### 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

- 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
- 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