

Set the tone



Integrated working allows you to do things differently. We are all limited by our existing experiences so taking a step back to think about different approaches and how working together will encourage a shared sense of identity and belonging.

It's important to be clear on what we mean, from a language perspective to both colleagues and the individual being supported, to share accurate information, being clear on roles and responsibilities through a shared statement of purpose – avoid it's not my job and focus on the outcomes for the individual – if this was a member of my family what would be their aspirations.

Maintaining respect so that we don't lose sight of the strengths and talents that each member of the system can play in supporting someone to achieve their outcomes, including that individual themselves – set this tone in your behaviours.

We need to write the narrative, lead by example and focus on prevention, focus on shared goals around outcomes for an individual. Ensure language is accessible and responsible, with consideration given to the impact of language like “bed blockers” or “corridor care” on morale.

“It's not always important to ensure that everyone understands what we saying, especially the person receiving care or any one part of the system... this can cause a barrier to integrated working.”

Attention should be given to identifying jargon, breaking down system speak, acronym busting and creating effective communication systems. This focus on language should be

applied when developing strategies, recording minutes, sending communications, meeting discourse and inviting views and feedback. Integrated working should be anchored on person-centred care.

Case study

Leeds Health and Care Academy brings together the design and delivery of learning and development opportunities and collaborative workforce projects for all health and social care staff and organisations across the city of Leeds. The Academy team has found that fostering a sense of shared purpose and accountability has helped to unite its partners, and worked to ensure that health and care initiatives across the city are truly inclusive and collaborative at every stage

[Leeds ICS Place Based Case Study](#)

Further reading

Access NHS Employers DoOD [practitioner and culture change](#) toolkit which provides a variety of questions to inspire thinking on culture change.

Read Michael West's, senior fellow at The King's Fund, [blog on psychological safety, compassionate leadership and inclusivity in teams.](#)

[Caring To Change And Compassionate Leadership | The King's Fund](#)