Farnborough 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 Farnborough. 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 60,000 across 7 general practices

240 new patients supported in 2017/18

23 new patients referred to the team each month

Average active caseload of 33

Improvement in patient outcomes

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

Score

Before Vanguard intervention

After Vanguard intervention

Health Status

Health Confidence

Personal Wellbeing

Experience
Interviews with patients and staff and case studies identified the value of effective multidisciplinary health and care partnership working.

A range of impacts:
- reduced social isolation
- support for carers
- less demand on other services (eg. GP home visits)

Teamwork is key to success:
- strong belief in the value and benefit of the team
- empowered to work flexibly and autonomously for patient benefit

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

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