Developing people for health and healthcare

2016

Self Care and Digital Innovation

Improving Person Centred Care

Patricia Daley
Birmingham City Council

tlds the learning and development service

NHS Health Education England

HM Government

NHS

NHS
Health Education England

Personalised Health and Care 2020

Using Data and Technology to Transform Outcomes for Patients and Citizens

A Framework for Action

NATIONAL INFORMATION BOARD

November 2014

AN INQUIRY INTO

PATIENT CENTRED CARE IN THE 21ST CENTURY

Implications for general practice and primary care

" I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me."
(National Voices 2013)

http://www.rcgp.org.uk/policy/rcgp-policy-areas/~/media/Files/Policy/A-Z-policy/RCGP-Inquiry-into-Patient-Centred-Care-in-the-21st-Century.ashx

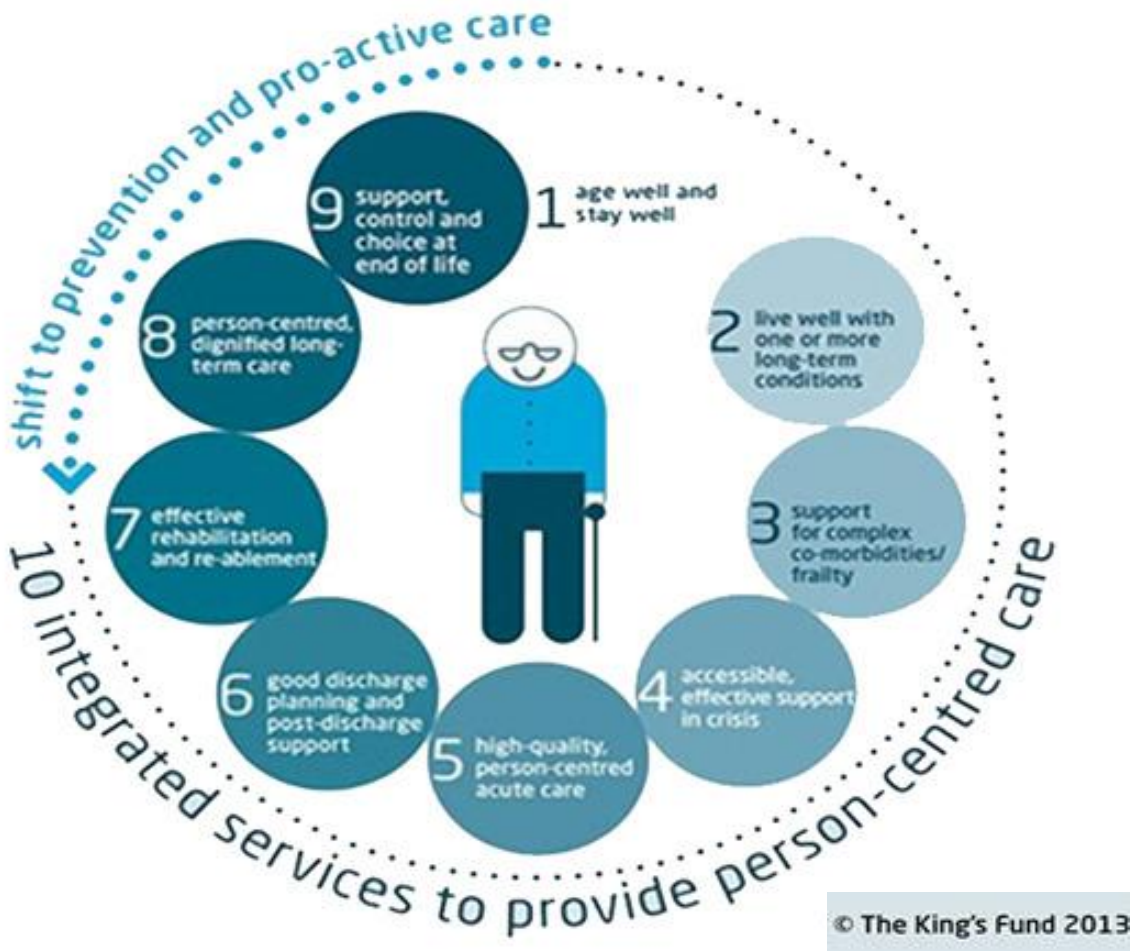
Agenda

Health Education England

- Integrated Care Transformation Theme Programme
- Self Care
  - Definition
  - Benefits
  - Enablers
- Local Priorities
- Useful Tools and Resources
- Contacts
- Questions/Close

Integrated Care

Health Education England



www.drawingoutideas.ca

COLLABORATIVE HEALTH CARE

"Transaction care to OUTCOMES care"

THE PAST

patients out

patients in

"The Industrial Way"

The FUTURE:

"every baby has a website"

Data for Research

Network for people with similar diagnosis

Knowledge for Doctors

Patients Like Me

ALS

ALS

ALS

ALS

Share

Connect

Learn

Community

Outcome Measures

www.

