Making integrated care a reality for older people

Lesa Kingham & Linsey Reynolds
Integrated Care Team

Improving later life

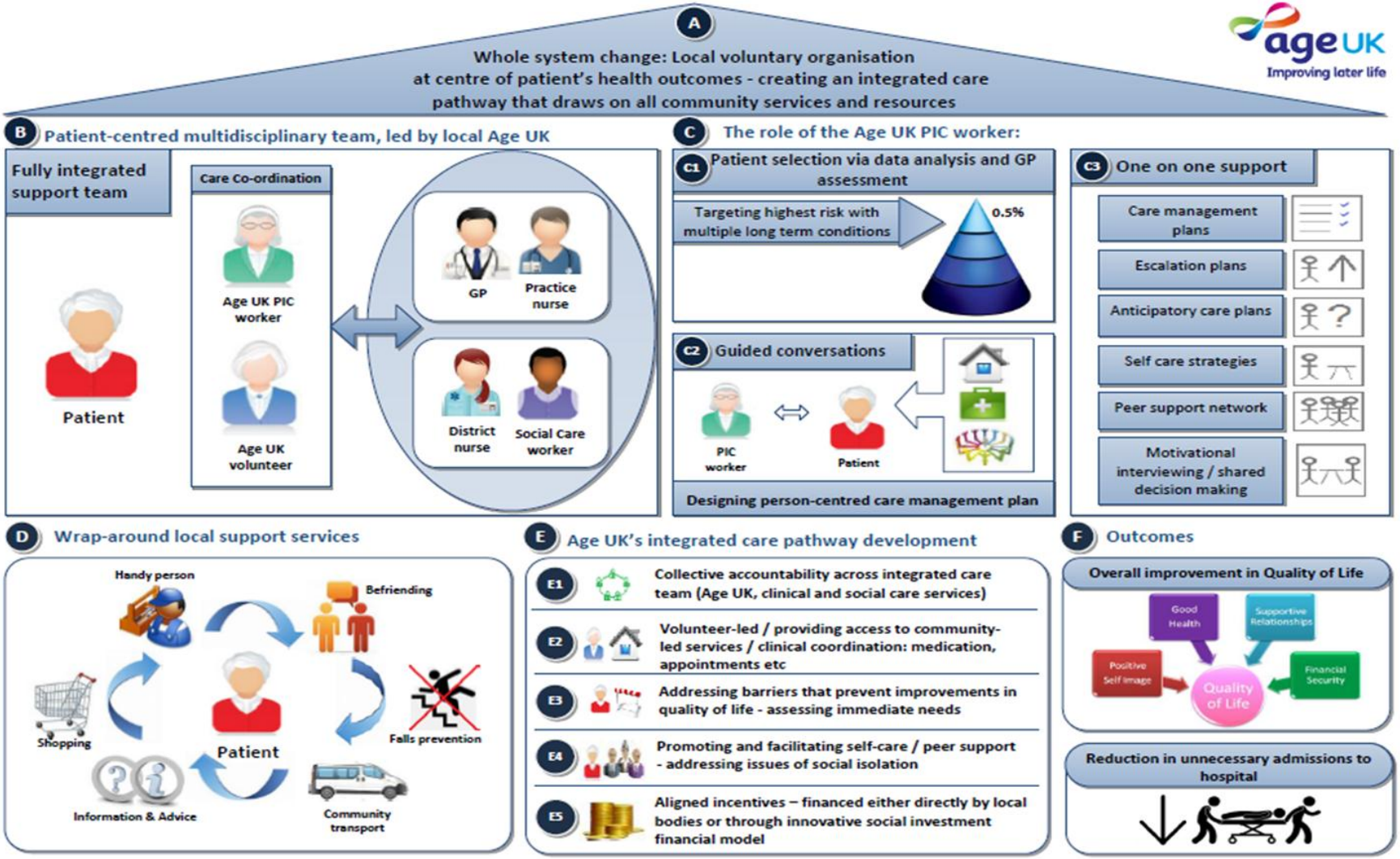
About Age UK

- We are one of the UK's major charities with a strong and trusted Brand and thousands of supporters and volunteers
- We are a charity focused solely on improving later life
- We work with and through a network of 170 local Age UKs that are highly valued and respected in their communities
- We have national credibility and extensive local reach
- We have the ability to bring different organisations, professions to change the system for older people

Why Age UK and integrated care?

