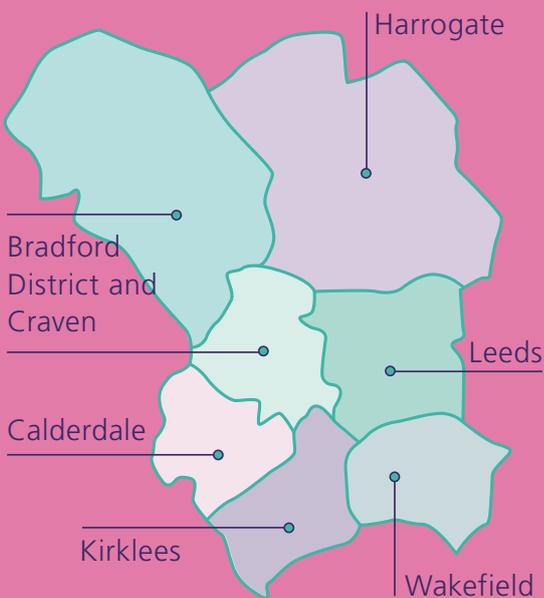


Telling our Partnership story



Proud to be the West Yorkshire and Harrogate Health and Care Partnership

Committed to improving the health and wellbeing of people living in:

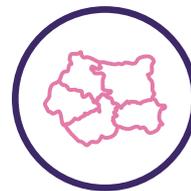


- > Working to improve people's health with and for them
- > Improving people's experience of healthcare
- > Making every penny in the pound count
- > Working to keep people well and make life better for 2.6 million people living in West Yorkshire and Harrogate.

West Yorkshire and Harrogate Health and Care Partnership



▲ WDH's Care Link service provides peace of mind 24 hours a day to more than 15,000 people throughout the Wakefield district, helping them to maintain independence in their home.



Wakefield Connecting Care Hubs

Our ambition

Our ambition is to deliver joined up care so that people receive help without having to tell their story more than once and to lots of different organisations.

What we are doing

The Connecting Care Hubs in Wakefield is where health, social care, housing, voluntary and community organisations work side-by-side - helping those people most at risk stay well and out of hospital. This presents the opportunity to share learning and good practice.

The Hubs are funded by both Wakefield Council and NHS Wakefield Clinical Commissioning Group. The Hubs have multiple agencies working together, all under one roof, to seamlessly support people with health and/ or social care needs who could otherwise receive fragmented care, with multiple referrals and handovers. This is joined up care at its best and in the last six months they've seen almost 2,000 people including 636 urgent referrals.

A cornerstone in delivering a seamless service in the Hubs was the launch of the electronic care record, known as the Personal Integrated Care (PIC) file, in December 2017.



▲ Some of the Connecting Care Hub staff



Joyce (90 years old) and Eric (92 years old) were devastated when their home went up in flames. Their daughter Ann was very worried that they would not regain their health and independence after the fire. Through the Connecting Care Hubs, they received support from a social worker, physiotherapist, housing worker and Age UK. They now have a new home in an extra care sheltered scheme and are very happy in their new flat. Their daughter Ann also has the reassurance she needs knowing her parents are safe, well and together in their new home – and that help is at hand 24/7 through Care Link telecare should they need it. You may have seen them all on BBC News in October 2018.

What next?

Other areas across West Yorkshire and Harrogate have similar approaches to join up care. We want to roll out good practice and spread the learning across the Partnership.

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A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations.

November 2018

West Yorkshire and Harrogate
Health and Care Partnership

