

# Integrating Better: A Guide

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# Context & Aims

•Closer integration between health and social care will increase people's outcomes

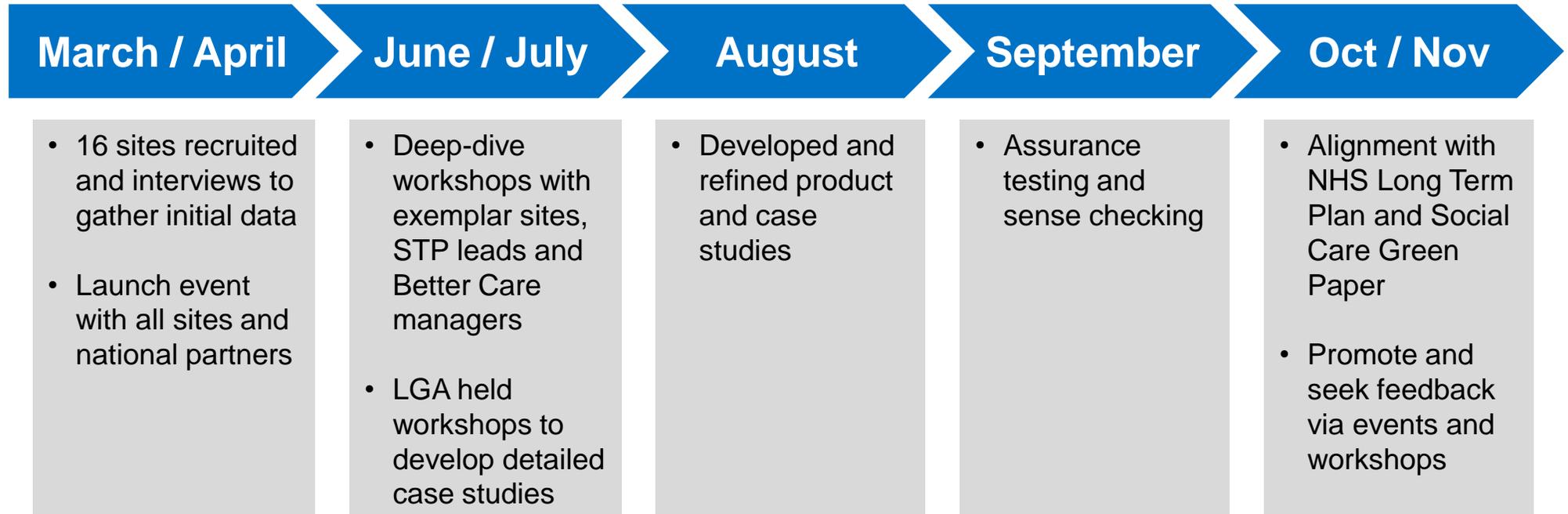
•Integration success and its outcomes vary across the country

•From our research there is clear appetite to spread good practice and understand barriers

There are clear structures (STPs and ICS) through which good practice can be spread

**Aim: To improve services and support for individuals by accelerating development of whole-system integration within local systems**

