



Welcome to the latest edition of the Accountable Care Network bulletin designed to keep you up to date with integrated care in County Durham.

### Hello and welcome to edition 5.

I was delighted to be given the opportunity to reflect on the past 12 months and to pass on my gratitude to those of you who have embraced new ways of working and helped us deliver on the vision of integration for County Durham.

As I look back over the past year I am struck by the huge amount of work that has been undertaken by all of the organisations who form part of the Accountable Care Network i.e. the ND and DDES CCGs, CDDFT, Primary Care, TEWV and Durham County Council.

The work to take forward the TAPs model has been intense and immensely productive with teams now beginning to see the benefits of multi-disciplinary working that places primary care and the patient at the centre of the approach.

In addition to the TAPs work we have made significant progress in helping support people to stay healthier and independent for longer and this can be seen in the reductions in non-elective admissions, fewer readmissions and moves into permanent care for older people.

It has been great to receive a number of positive comments from colleagues in primary care who are seeing the benefits of collaborative working and partnerships. Of course we would like to see more examples of this and I am confident that as 2018 unfolds the model will be rolled out across the whole county.

Work in relation to system improvements which aim to reduce demand in emergency and urgent care has also been purposeful and integrated approaches have become more common place with strong relationships being forged between health and social care in relation to avoiding admissions and discharge management.

All of this work brings benefits to the people of County Durham and I'm sure as we progress through 2018 our system relationships will grow stronger with the integrated model developing further.

It remains our vision to deliver greater opportunities to improve services to members of the public and I look forward to working with you to deliver that in the coming year.



Lesley Jeavons  
Director of Integration



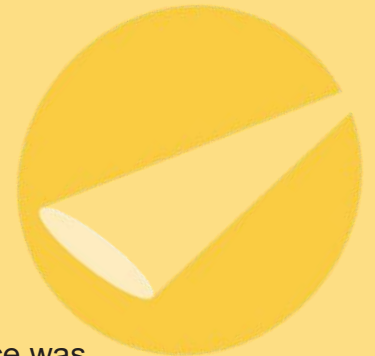
# Edition 5

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## Spotlight on: NEW County Durham Drug and Alcohol Recovery Service

Durham County Council's Public Health department are delighted to be welcome Developing Initiatives for Support in the Community (DISC) and partners Spectrum Healthcare CIC and the Basement Recovery Project as the new providers of County Durham Drug and Alcohol Recovery Service.



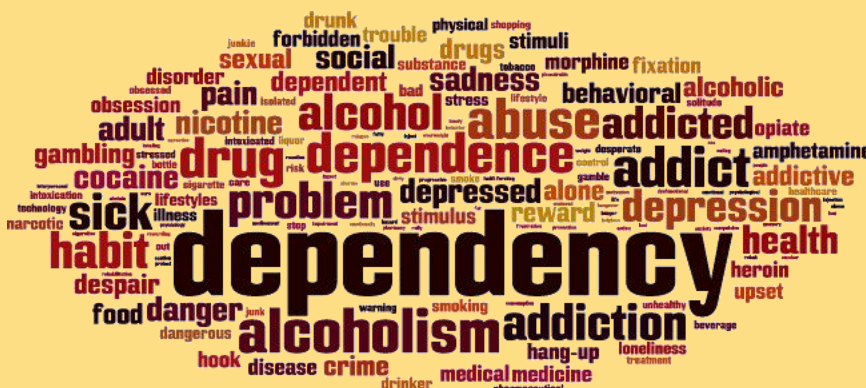
Durham County Council would like to thank Change, Grow, Live (CGL) who provided the interim arrangement whilst the Drug and Alcohol Recovery Service was procured. The Council's Drug and Alcohol Transition Board will now work with CGL, DISC and partners to mobilise the new service.

All partners across County Durham will be engaged to embed identified pathways for criminal justice, primary care, hospital liaison, children, young people and families services, community and voluntary sector within the transition period. Opportunities for the colocation of services based on the community outreach model will also be formalised.

The new service will be launched on 1st February 2018.

**All services remain in their current format** until otherwise notified and referrals can still be made by calling: 03000 266 666

For further any further information on the new service, please don't hesitate to contact [Jane.Sunter@durham.gov.uk](mailto:Jane.Sunter@durham.gov.uk) (Public Health - Drugs and Alcohol) or call: 03000 266 897



## An update on Care Coordination Centre (C3)

C3 has undergone some dramatic changes over the last few months, including a successful relocation of our office base to the Whitehouse in Peterlee. We have now recruited to vacant positions within the team, many of whom will join us in January/February 2018. C3 has now also been joined by the Intermediate Care administrative staff and we are now taking referrals for District Nurses, Intermediate Care+ and Continence services.



We are currently in the process of training staff to be able to manage all of the various services contacting C3. The introduction of a clinical aspect to C3 where trained nurses will triage calls and ensuring that referrals are comprehensive, relevant and directed to the appropriate service for the patient.

Service pathways are under development through C3 to ensure standardisation and streamlining of services.

Staff have worked extremely hard to bring the service to this point and have undergone some significant challenges. We would like to thank them all for their continued support in the development of C3.