- **60%** of all hospital admissions are older people
- **14m** people aged 60yrs or more
- **50%** projected increase of older people in 25 years
- Older people want to live **independently and healthily at home** for as long as possible, and have choice and control over the services they need.

Integrating the voluntary sector into the care of older people



Age UK's integrated care model

- **Guided conversations** with an older person to identify their primary goals - social health, home & life.

- **An older person receiving support from a volunteer** to help them carry out activities highlighted in their plan – c 3 months intensive support to help re-build their confidence

- **"Wrap-around" voluntary sector support services**

- **Shared care management plans** which involve a local Age UK working in the health and care MDT

- **MDT working with Age UK and GP based staff** e.g. to review the progress and support needs of older people

Age UK integrated care model (2)

- **Workforce development** for local voluntary organisations/ volunteers alongside NHS and social care teams

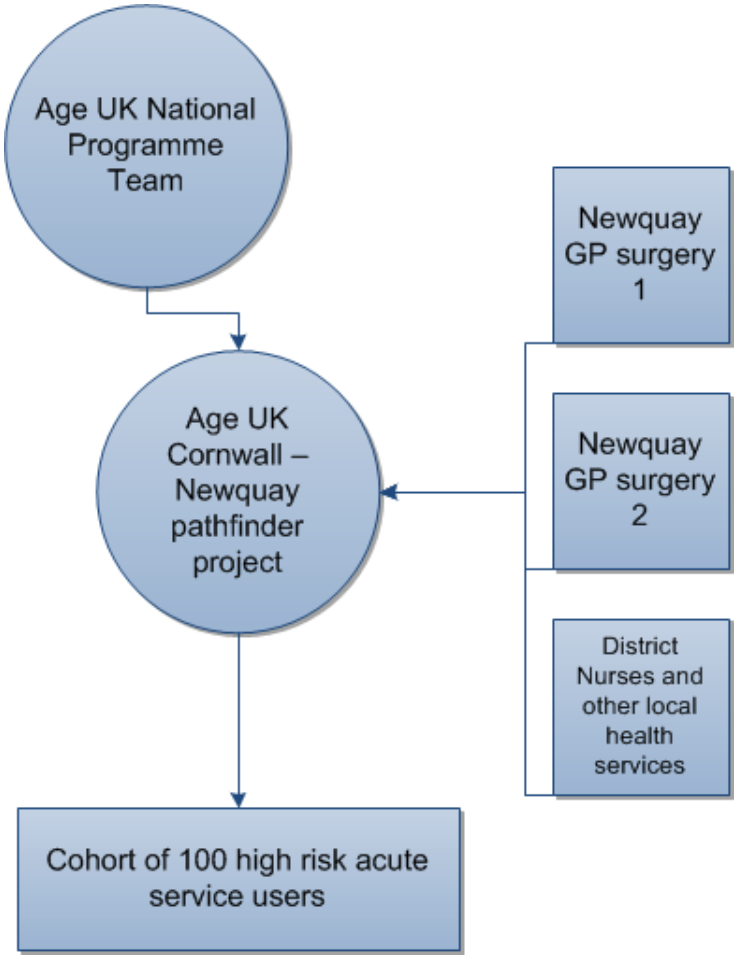
- **New care pathways based on international best practice,** clinically governed by the NHS. Risk sharing protocols agreed.

- **Preventative risk stratification** to identify older people with multiple long term conditions by working with GP practices

- **A financial management and performance tool** that tracks financial savings and service outcomes, such as reduced hospital admissions, wellbeing improvements in older people

- **New models of funding** transformational change and integrated care services, including Social Impact Bonds.

Age UK Cornwall Pathfinder Project



Phase one – Outcomes

30% reduction in acute admissions

24% improvement in people's wellbeing

£4.40 saved for each £1 invested

10% of patients gone onto volunteer

Plus: Integrated team making important changes to practice outside the initial 100 patient cohort – greater halo effect than predicted.