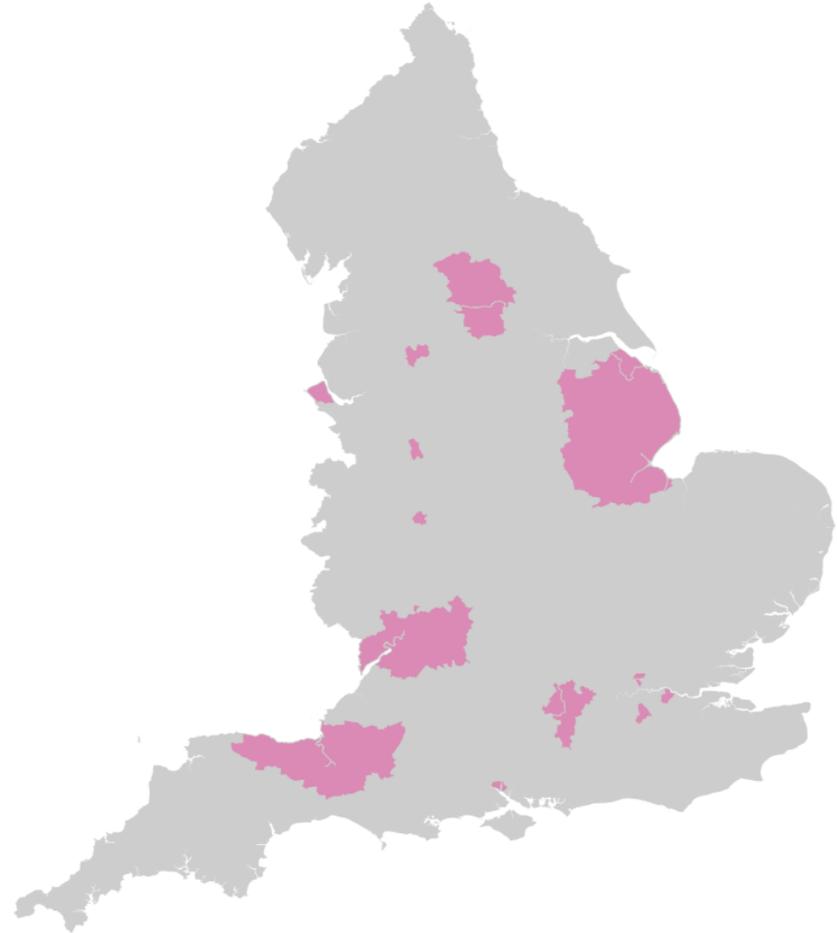
# Timeline



**Key partners:** LGA, SCIE, ADASS, Care Providers Alliance, CQC, NHS Providers, NHS Confed, DHSC, MHCLG, PHE, Better Care Fund Support Team

# Key Areas Involved in the Project

- Bexley
- Bracknell Forest
- Croydon
- Gloucestershire
- Haringey & Islington
- Harrogate
- Leeds
- Lincolnshire
- North East Lincolnshire
- Somerset
- Southampton
- Stoke on Trent
- Wirral
- Wokingham
- Wolverhampton

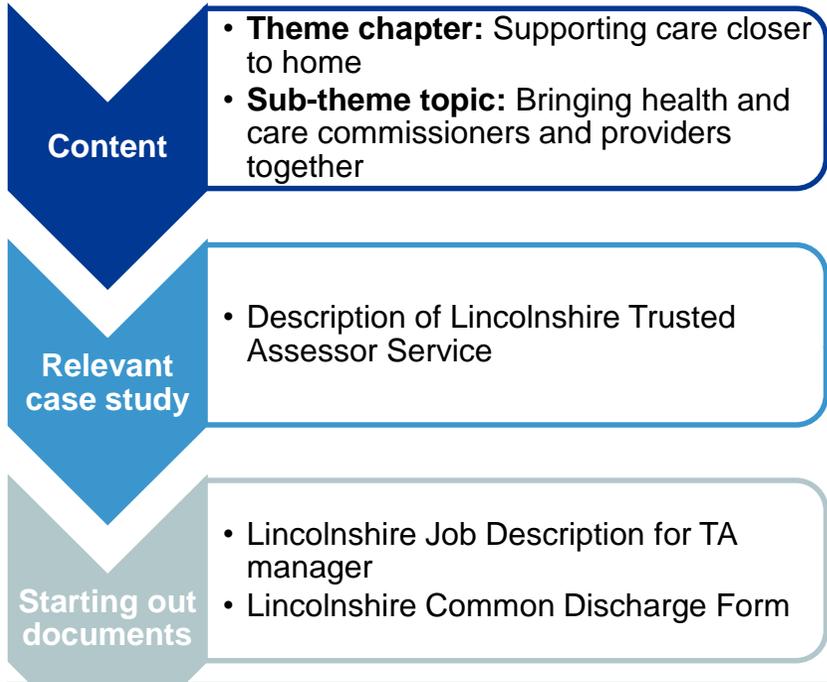


# Project Output



**Target Audience:** local directors, service managers and operational staff in both health and social care.

# Structure of the Guide



- **Theme chapter:** Supporting care closer to home
- **Sub-theme topic:** Bringing health and care commissioners and providers together

