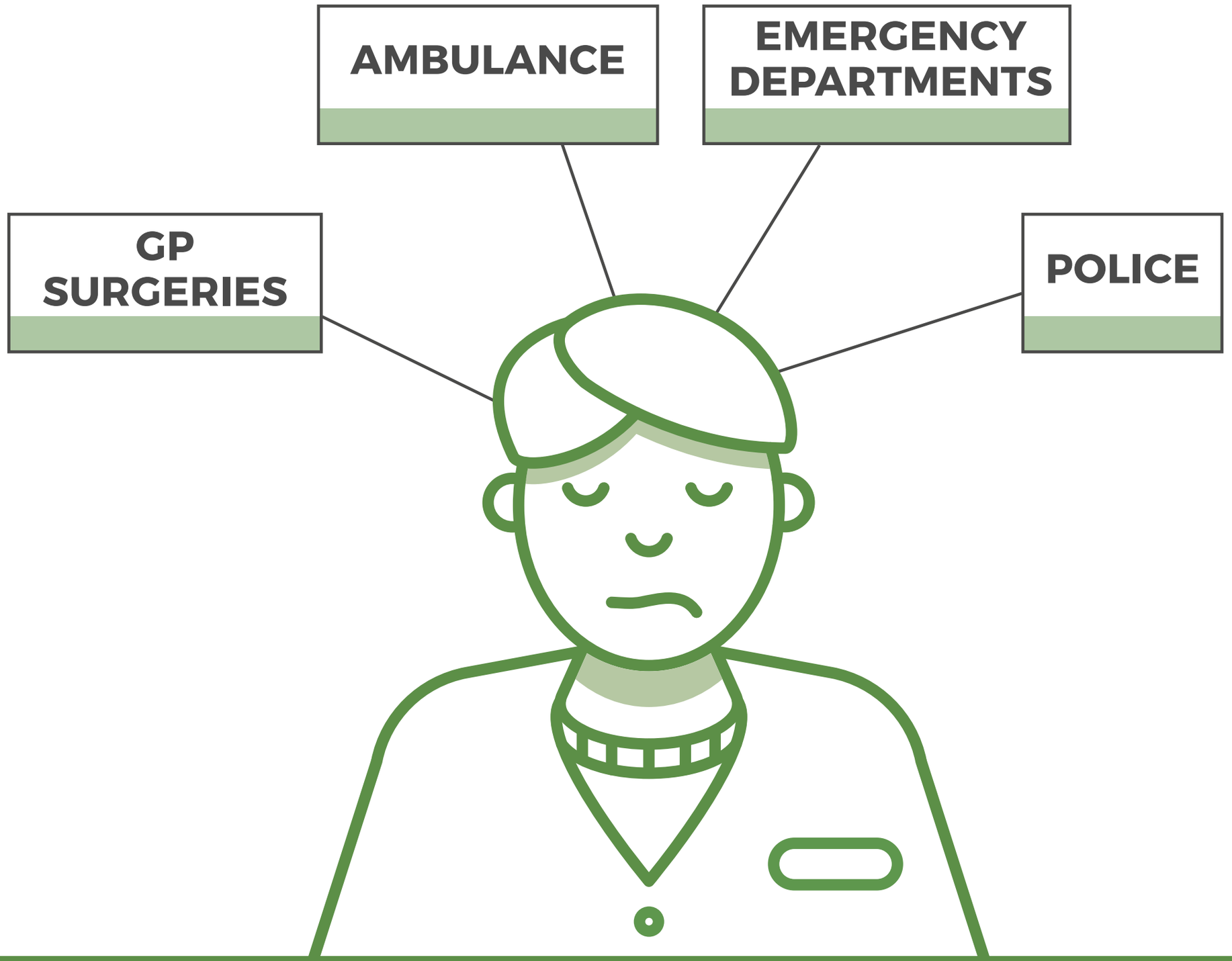
# COMMUNITY CARE COLLABORATIVE

Ripping up the Rule book

# THE PROBLEM



# HAVE WE CREATED SEGREGATION?

# WHO WE ARE

## Community Care Collaborative

Community Care Collaborative CIC (CCC) is a social enterprise. Social enterprises are businesses that aim to change the world. In our case, we wish to transform the traditional model of primary care in Wales. We work for the benefit of the community and any profit we make is reinvested in the enterprise.

