

## Achieving Enhanced Primary Care Example of developments in Somerset

### What we did

- Health Connections Mendip asked the lead manager within Somerset Adult Social Care (ASC) to test out joint working with an Adult Social Care Worker (ASCW) within Frome Medical Practice (FMP) Mendip Symphony project.
- Initially an education session was made available at which GPs, nurses and other practice staff attended. These were led by Adult Social care staff who explained responsibilities under the Care Act and the importance of a strength based approach that promotes independence.
- The Adult Social Care Worker is based at FMP on Fridays and attends weekly multi-disciplinary team meetings relating to all patients of the East Mendip Symphony programme. These are an opportunity to discuss and agree a joined up approach to supporting patients who are being discharged from hospital, at risk of an admission or deterioration in their health and wellbeing.
- The ASCW is also available for other Mendip Symphony areas on Fridays.

### Before the pilot

- There was a lack of understanding by practice staff, patients and HCM staff about social care
- There were some inappropriate referrals of patients to social care
- Patients had waited a long time (sometimes many months) for an ASC assessment only to be informed that they did not meet the criteria)

## Frome Medical Practice

### Joint Working with Adult Social Care



### What we plan to do next

- A Social Worker allocated to Central and West Mendip practices
- Providing access to the ASC database to Mendip Symphony as a test and then to look into rolling out to other GPs across Somerset.
- Social Care staff attending the Health Connections Talking Cafes to provide info and advice to public in an already established/trusted setting.

### Advice for others

- Discuss possibilities with Adult Social Care. Don't assume others have asked. Think creatively.
- Start with an educational session
- Really embed the Social worker and support them to feel and work as part of the team
- Use the multidisciplinary meetings as a focus point
- Select the right staff to be involved (those who are really supportive of collaborative working)
- Test for 6 weeks to embed

### Main outcomes so far

- The Mendip Symphony staff and practice staff have been provided with an information sheet put together by HCM and the ASCW which sets out key issues relating to the Care Act and eligibility criteria.
- The practice has a duty adult social care worker physically on site each week and this greatly helps to build relationships, knowledge and joint working in both directions
- The ASCW deals with and resolves most queries there and then without the need for referral. Urgent needs have been escalated more quickly
- The ASCW also provides support for other teams who are co-located within the practice including the Mental Health team, the District Nurses and staff from a local hospice called Dorothy House
- The practice staff, HCM and patients have needed to spend less time in phoning ASC & following up referrals
- Patients who are being discharged from hospital are supported with joint social care and primary care plans
- Speeds up access to help for those at risk of admission
- Health Connections team now attend weekly ASC Peer Review meetings across Mendip.
- A project worker from ASTER living who provides support to people being discharged from hospital is now also based within the practice 1 day per week (part of scheme called 'My Life My Home' scheme helping patients to access Piper Life Lines, aids & adaptations, shopping services etc. Using this same approach e.g. 'just ask and invite to do joint work' this service supported 12 people in the last month from Frome Community Hospital whereas in the previous 2 years it had had no referrals.

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