

Logic Model for Integrated Care

Enablers

Local contextual factors (e.g. financial health, funding arrangements, demographics, urban vs rural factors)

Strong, system-wide governance and systems leadership

Integrated electronic records and sharing across the system and with service users

Empowering users to have choice and control through asset-based approach, shared decision making and coproduction

Integrated workforce: joint approach to training and upskilling of workforce

Good quality and sustainable provider market that can meet demand

Joined-up regulatory approach

Pooled or aligned resources

Joint commissioning of health and social care

Components of integrated care

Early identification of people who are at higher risk of developing health and care needs and provision of proactive care

Emphasis on prevention through supported self-care, and building personal strengths and community assets

Holistic, cross-sector approach to care and support (social care, health (and mental health) care, housing, community resources and non-clinical support)

Care coordination: joint needs assessment, joint care planning, joint care management and joint discharge planning

Seamless access to community-based health and care services, available when needed (e.g. reablement, specialist services, home care, care homes)

Joint approach to crisis management: 24/7 single point of access, especially to urgent care, rapid response services, ambulance interface

Multi agency and multi-disciplinary teams ensure that people receive coordinated care wherever they are being supported

Safe and timely transfers of care across the health and social care system

Care assessment, planning and delivery are personalised and, where appropriate, are supportive of personal budgets and IPC

Care teams have ready access to resources, through joint budgets and contracts, to provide packages of integrated care and support

High-quality, responsive carer support

Outputs to be determined locally

Outcomes

PEOPLE'S EXPERIENCE

Taken together, my care and support help me live the life I want to the best of my ability

I have the information, and support to use it, that I need to make decisions and choices about my care and support

I am as involved in discussions and decisions about my care, support and treatment as I want to be

When I move between services or care settings, there is a plan in place for what happens next

I have access to a range of support that helps me to live the life I want and remain a contributing member of my community

Carers report they feel supported and have a good quality of life

SERVICES

The integrated care delivery model is available 24/7 for all service users, providing timely access to care in the right place

The model is proactive in identifying and addressing care needs as well as responsive to urgent needs, with more services provided in primary and community care settings

Professionals and staff are supported to work collaboratively and to coordinate care through ready access to shared user records, joint care management protocols and agreed integrated care pathways

Integrated assessment, care and discharge teams report they are readily able to access joint resources to meet the needs of service users

Transfers of care between care settings are readily managed without delays

SYSTEM

Integrated care improves efficiency because, by promoting best value services in the right setting, it eliminates service duplication, reduces delays and improves services user flow

Effective provision of integrated care helps to manage demand for higher cost hospital care and to control growth in spending

Integrated care shifts service capacity and resources from higher cost hospital settings to community settings

The system enables personalisation by supporting personal budgets and Integrated Personal Commissioning, where appropriate

Impact

IMPROVED HEALTH AND WELLBEING

- Improved health of population
- Improved quality of life
- Reduction in health inequalities

ENHANCED QUALITY OF CARE

- Improved experience of care
- People feel more empowered
- Care is personal and joined up
- People receive better quality care

VALUE AND SUSTAINABILITY

- Cost-effective service model
- Care is provided in the right place at the right time
- Demand is well managed
- Sustainable fit between needs and resources