Led by Dr Karen Sankey and Alison Hill (Business Director) CCC is engineering a different way of delivering primary care. CCC has secured the support of many clinicians, agencies and voluntary and community groups who together have developed a model that provides for the social, emotional and medical care of its patients at the point of need. Capacity: The Public Services Lab is supporting this community movement, providing back office support and business acumen to help make the vision a reality. CCC has been awarded Preferred Provider status with a view to taking over the contracts for three GP surgeries in Wrexham.

CAPACITY
The Public Services Lab

### Working in partnership since 2017

**CAPACITY: THE PUBLIC SERVICES LAB**

Building a better society by helping commissioners design services differently and supporting ventures to start up, grow and secure funding. Capacity is already providing support to GP networks in Liverpool serving 30-50,000 patients.

**THE TEAM**

**KAREN SANKEY**
CLINICAL DIRECTOR

**ALISON HILL**
OPERATIONAL DIRECTOR

**CHRIS CATTERALL**
CHIEF EXECUTIVE (CAPACITY)

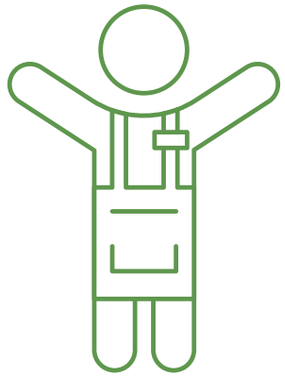
# THE SOLUTION

COMMUNITY CARE COLLABORATIVE CIC