If you have any feedback regarding this new service please contact Rachel Hughes, the new clinical lead for C3:

Rachel Hughes  
Clinical Team Lead C3  
Integrated Adult Care  
Single Point Access Contact Centre  
Centre for Health  
Whitehouse Business Park  
Peterlee  
Co. Durham  
SR8 2RU  
Mobile: 07979702969  
Telephone: 0191 333 2 666  
Email: [rachelhughes1@nhs.net](mailto:rachelhughes1@nhs.net)

## Patient and public engagement

Work is about to begin to develop phase two of our engagement programme.

Phase 2 will seek the views of patients, carers, families and the public.

Look out for more information in future editions of the ACN bulletin.



## North Durham Design Event

Following on from the last session, a second design event took place on Thursday 30 November 2017.

The session was productive and focussed on the roles of the community nurse specialist and the band 7 co-ordinator within TAPS and C3 Care Coordination Centre, the single point of access for community nursing and intermediate care referrals.

An action list was compiled with specific development work identified before the next session in mid-January 2018.

There was recognition that the work currently underway to complete pathways in relation to C3 and the routes in and out of TAPS, is very important and has been identified as a priority. Contributions from clinical staff across primary care are hugely important and we are encouraging colleagues to attend C3 meetings below or to contact Mandy Lowery from CDDFT [mandy.lowery@nhs.net](mailto:mandy.lowery@nhs.net).

<u>Date</u>	<u>Location</u>	<u>Time</u>
4 January, 2018	Chester-le-Street Community Hospital (Rms 1 & 2)	2pm-4pm
1 February, 2018	Chester-le-Street Community Hospital (Rms 1 & 2)	2pm-4pm
2 March, 2018	Chester-le-Street Community Hospital (Rms 1 & 2)	2pm-4pm

Mandy will circulate information on their work to date, so you are kept fully informed on progress and will circulate a briefing on C3 to primary care.

The next design session will focus upon revisions to the TAPS toolkit in preparation for rollout across all TAPS in North Durham. This is in line with our expectation to have all TAPS operating by 31 March 2018 at the very latest.

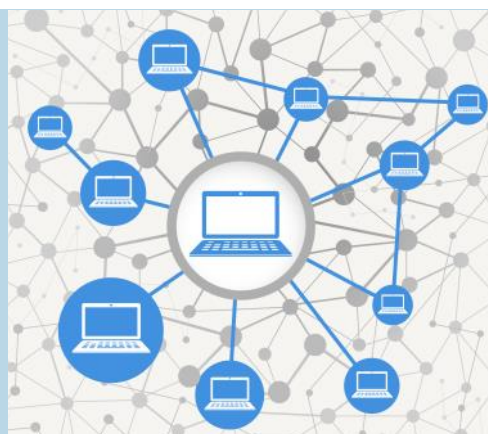
## SSID replacement

The Social Service's Information Database (SSID) has been used as the principle case management system for Children and Adult services in Durham County Council since the 1990's.

Over time, the council has invested significant resources in the system to support and develop the delivery of social care services across the county. SSID has been at the leading edge of social care IT developments, receiving both regional and national awards. However, it has become increasingly clear that the functionality offered by SSID is not able to keep pace with more modern commercial systems.

A review of the viability of SSID and the options for improvement were considered by the council. The conclusion of the review was a recommendation to purchase an 'off the shelf' commercial case management system.

An open tender procurement is planned for January 2018. As part of the procurement, providers will be being asked to evidence how their systems can support improved operations across health and social care. As part of the preparation for the procurement suppliers have demonstrated a number of exciting tools, from integrations to the NHS 'spine' through to professional portals.



## VCS Engagement: An update from Durham Community Action

Responding to the changes which are coming through the Integration of Health and Social Care has been a strong theme for VCS networking activity over some months now.



The Advice in County Durham Partnership has built some strong connections with GP practices and key staff providing community services. The ways in which services will evolve and change has been a subject of interest for organisations with specialist interests, such as carers and wellbeing providers. There has also been a lot of interest from frontline health and social care staff about how they can access small, local volunteer led groups, such as lunch clubs and befriending schemes. We are looking at ways in which we can develop stronger and more coordinated systems for supporting them with grants and advice.

Key countywide VCS organisations met with Amanda Healy, Director for Public Health in October. Amanda took VCS providers through the Public Health priorities for the County and we are in the midst of a dialogue about how we can make partnership working stronger, so that we can respond more effectively to the challenges of providing preventive services across the County.

During the VCS conference (Finding Common Ground) which was held in November, we put out a call to our colleagues in the VCS with an interest in developing intergenerational projects and approaches. In January, some of our VCS colleagues will be meeting with some of Durham County Council's Care Managers to start scoping out what could be done and look at the potential for getting some pilot working off the ground. If you have a particular interest in any aspect of intergenerational working, please contact Kate Burrows. We'd love to hear from you.

[Kate.Burrows@durhamcommunityaction.org.uk](mailto:Kate.Burrows@durhamcommunityaction.org.uk)

Need help locating care and support?



Care and support in County Durham

The place the to go for services to support patients or service users

[www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)



*Merry Christmas*