New care models

Transforming Community Care

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New Care Models Programme

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We are realising the NHS Five Year Forward View through the new care models programme.

1. Health and wellbeing gap: Radical upgrade in prevention
2. Care and quality gap: New care models
3. Funding gap: Efficiency and investment

Our values: clinical engagement, patient involvement, local ownership, national support

www.england.nhs.uk/vanguards #futureNHS
50 vanguards are developing new care models, and acting as blueprints and inspiration for the rest of the health and care system.

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#futureNHS
What are the barriers you are facing to maximising delivery of care in the community?
The four levels of the whole population care model

- **Whole Population**: Provides support for the population to stay well, change unhealthy behaviours and manage own health.
- **Urgent Care Needs**: Provides a more coherent and effective local network of urgent care using enhanced primary care as the core model.
- **Ongoing Care Needs**: Provides a broader range of services in the community that integrate primary, community, social and acute care services, and between physical and mental health. Uses risk stratification, supported by trigger tools and case finding to identify patients who would benefit.
- **Highest Needs**: Provides an extensivist service for the small group of patients with high needs and high cost e.g. developing care plans to support frail elderly and those at risk of unplanned admission. MCP works with voluntary sector and social care to reach out to vulnerable people who find it difficult to access traditional services.

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Core elements

1) Understanding population and patient needs

2) Catalysing patient and community engagement

3) Delivering enhanced primary and community-based care

4) Ensuring accessible and responsive urgent care

5) Implementing the ‘extensivist’ model

None of the individual elements of the care models are novel: they are happening in many places across the NHS. The radical feature is to implement them in a coordinated way, at scale, and for the long term.
Early results show the vanguards are helping reduce admissions...
North & East Herts CCG Care Home’s HomeFirst rapid response service has:

- **reduced hospital admissions by 7.2%** in Lower Lea Valley.

- **reduced A&E attendance** in North Hertfordshire **by 14%**.
… and are reshaping roles so that they are more rewarding, sustainable and efficient

Mid Nottinghamshire Better Together PACS – Local Integrated Care Teams

Eight care teams provide proactive and co-ordinated treatment to high-risk patients, and are reducing pressure on local hospitals

Teams typically include:
• two community matrons;
• a district nurse;
• occupational therapist;
• physiotherapist;
• mental health worker;
• social worker;
• healthcare assistants;
• voluntary/third sector workers;
• a ward coordinator/Manager.

“Integration is about working together to achieve better outcomes for our patients. As a team, we are committed to delivering quality care around the needs of the patient.”

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The national programme is supporting the vanguards through the key enablers of their new care models

1. Designing new care models
2. Evaluation and metrics
3. Integrated commissioning and provision
4. Governance, accountability and provider regulation
5. Empowering patients and communities
6. Harnessing technology
7. Workforce redesign
8. Local leadership and delivery
9. Communications and engagement

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We are learning about the key requirements for developing, delivering, and spreading new care models

- Build collaborative system leadership and relationships around a shared vision for the population.
- Develop a system-wide governance and programme structure to drive the change.
- Undertake the detailed work to design the care model, the financial model and the business model.
- Develop and implement the care model in a way that allows it to adapt and scale.
- Implement the appropriate commissioning and contracting changes that will support the delivery of the new care model.

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www.england.nhs.uk/vanguards
For further information…

More details can be found on the NHS England website:

www.england.nhs.uk/vanguards

Or join the conversation on Twitter using the hashtag:

#futureNHS