## 1 BASIC NEEDS

HOUSING

RELATIONSHIPS



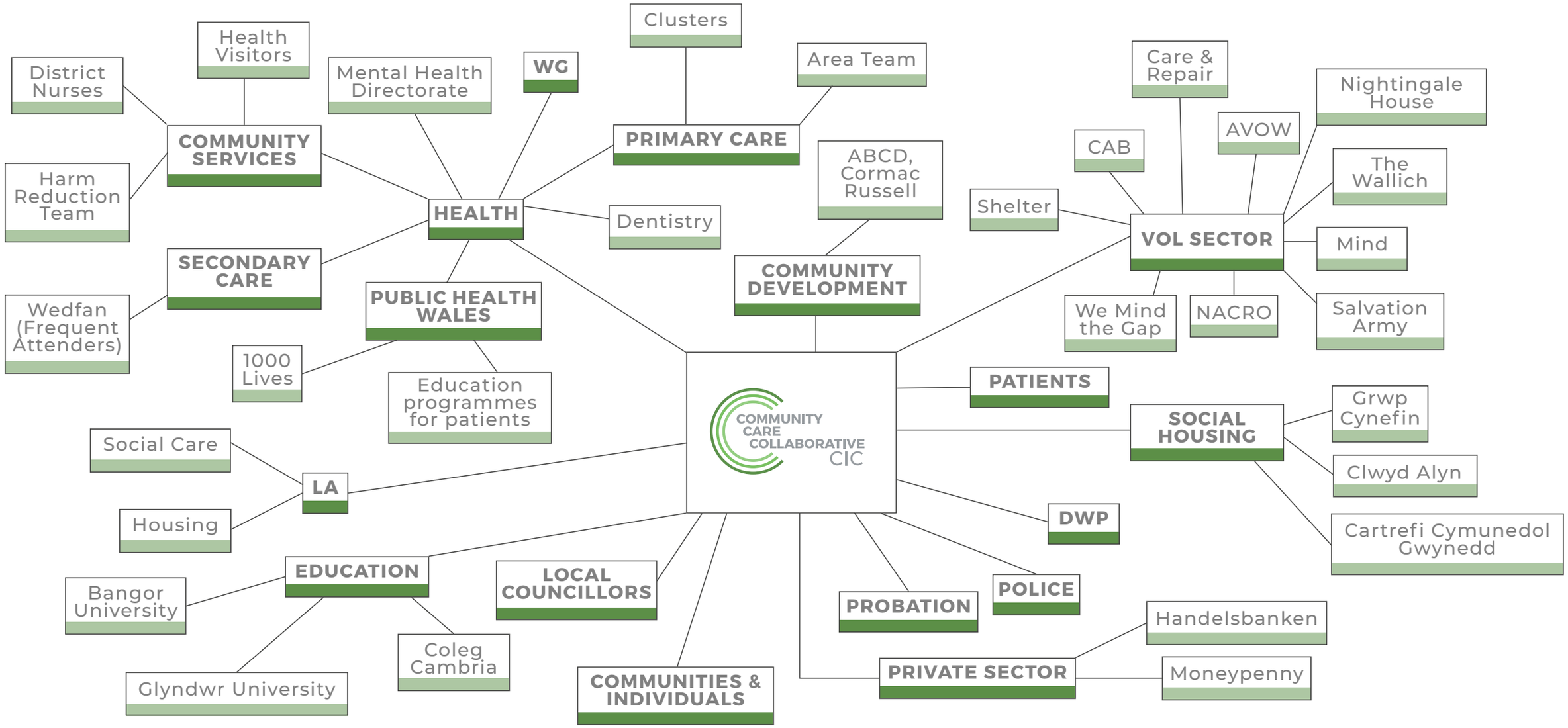
SOMETHING TO DO/PURPOSE

## 2 ENGAGEMENT, EDUCATION AND EMPOWERMENT

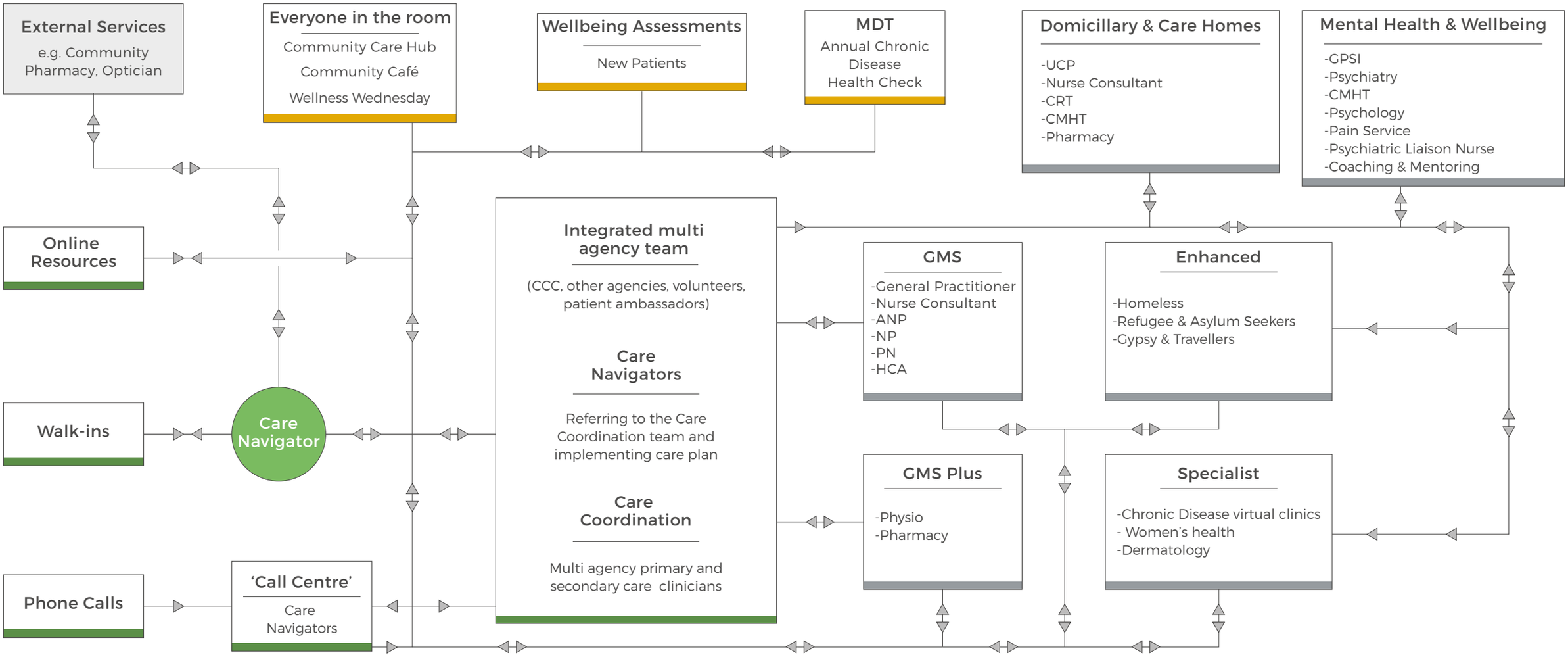
## 3 PARTNERSHIP WORKING

## 4 EFFECTIVE UTILISATION OF RESOURCES

# CONNECTIVITY

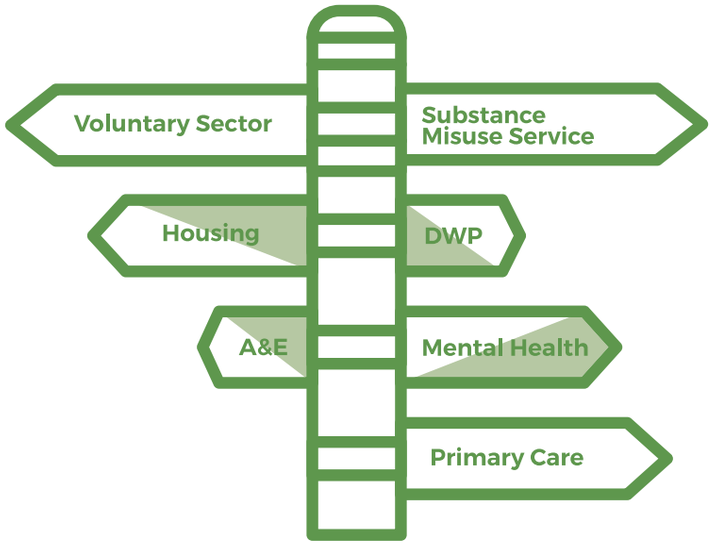


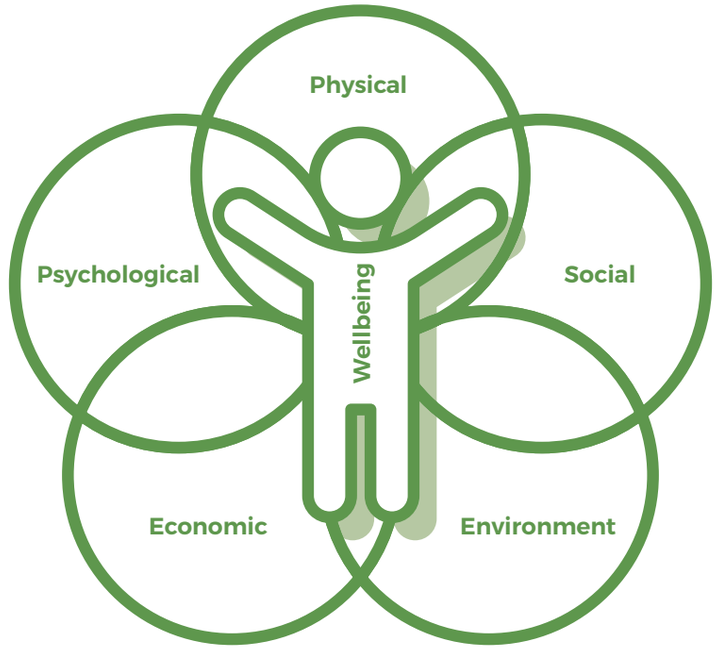
# THE DELIVERY MODEL



# COMMUNITY CARE HUB

## Everyone in the room




## HOMELESSNESS AND ROUGH SLEEPING IN WREXHAM

Wrexham has the second highest number of homeless and rough sleepers in Wales and the public use of synthetic drugs is prevalent.