FORUM of INFO

vs.

Patients anonymously share info

REINVENT THE FAMILY PHYSICIAN

www.

Doctor website

Patient emails for time

Doctor makes House Call

Connected Physicians + Patients

Follows up via email

NO office or clinic

Follows up in-person

ENGAGED Patients

PERSONALIZED HEALTH CARE

Goals

Socialize

Knowledge

ONLINE DASHBOARDS

STORIES + RELATIONSHIP

PRE-COMPETITIVE RESEARCH

connecting innovators

WORLD WIDE

Open Innovation

Patent

New ways of owning knowledge

Accelerated Progress

Meds

Purpose is better medicine, NOT holding secrets

For the benefit of EVERYONE!

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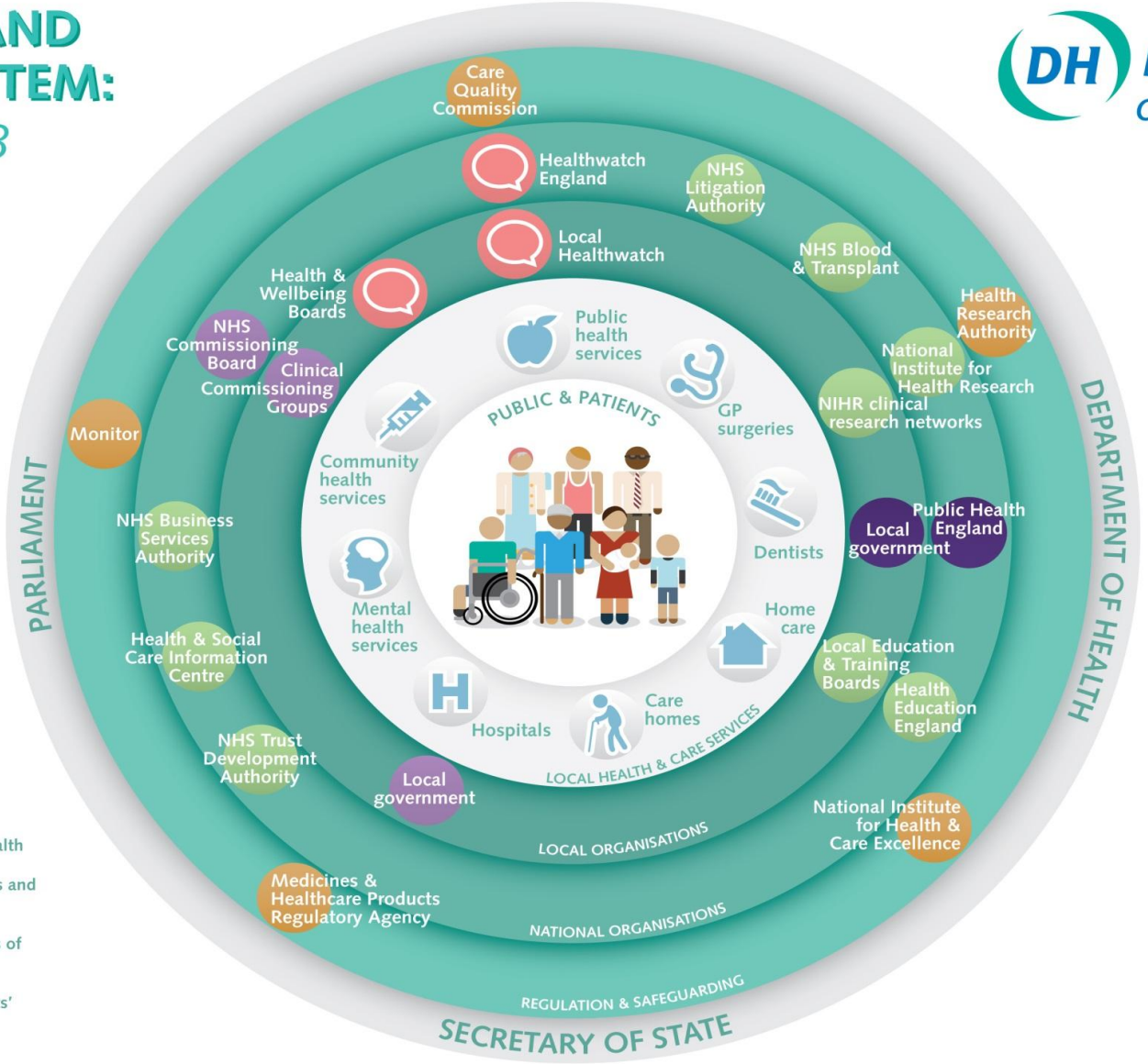
DH Department of Health

