shared purpose and agenda. Developing some objectives around what you want to deliver together can help you create a shared vision. Agree and understand that relying on the same approach will not provide the necessary results for an integrated system. It's vital to have good leadership and a statement of purpose or vision that focuses on improving integration, working collaboratively and planning together.

This should be communicated clearly through integrated care systems along with shared performance indicators. Partners should embrace and adopt person-centred care as the principle for working together, and this should be the focus for all policy and practice solutions.

Creating a shared vision is crucial as it ensures all partners are aligned and agree on their goals. When partners set a shared goal, they can work together more effectively to achieve it. The pandemic helped break down siloed working, leading to greater collaboration within the health and care system to provide safe and effective care. Feedback has shown that this collaborative approach was successful because everyone was working towards the same goal. However, since then, historical ways of working have resurfaced, creating barriers to integration.

To overcome these challenges, it's important to focus on what each person needs and how to ensure they receive the care and support necessary for a good quality of life. Integrated working is highly beneficial to the workforce as it allows for the sharing of skills and strengths that others may not have.

“Make sure people who access care and support are at the centre of what you do and enabling choice and control.”- focus group member.

“During COVID-19, there was strong unity, but now people are focusing more on their own organisations. It’s important to keep working together.”- focus group member.

Top tips

- Focus on the individual receiving care and support. What are their needs? What would be the best outcome for them? How would they feel about integrated services? Use this as the starting point for your approach.
- Improve communication: clear and accurate communication is crucial for building trust and morale, especially during busy

times.

- Focus on individual needs: ensure all parties work together to support individuals effectively, rather than viewing them in isolated terms based on their specific conditions.

Not sure where to start? Access our [self-reflection tool](#) which encourages you to explore your own behaviour and culture and see how they might be impacting services and person-centred care.

Case studies

Devon ICS

Read this case study from [One Devon: Devon ICS' approach to integrating their workforce across the system](#) to find out how Devon ICS established the One Devon partnership, to transform care for people who live and work in their communities now and for future generations.

Humber and North Yorkshire

[Humber and North Yorkshire 180 Days of Action](#) identified practical solutions for common challenges.

Staffordshire Stoke on Trent ICB

Staffordshire and Stoke-on-Trent ICB are fostering a culture of experimentation and learning. To do this, they are working collaboratively across three NHS trusts, several GPs, two local providers, and social care providers to ensure that everyone has been included. The system uses volunteers and a people hub to support the whole workforce, including bringing back retired staff through a national scheme to assist in various roles such as GP practices and vaccination centres during periods of peak pressure such as sickness, the summer holidays and flu or COVID19 outbreaks.

The ICB has championed their health and wellbeing offer with a psychological wellbeing hub, a catalogue of resources, and training needs. They aim to develop a system where support is easily accessible, including information on walking groups and other resources. The health and wellbeing (HWB) steering group is addressing issues like anxiety, burnout, and stress through resilience training, which is being implemented to support staff better. This offer is targeted at all staff within the health and social care system, with social care staff being invited to attend wellbeing days in hospital bases.

Further reading

- [NHS England - Building a shared purpose and vision](#)
- National Voices' [A narrative for person-centred coordinated care](#) provides a definition of what good integrated care and support looks and feels like for people
- [Person-centred approaches in health and care](#)
- [Self-reflection toolkit](#)