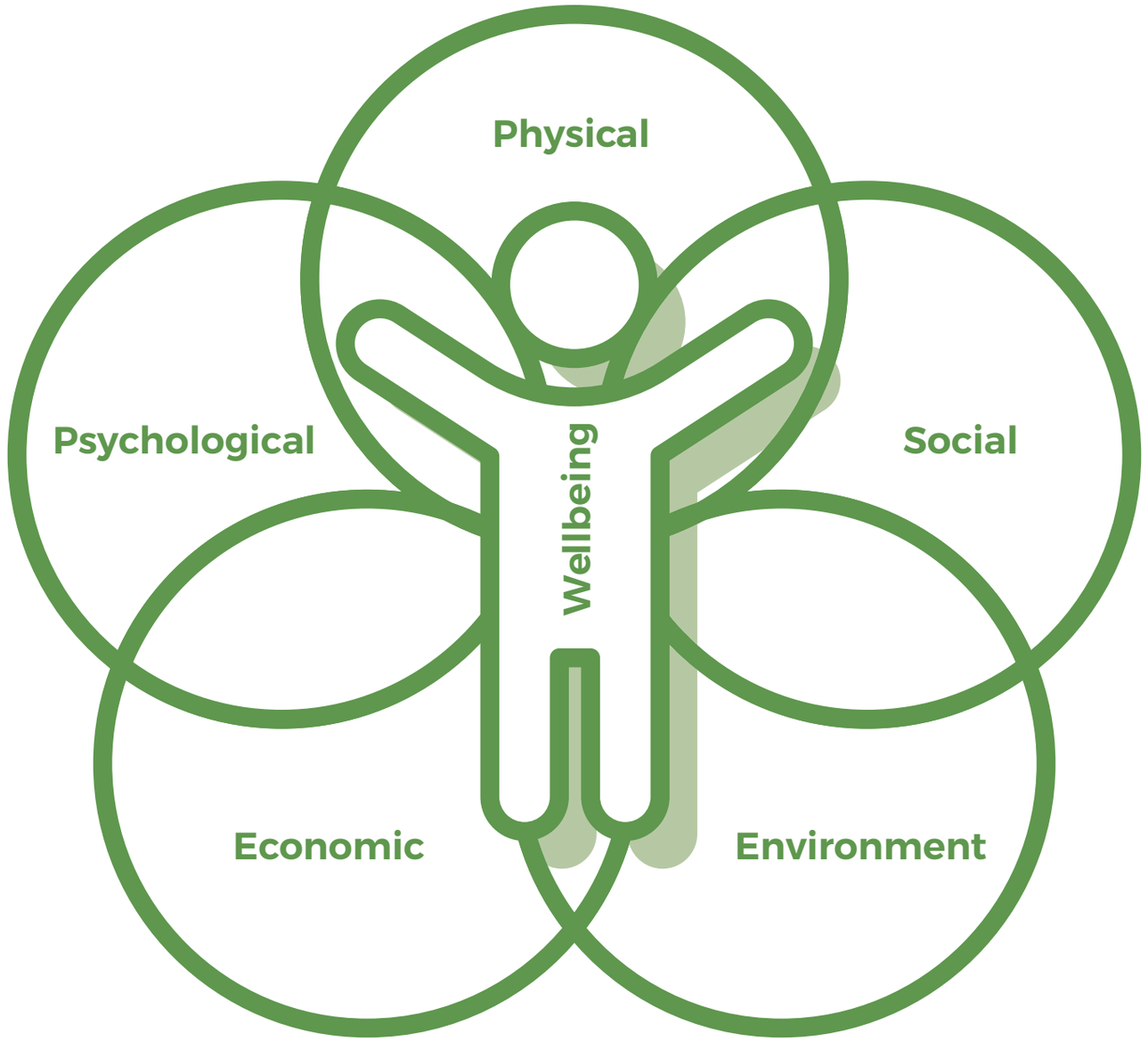
## WHAT WE DID

Our '**Everyone in the Room**' model provides weekly open-access to a partnership of services including a GP, housing support, DWP, Primary Care, mental health and substance misuse services.

## COMMUNITY CARE HUB

Some individuals are getting their substance misuse under control and some are housed. Service Providers are able to work together more effectively. Having a GP in the room with DWP has reduced time administrating claims from weeks to minutes. In the last 12 months there has been a reported 42% reduction in police activity for the cohort using the Hub.