HEALTH AND CARE SYSTEM:
April 2013



KEY

- Providing care
- Commissioning care
- Improving public health
- Empowering patients and local communities
- Supporting providers of care
- Safeguarding patients' interests

Source: Health and Social Care Information Centre

"The current system requires a complete overhaul – the current model sees increases in NHS funding, but severe decreases in funding for social care. With the elderly population explosion, we have to focus our efforts on prevention rather than treatment, a view supported by the NHS 5 Year Forward View. However, social care cuts mean local governments are struggling to provide the essential services to allow people to remain independent in their own homes." - apetito Ltd.

In the last 3 years alone Meals on Wheels services

have declined by 70%

If extra money is not put in there will be a

£4bn

shortfall in care services by 2020

apetito

One in 20 said they did not always get enough food and drink

Only 43% of over 65's reported getting the Social contact they needed

11 people per 100,000 experienced a delayed transfer of care in 2014-15 – an increase of 16% on 2013-14

Source: Health and Social Care Information Centre

NHS

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http://www.support4independentliving.org/ims/personalisation-diagram.jpg

www.hee.nhs.uk

Integrated Care Transformation Theme Programme (ICTT)

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- Key aim of the ICTT is to improve the health and wellbeing of people across Health and Social Care.
- Empowering people to remain more independent for longer.
- Health Education England is working in partnership with Social Care colleagues to promote the available tools and resources.

ICTT Programme (Workstreams)

Health Education England

- **Workstream 1: Education for carers, volunteers and to support self-care** - We will develop the formal and informal (unpaid) workforce to deliver care using digital innovations for service users with complex co-morbidities as well as for people in the wider population who are experiencing the ageing process.

- **Workstream 2: Long term system vision and workforce profile** - We will have a long term service vision and workforce profile that is agreed with commissioners and providers.

- **Workstream 3: Principles and framework for integrated working** - We will develop effective integrated working across all pathways in respect of delayed discharge and reducing hospital admissions to improve the experience of patients/service users, promoting choice and empowerment.

- **Workstream 4: Workforce competencies and development programmes** - We will enable an appropriately trained/educated/supported existing and future workforce across health and social care to deliver the competencies required to achieve integrated care and support people to age well.

Self Care - Definition

Health Education England

"Self Care is the ability of individuals, families and communities to:

- Promote health
- Prevent disease
- Choose well
- Take ownership
- Engage
- Effectively manage illness and disability