- Description of Lincolnshire Trusted Assessor Service

- Lincolnshire Job Description for TA manager
- Lincolnshire Common Discharge Form

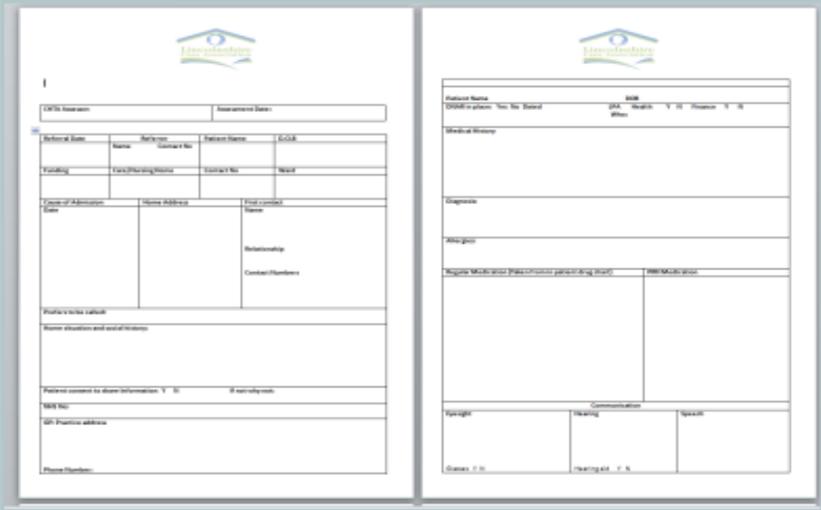
- ### Bringing health and care commissioners and providers together
- Moving beyond a traditional commissioner/provider relationship can support integrated service delivery by bringing together providers of similar services with commissioners and practitioners regularly. They can then discuss key issues and simplify processes identifying particular 'quick wins' that can have a major impact to individuals around a day to day experiences of care, particularly transfers between care settings.
  - Outputs might include: **the development of common discharge forms** and processes for care homes; an agreement or a MoU with independent domiciliary care providers around the flexible provision of additional care in response to early signs of a crisis.
  - The development of the trusted assessor (TA) role through joint working has been demonstrated to shorten hospital discharge times and reduce administration time for care home providers. TAs can be used for other scenarios, for example in domiciliary care or to do equipment assessments.