# HOLISTIC APPROACH



# SIGNPOSTING & SOCIAL PRESCRIBING

## CARE NAVIGATORS WILL:

- Provide the point of contact for most patients
- Use a ‘What matters to you?’ approach
- Work with the patient to identify what they need, what options are available to them and facilitate their informed, preferred choice
- Build relationships with patients and co-produce bespoke, individualised Care Plans
- Undertake a bio psychosocial assessment for:
  - All new patients
  - Patients with chronic disease
  - Vulnerable patients or those with complex needs
- Be highly trained, so they are proficient at signposting, provide appropriate advice and support and apply prudent healthcare principles

# MDT WORKING

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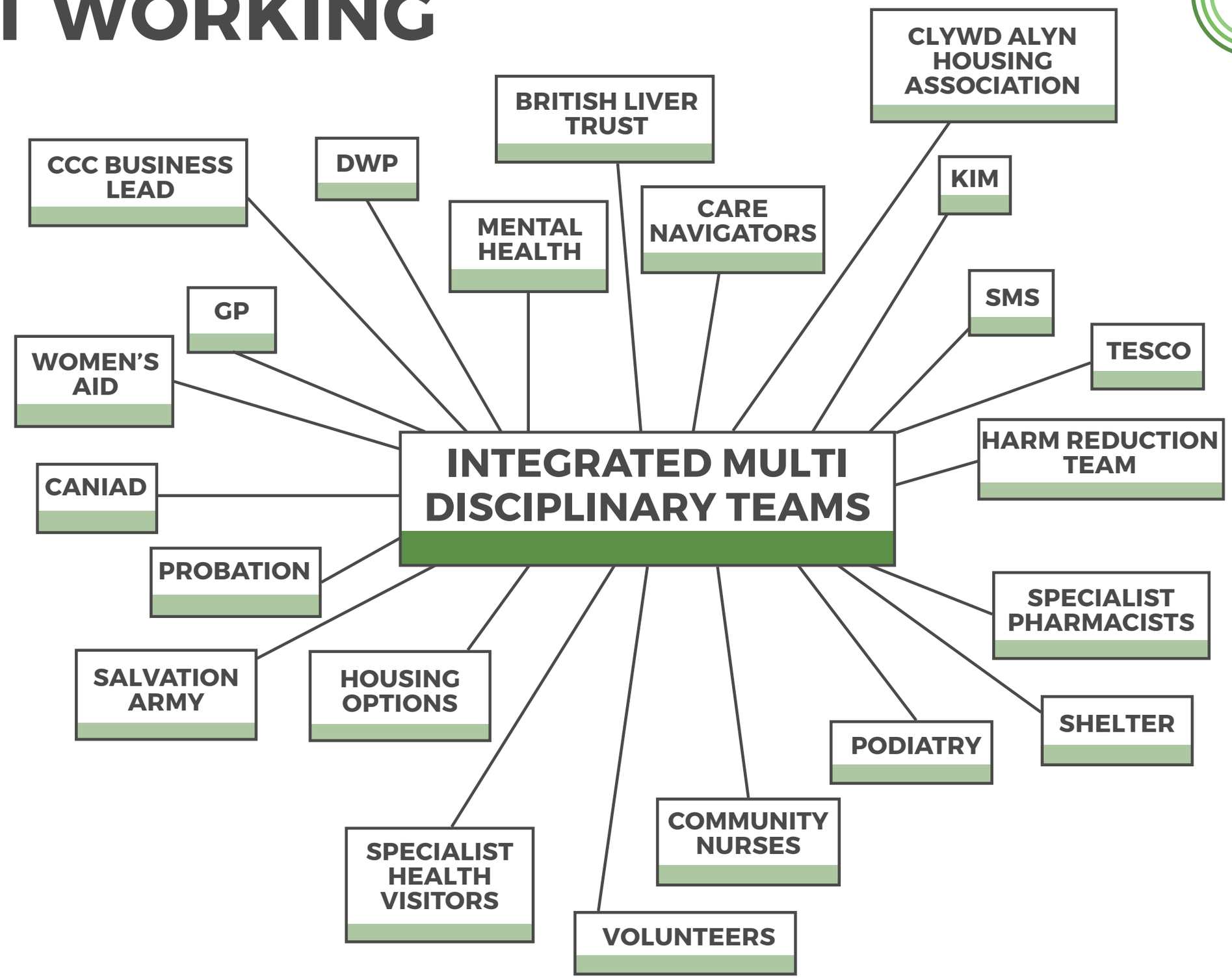

# COMMUNITY TOGETHER HUB

- Frequent attenders
- Individuals with learning disabilities
- Socially isolated
- Poor mental health
- Older people & carers
- People with dementia
- People with PPS and chronic pain