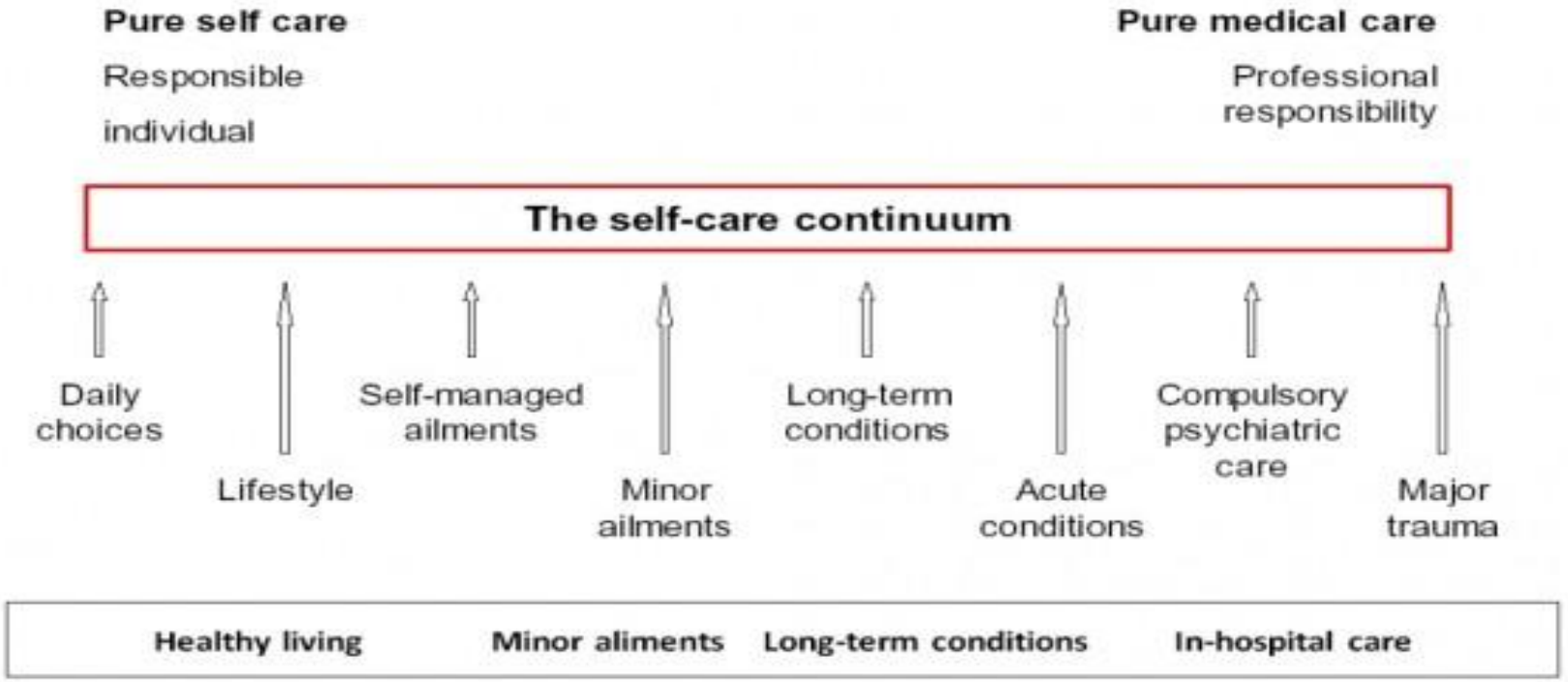
With the support of the health economy stakeholders."

Stages of Self Care

Health Education England

Self Care Forum
Helping people take care of themselves

The self-care continuum



Is self care worthwhile?

Health Education England

- Self care accounts for 80% of all care in the UK.
- People with long term conditions spend 4 hours per year with health professional and 8,756 hours self caring.
- 57 million GP consultations for minor ailments each year (1 hour per day for GPs).
- Costs the NHS £2 billion.
- 4 symptoms are evident every fortnight (most common are tiredness, headaches and joint pains).
- We seek medical advice within 4-7 days, giving up on self care because:
  - Not fully aware of the duration for each symptom (cold usually 14 days).
  - To get reassurance.
  - Prefer a prescription even though some medicines can be purchased over the counter.

www.selfcareforum.org

Benefits of Self Care

- Safe and effective care.
- Early diagnosis and prevention.
- Quicker recovery and return to work.
- Positive patient/service user journeys.
- Appropriate use of resources.
- Active engagement and partnership between professionals and service users.

Self Care - Enablers

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- Accessible learning and development opportunities (formal and informal).
- New and improved technology.
- Support networks – participation in planning, development and evaluation of services.
- Risk management support – maximising independence and choice.

- Medequip
- Enablement Teams
- Domiciliary Care
- Hospital Discharge Teams
- GP surgeries
- Carers Hub
- Third Sector
- Community Groups
- Telecare Providers
- My Care In Birmingham

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The Workforce

Health Education England

- 1.4m NHS paid workforce
- 1.6m Social Care paid workforce
- 3m volunteers
- 5m unpaid carers
- 1.9m focusing on older people
- 70,000 staff in hospices across UK

Kings Fund 2013/2016

Local Priorities

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my care in Birmingham

Better Care Fund

NHS choices www.nhs.uk

Manage@home
Your Online MED2QUIP Retail Store

Boots

Careline

The Care Advice Line

health exchange

AskSARA

Tools and Resources

Health Education England

- FallCheck- an app to help prevent falls in the home. https://cele.coventry.ac.uk/fallcheck/

- AT Home- designed to make people more aware of the way simple aids and equipment can support self-care and self-management. http://www.athome.uk.com/

- Dementia Road Map- provides high quality information about the dementia journey alongside local information about services, support groups and care pathways. http://dementiaroadmap.info/

Contacts

Health Education England

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tlds.learningpool.com

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Thank you for listening