### Lincolnshire Trusted Assessor Service

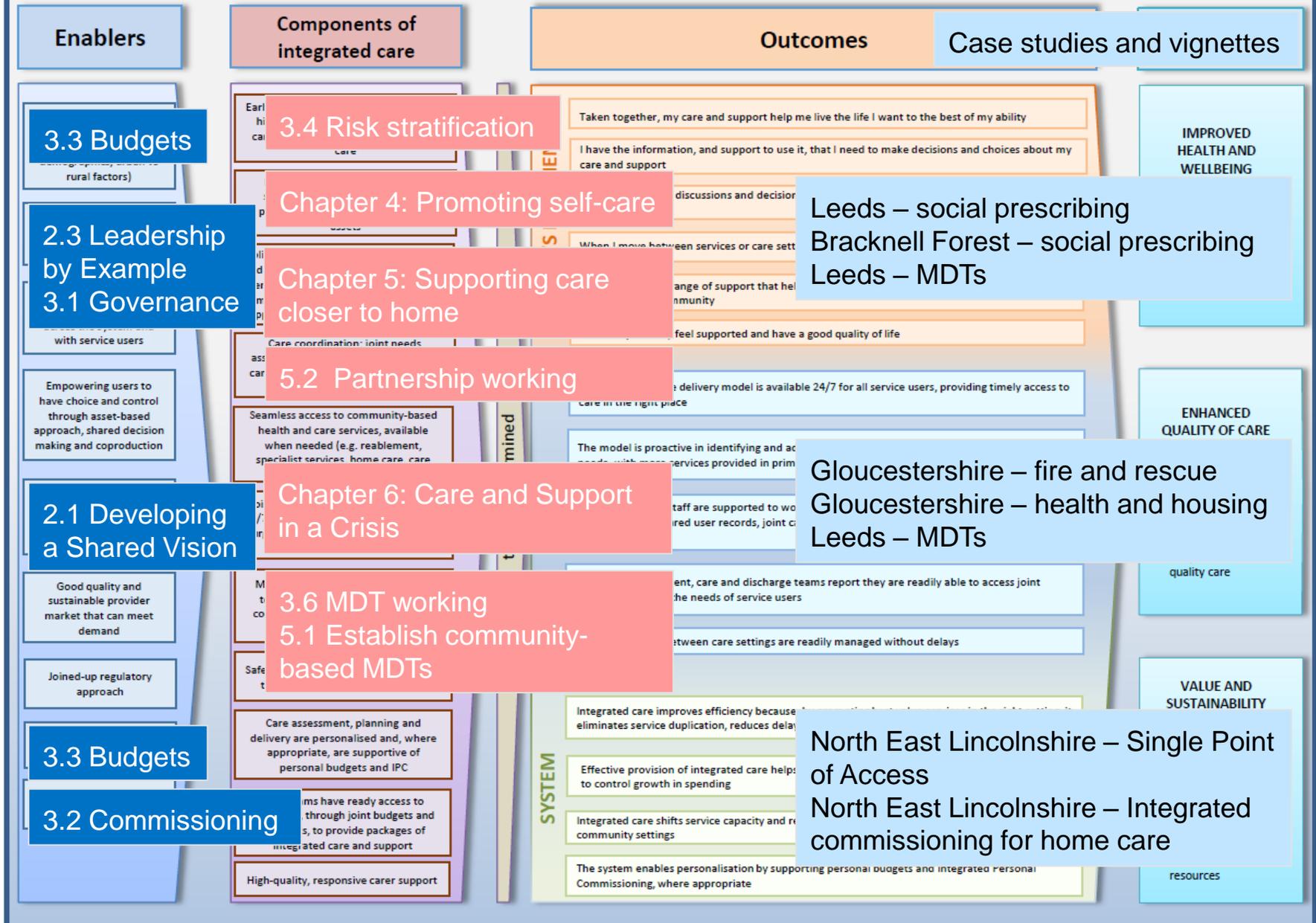
The Trusted Assessor programme in Lincolnshire was established to reduce delays caused by getting people out of the acute sector and into care homes, and to increase trust and understanding between the acute sector and care homes. Trusted assessors, employed by the local care association on behalf of the care sector, may assess patients who are coming out of hospital on behalf of the home to ensure that they arrive home as soon as possible. The assessor has a degree of neutrality, but is answerable to the manager on whose behalf they prepare the assessment, which enhances the relationships with care homes. The programme has made estimated savings of £400k and significantly reduced avoidable hospital bed days, which helps people move to the right setting sooner.

*"We feel that we trust your judgement on these assessments prior to people returning home, when you've been involved the transition has been very smooth".*

**Beverley Murray, Registered Manager,  
Scimitar Care Hotels PLC, Waterbeach Lodge**



# Logic Model for Integrated Care



# Group Discussion 1: Case Studies

Read Case Studies

Are they the right level of detail?

How would you use them?

Are they user friendly?

Any other feedback?

# Group Discussion 2: Implementation

**Consider Implementation  
Channels**

**Where do you find out about resources?**

**Local opportunities to inform  
colleagues?**

**Other communication channels?**

**Any other feedback?**

**If you would like more information or want to provide additional feedback on our guide please email:**

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