Leading local care, Improving lives in Manchester, With you

A Local Care Organisation in Manchester
Update from Manchester Provider Board
September 2017
What’s happening?

We’re building a new organisation in Manchester, putting you at the heart of what we do.

The organisations that provide:
• community health
• mental health
• social care
• primary care

Are joining together with voluntary sector and community groups

To create a new Local Care Organisation for Manchester.
What does this mean?

• We’re creating an organisation to manage neighbourhood-based community health and social care.

• We’re moving beyond our own organisations and creating new teams across the city - based around neighbourhoods and sharing expertise.

• We’re supporting people to stay healthy, independent and to remain in their own homes.

• We’re helping people to access services closer to where they live - and avoid unnecessary hospital admissions.

• We’re creating opportunities to offer more choice in decisions about care.
Our vision

We want people to have equal access to health and social care services, and receive safe, effective and compassionate care, closer to their homes.

We want people to live healthy, independent, fulfilling lives and be part of a dynamic, thriving and supportive community.

We want Manchester to be the best it can be – where the people have the same opportunities and life chances, no matter where they're born or live.
We’ll do this by:

• Making health and social care easy to access, close to home.
• Building on people’s strengths and recognising their contributions.
• Focusing on the people of Manchester and their well-being.
• Collaborating and building relationships to be more effective at what we do.
• Transforming public services in the city, achieving more for less.
Manchester’s Local Care Organisation

Our Manchester

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A healthier Manchester

NHS Manchester City Council
How will it work?

Integrated teams of health and social care professionals working collaboratively, to provide a joined-up service.

Partnership with the voluntary and community sector, to provide wider access to community resources and services across the city.

Working more closely with other organisations – such as

- housing, education, employment, transport
- commissioners and providers of home care, residential and nursing homes

to create a local system that really works, for the people of Manchester.
We're creating a new organisation – building on existing services

• The Executive Team is creating a new organisation - from governance and structure, to day-to-day operational management, HR, finance, office premises and facilities.
• At the moment, we're working at offices on Fountain Street, in the centre of Manchester.
• We’re building a team. We’ve made new appointments, including our new Chief Executive, Chief Operating Officer, Chief Medical Officer and Directors of Workforce, Social Care Development, Nursing and Strategy.
• We’re beginning work to design new neighbourhood leadership structures, in partnership with stakeholders, so that new teams can be in place before April 2018.
Working as

- Integrated teams, based in local neighbourhoods.
- Trusting each other’s assessments.
- Coordinating care through a keyworker.
- Shared care record.
- People who use the services are designing the services.
- Safe compassionate effective care.
- Using our expertise and our initiative.
- Making a difference.
Our clinical strategy

We’ve looked at the population health of Manchester and identified 5 at-risk groups which must be our first priority.

In our first 2 years, we’ll be working to improve care and experiences for:

- Frail older people
- Long-term conditions / End of life
- Adults with complex lives
- Mental health / LD / Dementia
- Children and young people
Neighbourhood development

We need health and social care services which meet the different needs of each area of Manchester.

We’re working closely with residents and community groups, to build networks in local neighbourhoods.

By drawing on the expertise of people who live and work in local neighbourhoods, we’ll help to create the right services, delivered at the right time, and in the right place for residents.
Why neighbourhoods?

- People spend most of their lives in communities. This is where life happens.

- Manchester has creative, supportive, thriving, vibrant and diverse communities across the city.

- NHS strategy suggests that neighbourhoods of approx. 50,000 people is a good starting point to deliver high-impact community care.
Neighbourhood workshops

In Summer 2017, we held 16 neighbourhood workshops.

• **Our aim** is for each neighbourhood to have a clear plan for their local area, alongside a clear plan for all neighbourhoods to deliver effective integrated care.

• **Our commitment** is to deliver a strategy that reflects the voices of those who live and work in Manchester.
Who came to the workshops?

- Community health and social care, acute trusts, GPs and primary care, public health and local partners including:
  - voluntary sector and arts organisations,
  - community, faith, youth, LGBT, BME groups,
  - Citizen’s Advice, Job Centre and employment,

- community pharmacy,
- housing organisations and homelessness charities,
- the universities,
- service users and local residents.
What we did

• Shared ideas for working together,
• Discussed what we want for Manchester in the future,
• Explored links between our services and communities,
• Looked at our strengths, connections and common ground,
• Mapped out trends in health and social care,
• Talked about what works - and what doesn't,
• Listened to each other.
We are:

• Focusing on the person, not the problem,
• Doing things differently,
• Striving for a better future for Manchester,
• Reducing health inequalities and poor outcomes,
• Coordinating and joining-up what we do,
• Building on strengths and expertise,
• Recognising contributions,
• Making things simpler and more effective,
• Supporting neighbourhood leadership,
• Involving people in designing services,
• Making history!
In April 2018, this new organisation will start to provide and support services across the city.

We want you to be involved.

We want to hear your views, feedback and ideas. We’ll be coming out soon to communities, organisations, and neighbourhoods to continue the conversation about Manchester’s future.

For now, please contact us at:

manchesterproviderboard@healthiermanchester.org