Yateley Integrated Care Team (ICT)

A multi-disciplinary team based in Yateley, aiming to support and empower people to maintain independence, to manage multiple health and care conditions locally, and provide wrap around care for people in or close to their own homes.

It is delivered as part of the Happy, Healthy, at Home Vanguard programme

Launched in 2015
143 Patients supported April 16 to May 17
14 new referrals a month
Meets weekly and works until all patients have been discussed

7% reduction in A&E attendances
16% reduction in emergency admissions
£37,083 Estimated savings per year (caseload of 143 people)

Patients report improved outcomes in health status, health confidence, personal wellbeing and patient experience

On Referral (N=47)
Post referral (N=19)

- Health Status
- Health Confidence
- Personal Wellbeing
- Patient Experience

Scores are 0-100, with higher scores better

Patient interviews identified 4 themes:

- Help-seeking: patients did not always seek help when they needed it
- Positive relationships with ICT: contact and support from the ICT was regarded as positive - patients and carers valued “people who get things done”
- Carer needs: Importance of ICT considering carers, and also offering support to carers via the ICT
- Continuity of care: mixed views about how well ICT staff communicated together, and lack of weekend care.

Team analysis shows positive change - moving from “fragmentation” to “integration”

Case studies identified a theme: “Intensive tailored support to move away from crisis and toward stability”

For more information visit www.wessexahsn.org.uk or email enquiries@wessexahsn.net

Based on independent evaluation report published July 17 **note this result is from a low number of interviews