Won HSJ Award for LTCs

Age UK Cornwall Pathfinder Project

Clinical integration on the ground

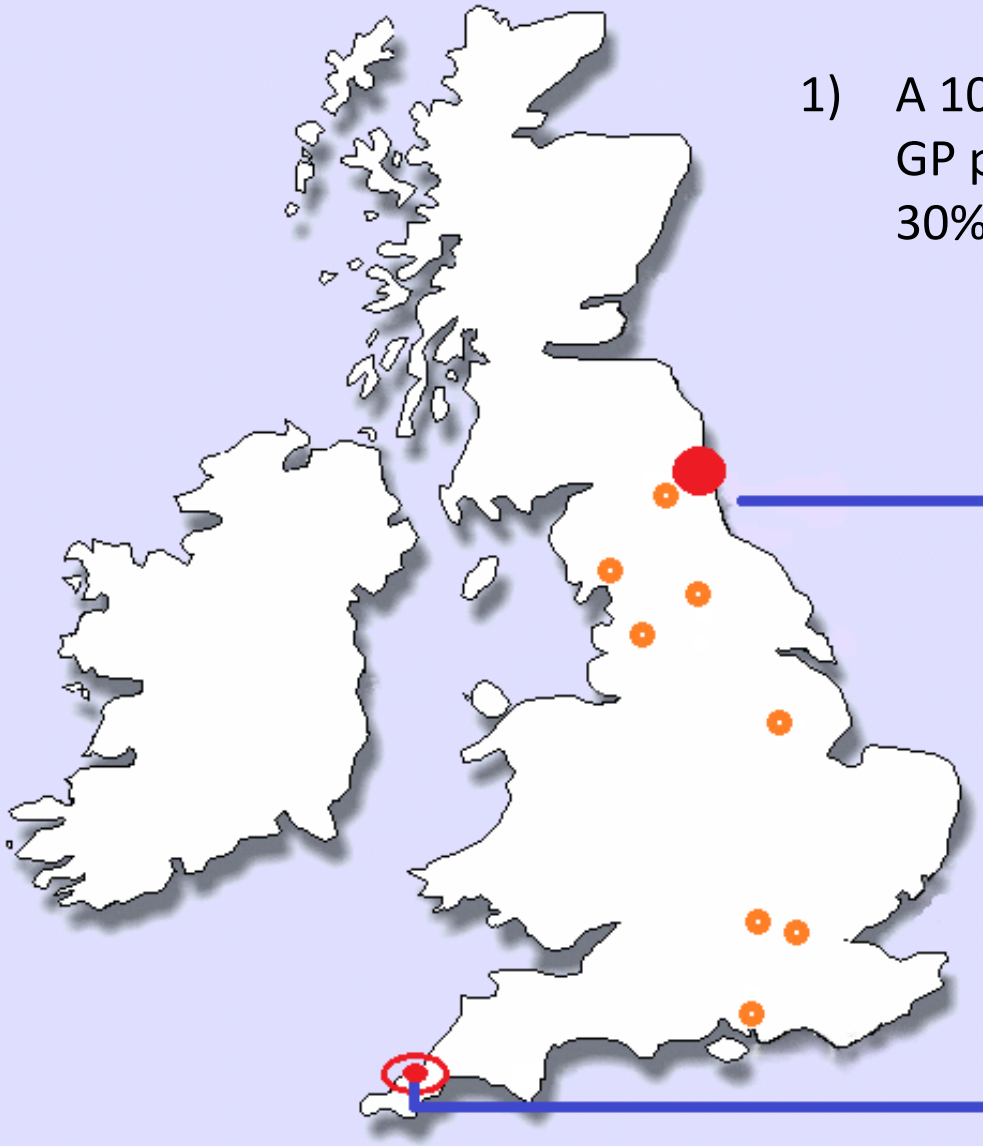
‘This has opened up a whole new opportunity for new ways of working within the NHS… as a health team we have benefited from the involvement of the volunteers…. This has been educational where I thought patients dependency would naturally increase… with a little input we have seen dependency decrease’

Dr Tamsin Anderson– Newquay GP

‘This service helps people to manage their own conditions in their own home and prevents hospital admissions…. We are getting new ideas, learning and developing as district nurses’

Lucy Clement – District Nurse Team Leader

A phased & scalable approach



1) A 100 patient pathfinder project across two GP practices in Newquay – first results show 30% decrease in hospital admissions.

2) Followed by two c1000 patient cohorts – 1 site live in Cornwall

3) = Pipeline local Age UK pilot sites

Next steps

Jan 2014

- Roll out of Cornwall Pilot – 1k patients

Summer 2014

- Identification of 1-2 1k patient sites – Portsmouth, N Tyneside, Cumbria, Blackburn
- Development of smaller integrated care projects

2015

- Independent Nuffield Trust evaluation
- Lessons learned to be shared

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