# ESTATES PLAN

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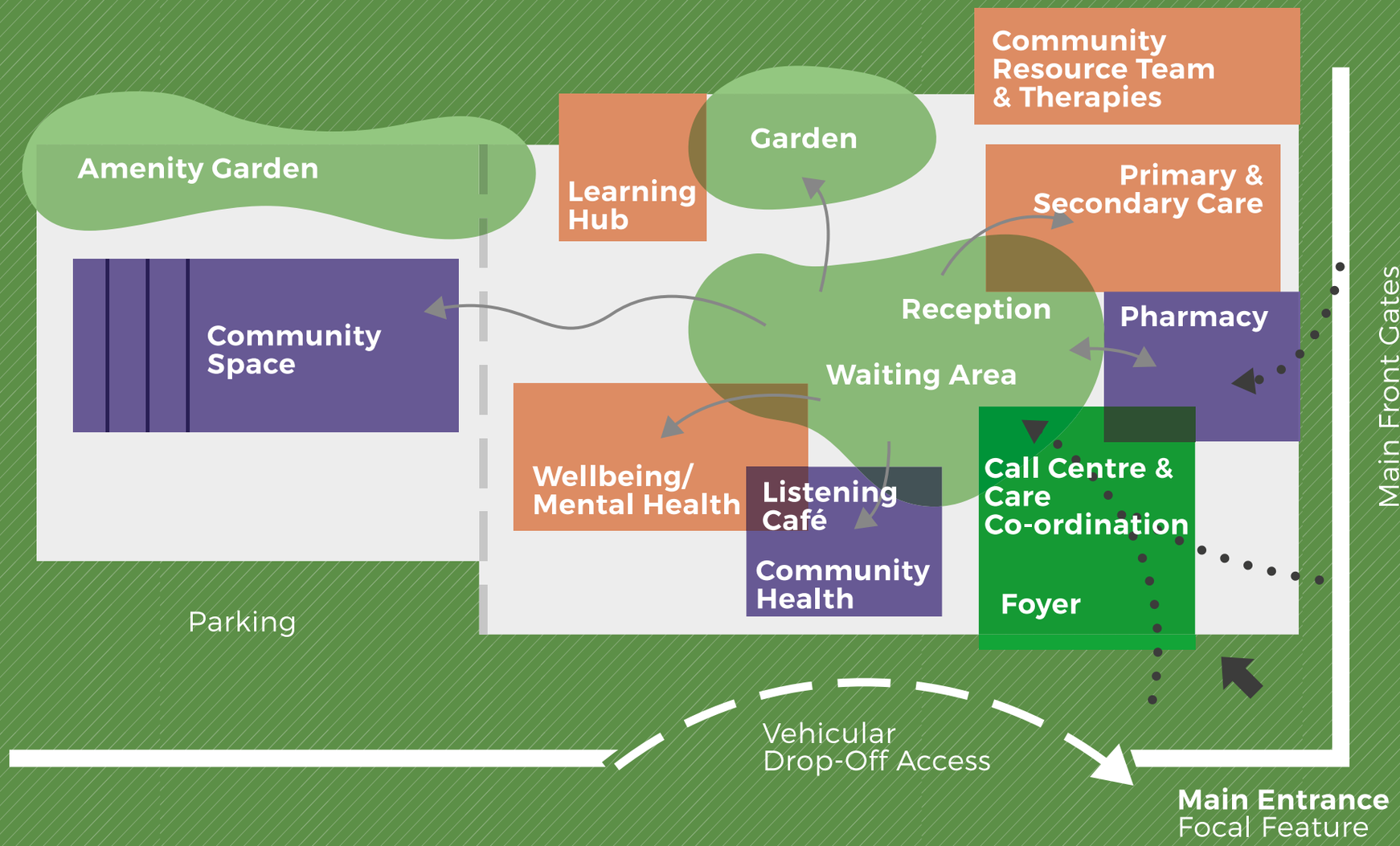


**Crisis Provision** | **Rehabilitation/Supported Housing**

COMMUNITY CARE COLLABORATIVE CIC

## FOR MORE INFORMATION PLEASE CONTACT

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## OR VISIT

www.ccc-wales.org

@CommunityCareC2