

# Aldershot Integrated Care (ICT)

The team supports and empowers people to maintain independence and control, and to manage multiple health and care conditions locally. They focus on the most vulnerable and complex patients in Aldershot. This service was delivered as part of the **Happy, Healthy, at Home Vanguard service**.

Clinicians and care professionals in this multidisciplinary team work closely together to provide wrap around care in a single coordinated care plan.



Team covers a population of **44,000** across 5 general practices



**111**

new patients supported in 2017/18



**7**

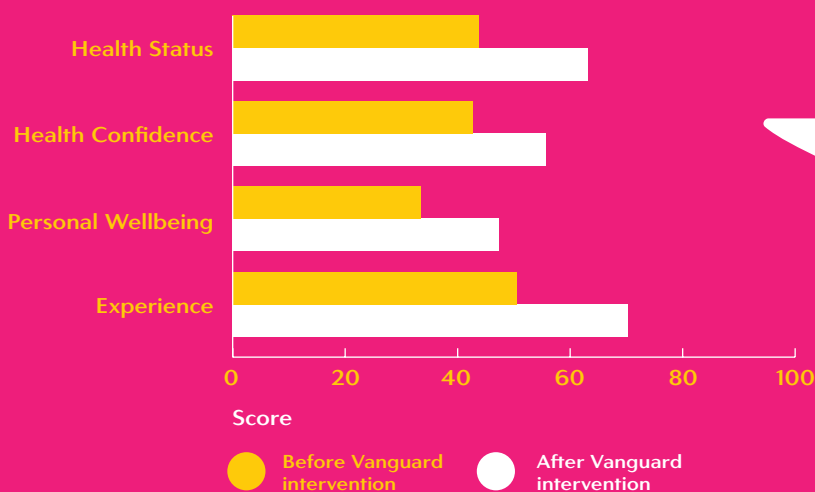
new patients referred to the team each month



Average active caseload of

**22**

## Improvement in patient outcomes



Higher scores are always better – all 4 R-Outcome domains show improvement after intervention. Scores are low before intervention.

# Aldershot Integrated Care (ICT)



**Staff interviews and patient case studies** identified the value of working in partnership and sharing responsibility across health and social care.



## A range of impacts:

- reduced duplication of services for patients
- faster action
- reduced social isolation
- support for carers



## Teamwork is key to success:

- strong belief in the value and benefit of the team
- empowered to work flexibly and autonomously for patient benefit
- GP engagement important to success



## Emergency hospital activity rates showed:

- patients are referred relatively soon after an activity rise
- following ICT support, patients have sustained lower emergency activity rates for the following 2 years.

