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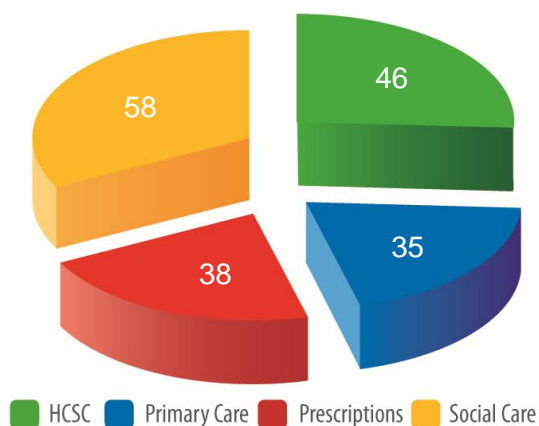


# Services for Older People

## The Challenge

The UK economy is emerging from the deepest recession in peacetime years, the size of the public service economy is arguably unsustainable and the demographic clock is ticking. Public service budgets face their most difficult squeeze ever. The circle cannot be squared with traditional solutions. A whole systems approach is needed.

## Spend on over 65s as a % of totals



Over the past 3 years Tricordant have applied a whole systems approach to Older People's services across a number of health and care economies, with measurable benefits, including:

- Care of the Elderly review for NHS South East Essex and partners. In 2011/12 the strategy is on course to deliver £9.4m savings to the NHS.
- A system-wide Unplanned Care strategy and implementation plan for South West Essex, with significant planned savings for all partners in 2012/13.
- Development and Project Management of the Crisis Response Service in North East Essex, achieving savings of £500k for the NHS in the first year and

excellent patient satisfaction ratings. This service was awarded first place in the 2011 NHS East of England Star Awards for Whole Health Economy Engagement.

- Review and development of Jointly Commissioned services for Older People for the 8 statutory NHS and upper-tier Local Authorities in Essex.
- Delayed Transfers of Care reviews across partners in Birmingham and Sheffield (both city-wide), Tameside and South West London.
- Review of Do Not Resuscitate orders as part of a wider End of Life Care review for NHS Sheffield.
- Intermediate Care Review for NHS Tameside and Glossop and Tameside Metropolitan Borough Council.
- Review of Active Case Management in the context of integrated health and social care locality teams in Salford PCT and Salford City Council.

We also run a learning set for client health and care systems to learn from each other, bringing in expert and nationally recognised speakers to stimulate thinking and debate.

## Person-Centred Approach

The key insight in our approach is to build services around a generic pathway of care as experienced by older people. Together with clients we have

### Person-centred Health and Care Pathway

Significant events	Equilibrium - Normal Place of Residence	Presentation & Assessment of Condition	Diagnosis/ Needs Identification	Treatment/ Care Planning	Return to Equilibrium (Rehab & Reablement)	End of Life Care/ palliation
Stage	0	1	2	3	4	5
Home						
Supported Housing						
Care Home						
Community & Primary Care Setting						
Intermediate Care Setting						
Hospital - Ambulatory Care						
Hospital - in-patient Care						

An arrow points from the 'Home' row towards the 'Equilibrium' column, labeled "Emphasis to keep patients/clients at home".



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developed this Person-centred Health and Care Pathway, around which services can be planned, resourced and delivered.

The pathway is populated with research-based evidence about what really works in delivering the triple aim of:

- Better outcomes for older people.
- Better experience for older people.
- Financial savings for the system partners.

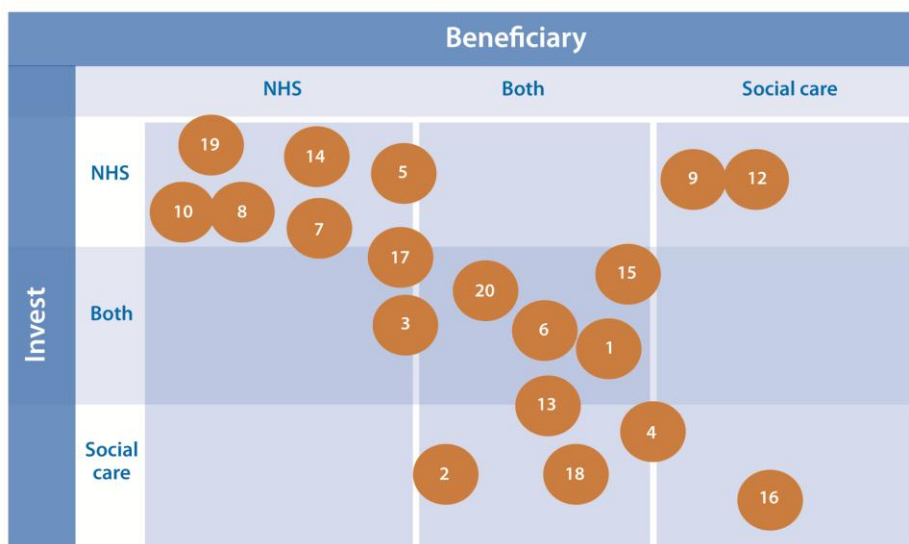
Aligned with the pathway we have developed an investment and benefits matrix showing where the NHS and Local Authorities can invest for mutual and reciprocal financial benefit.

- Structures professional responses around person-centred needs
- Enabling practitioners to think differently about how and where they deliver care.
- Significantly improved partnership working between system leaders and partners / breakdown of silos.
- Significantly improved ability to cope with winter pressures.
- Breakthrough reductions in delayed transfers of care.

*"In a complex partnership environment...Tricordant have enabled us to put momentum into developing joint*

*commissioning for older people. Their work, bridging the perspectives and needs of health and social care, is now being embedded into the Council's Commissioning Delivery Plans and PCT QIPP plans. Tricordant's work has also placed us in a good position for the future."* Jenny Owen, Deputy Chief Executive and Director of Adult Social Care, Essex County Council

### Investment and Benefits Matrix



In the diagram below each circle represents an evidence-based intervention. For example number 2 is reablement. Number 5 is case management, virtual wards & telehealth with predictive case – finding. Number 12 is incontinence management & treatment.

### Benefits

As well as the saving money, a host of other benefits have been achieved including:

- Excellent patient experiences.
- Improved patient outcomes.
- Enabling commissioners across health and social care to use a common language and framework for planning services together.

*"At a time where services need to be commissioned in the most cost effective way possible and still ensuring that quality of care is maintained the support received by Tricordant has been a real advantage!"* Anthony West, N E Essex PBC Group

If you have any queries, would like to learn more about this case study or would like Tricordant to help your organisation please contact: Roger Greene, Director, Tricordant Ltd, [roger@tricordant.com](mailto:roger@tricordant.com), Mobile: 07722 369972.