



Connected Care in Bolton

**Gavin Owen, Senior Advisor –
Research, Centre of Excellence
in Connected Care**

Complex Needs

**Connected Care
recognises that
people's support
needs are
complex**

50%

of people in drug
or alcohol services
also have a mental
health problem

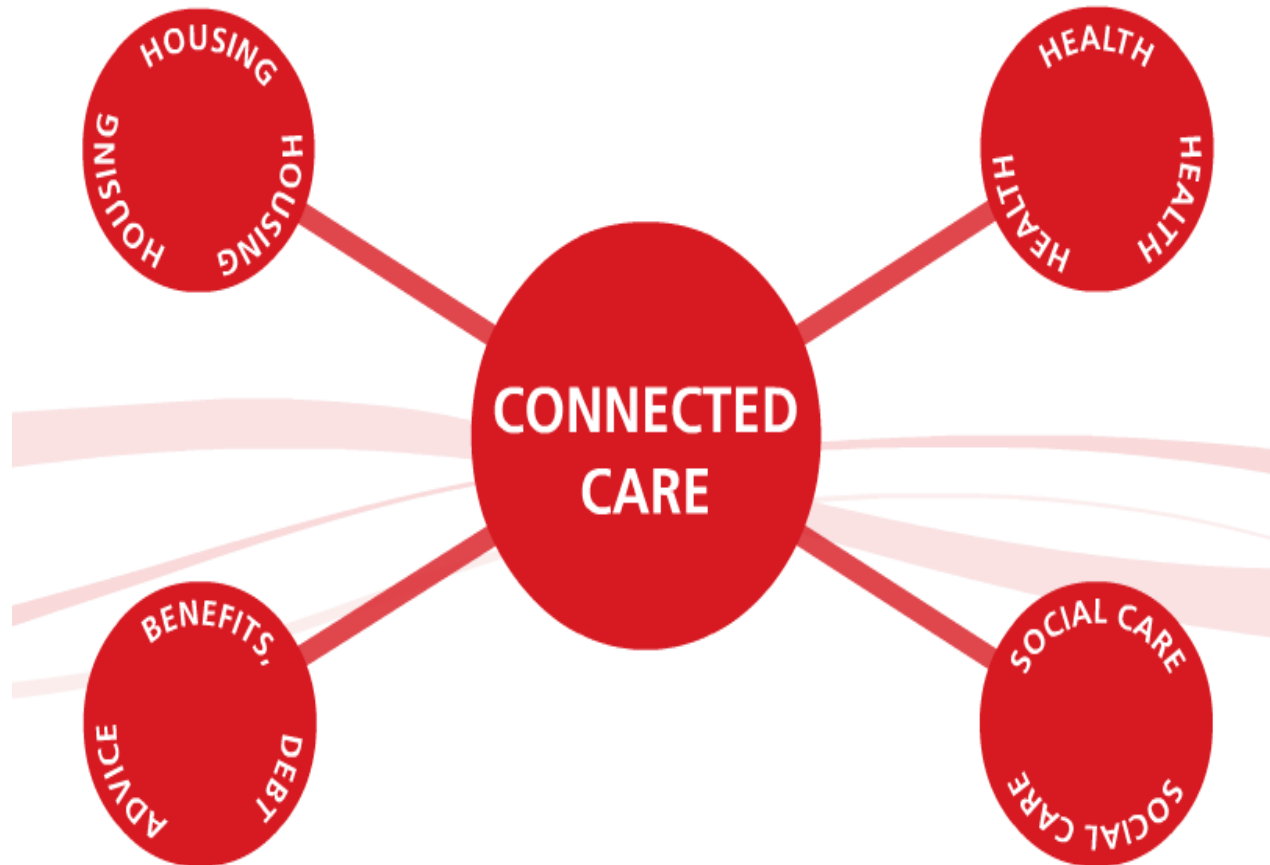
84%

of homeless people
are dependant on
drugs or alcohol

40%

of young people
with a learning
disability have
significant mental
health issues

Connected Care



Connected Care

- Integrates health, housing and social care services
- Is done with the community, not to it
- Provides a detailed assessment of breadth and depth of needs
- Leads to community designed services
- Fits with current and emerging government and commissioner agenda

Derby



Bolton

- **Farnworth.** 94% white population, 41% are smokers, 10% are classed as permanently sick or disabled, 18% of population provide over 50hrs of unpaid care per week
- **Derby and Deane** 49% of pop. Muslims, 51% classified as “economically inactive”, 14% of people are underweight, 54% of adults have no qualifications, 13% have diabetes
- **Halliwel.** Densely populated: 74% terraced housing (1.8% detached), 10% classed as permanently sick or disabled, 45% of pop. under 30yrs old, 11% have angina

Community Engagement

- Sep/Oct 07 met with stakeholders at UCAN centres, Bolton Community College and CVS
- Understand existing community groups, local community hubs
- Some groups specific to Connected Care areas others borough wide

Community Engagement

Connected Care must have Community Engagement throughout the process

- Part of the steering group overseeing the project
- Researchers recruited from local community
- Training to fulfill this function
- Community input into service specification, ongoing evaluation and the outcome framework

Different Groups

- **Residents associations**
- **Faith groups**
- **Community centres**
- **Carers organisations**
- **User-led organisations**
- **Mental health drop-in centres**
- **Black and minority ethnic organisations**
- **Community centres**
- **Homeless drop-in centre**
- **Services for people with disabilities**

Training

- **4*3hr sessions**
- **Unit 1 – intro to Turning Point and Connected Care**
- **Unit 2 – Health & Social Care services; people with complex needs**
- **Unit 3 – Community Action Research, Audit, Ethics and Safety**
- **Unit 4 – Sampling, Research methods**
- **Training supported by Social Care Institute for Excellence (SCIE)**
- **Working with Diversity training**
- **Ongoing training with practice interviews**
- **Organising community events**
- **Piloting interviews and questionnaires**

Connected Care Audit

- Questionnaires designed with Community Researchers
- Community Events to help raise awareness of Connected Care
- Community Researchers attended other events
- Accessible interviews
- Focus Groups

Audit

- Enabled the community to have a direct say in what health and social care services need to be commissioned in their area
- Assessed how the community perceives existing services and what they want in the future
- Used a variety of participative methods to engage with the community
- Capacity-builds the community who are trained and supported to carry out the audit

Themes from the audit

- Information
- Low level support
- Continuity of care
- Coordination
- Community cohesion

Audit Report

- Input from Community Researchers, Steering Group and Research Advisory Group
- Launch of report Jan/Feb 09
- Currently looking at recommendations to design Connected Care service specification
- Community Researchers still on steering group and will continue to represent community

Website

www.turning-point.co.uk/bolton

- Information about area profiles
- Desk Research
- Community Researcher blog
- Details of community events
- Progress of project