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Poster Abstract

Implementing Health and Social Care Integration in Rural Scotland

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Abstract

Description of practice: NHS Highland and Highland Council developed a Lead Agency Model for the delivery of health and social care. NHS Highland took on delivery of adult health and social care services, and Highland Council agreed to become the lead agency for children's health and social care services. 1,400 Highland Council adult care staff and a budget of £89 million transferred to NHS Highland, and 200 NHS staff and £8 million transferred to Highland Council. Both organisations retained their statutory accountability.

Targeted Population: The changes cover the Highland Council area of Northern Scotland, which includes a population of 220,000 people and a land area of just over 25,000 km², representing a third of the land area of Scotland, and 4% of the population.

Theory: Joint working is already common in rural areas, but the two organisations believed that delivering all adult care through one organisation would allow the development of community based integrated care teams, and would offer better cross-functional integration of services along care pathways, and improve the quality and flexibility of care. The integration was also intended to increase capacity for client care by releasing staff from duplicate work, and by streamlining processes.

Highlights: Redesign work across integrated teams has begun to produce benefits. Examples include work across a chain of care in a Community Hospital, Day Hospital and Day Care Centre. Streamlining services released nursing time, improved access to services including reducing the waiting time for occupation therapy assessment from seven days to two days, and decreased the average length of hospital stay by 16% for this group. There was a cultural shift in the confidence of the Day Care staff who realised they could help older people to regain confidence and independence.

Comments on Transferability: While the work has focused on a largely rural area of Scotland, the lessons on joint working and formal integration are applicable to all types of health and social care organisations.

Keywords

health and social care integration, Scotland, Rural Areas

Powerpoint presentation:

<http://www.integratedcarefoundation.org/content/posters-oral-presentations-session-2>
