

TEC
Quality

Building Integrated Care Systems for the Future

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Integrating Health and Care

- Distinguishing features of our time – demography, technology and resources
- From STP to ICS
 - integrated health
 - integrated health and care
 - integrated health and wider services
- Population focus from system focus: Population Health and Wellbeing and Population Health Management
- Unlocking capacity, smarter together



The National Picture – Integrated approaches

- COVID-19 highlighted health inequalities and fragility of parts of the system e.g. social care
- The crisis forced the issues of integrating the system and balancing the risk of action and inaction
- Health and Care Act – legislative framework supports collaboration and partnership to integrate services; changes to public health, social care and oversight of quality and safety.
- Greater scrutiny by CQC of social care
- Architecture of Integrated Care Systems and Partnerships established – following years of development
- Followed by Integration White Paper – shared outcomes; services in “Places”; workforce; digital and data and financial pooling
- System reform of social care – shift in who pays; some investment in workforce training, housing with care and technology



Establishing statutory integrated care systems

Integrated Care Systems (ICSs) are partnerships of organisations that come together to plan and deliver joined up health and care services to improve the lives of people in their area.

The Health and Care Act 2022 establishes 42 ICSs across England. Each Integrated Care System will have two statutory elements, an Integrated Care Partnership (ICP) and Integrated Care Board (ICB).

- **an Integrated Care Partnership (ICP)** - a statutory committee jointly formed between the NHS Integrated Care Board and all upper-tier local authorities that fall within the ICS area. The ICP will bring together a broad alliance of partners concerned with improving the care, health and wellbeing of the population, with membership determined locally. The ICP is responsible for producing an integrated care strategy on how to meet the health and wellbeing needs of the population in the ICS area.
- **an Integrated Care Board (ICB)** - a statutory NHS organisation responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in the ICS area. When ICBs are legally established, Clinical Commissioning Groups (CCGs) will be abolished.



Other important ICS features

- **Place based partnerships** will lead the detailed design and delivery of integrated services across their localities and neighbourhoods. The partnerships will involve the NHS, local councils, community and voluntary organisations, local residents, people who use services, their carers and representatives and other community partners with a role in supporting the health and wellbeing of the population.
- **Provider collaboratives** will bring NHS providers together to achieve the benefits of working at scale across multiple places and one or more ICSs, to improve quality, efficiency and outcomes and address unwarranted variation and inequalities in access and experience across different providers.
- **Local authorities** in the ICS area, which are responsible for social care and public health functions as well as other vital services for local people and businesses.



Partnerships of organisations that come together to plan and deliver joined up health and care services to improve the lives of people in their area



Working together for better health and care



Other important ICS features

- **Population Health** is an approach aimed at improving the health of an entire population. It is about improving the physical and mental health outcomes and wellbeing of people, whilst reducing health inequalities within and across a defined population. It includes action to reduce the occurrence of ill-health, including addressing wider determinants of health, and requires working with communities and partner agencies.
- **Population Health Management** improves population health by data driven planning and delivery of care to achieve maximum impact. It includes segmentation, stratification and impact modelling to identify local 'at risk' cohorts - and, in turn, designing and targeting interventions to prevent ill-health and to improve care and support for people with ongoing health conditions and reducing unwarranted variation in outcomes



Coming Together Locally: different but looking and working in the same direction?



Quality and Innovation

- We are living in times of extreme pressure, but also, considerable innovation.
- There are demographic and technological changes alongside extraordinary events such as a global pandemic.
- We have the availability of data to enable us to understand people's needs in real time and respond to them.
- We are presented with enormous opportunities and that's been evident in the strong reference of technology in integration and social care reform White Papers.



Quality and Innovation

- Quality Standards Framework (QSF) launched in 2017
- Bedrock to safety effectiveness, ethics and quality
- Overseen by the TEC Quality Board accredited to the UK Accreditation Service
- 10 standard modules and then service delivery modules relevant to operations
- Over 160 organisations certificated
- 20 organisations from 2021 going through the process
- 16 new organisations or sites signed up to the process
- Have groups for specialist issues constantly ensuring the standards and practice are up to date.
- Relevant to new supplier start ups to give people a strong foundation to grow their business



Quality and Innovation



“It’s a robust process, very similar to the CQC audit and enables us to ensure our staff are aware of the expected standards while reassuring customers and commissioners”



“It’s been a stepping-stone to us now being commissioned by the CCG’s because we have been able easily evidence some of the standards required thanks to QSF.”



Reflections

- Integrated Care Systems confirmed through legislation following introduction 4 years ago
- Areas have different levels of integration and the evidence tells us that sustained progress takes time
- There are some key challenges - workforce; funding to meet demand and changing things amongst the day to day pressures
- The international evidence tells us that leaders having a shared commitment and determination and agreement of the outcomes are key
- Shared data, information and records will be important in driving population health improvements and population health management
- There is an intention that this should be an equal, inclusive partnership including with providers of services
- We can expect more joint commissioning of services e.g. equipment
- Innovation, quality and safety are critical for providers in the development and delivery of services





Quality · Safety · Innovation



The voice of technology
enabled care

Any questions?

www.tsa-voice.org.uk