

Stakeholders using Integrated Care Framework

Who can use the ICF?

The framework can be used by a range of stakeholders to inform their thinking and actions.

It is consistent with a wide range of policies and initiatives in health and social care, particularly relating to the integration of services, which are referenced throughout this document.

The guidance notes below aim to help the relevant stakeholders to make the best use of the framework to get the greatest benefits from working towards integrated care.

As shown elsewhere, the model has person-centred care at its core, and by demonstrating this as the starting point, it will be more straightforward to gain confidence in the transition toward integrated health and social care from across stakeholder groups.

Commissioners	Employers
<p>The framework can be used to support Commissioning activities.</p> <p>Commissioners are central in driving improvements to services that offer care and support, and which equitable, effective, consistent and good value for money, and delivered by workers with the right skills.</p> <p>Commissioners will understand that the shared principles and competences should be evident in integrated care teams at every level across health and social care.</p> <p>Commissioners can also use the framework to reinforce that person-centred care should be at the core of planning service delivery.</p> <p><i>To secure maximum benefits, you can use the principles to</i></p> <ul style="list-style-type: none"> • Help provide the required evidence that the care planning process is being channelled into the commissioning of more personalised services (particularly Long Term Conditions). • Ensure that commissioned services are delivered in an efficient coordinated way • Broaden the options available to better reflect the variation in people's needs and choices • Ensure that workforces have the right skills to deliver personalised services and secure outcomes focused on health and well-being • Support investment in prevention 	<p>The framework forms a common ground central to health and social care providers' ability to deliver personalised services through integrated workforce arrangements.</p> <p>It can be used to support the overall design and development of an integrated workforce that can deliver person-centred care services, which clearly promote the value of health and well-being, and of independence and choice for the individual.</p> <p>They can contribute to reducing costs of avoidable admissions through earlier identification and interventions and by supporting options for care closer to home.</p> <p>Through relevant incentive mechanisms, they can provide opportunities for innovation and adaptation needed for service improvement.</p> <p>They can help contribute to key targets e.g. for promoting independence, choice and self-care for people, many of whom have Long Term Conditions.</p> <p><i>To secure maximum benefits, you can use the principles to</i></p> <ul style="list-style-type: none"> • Promote these principles, showing how they reflect the values and priorities of the organisation • Monitor individual, team and service performance against the principles • Help recruit and develop staff with requisite knowledge skills and attitudes • Shape appraisal and supervision frameworks • Embed and highlight the principles in governance frameworks, policy documents and corporate objectives • Show staff how adherence to the principles will help achieve service targets

Workforce leads	Staff/workers
<p>Workforce leads can use the framework to ensure that training is aligned to the principles that employers want to see reflected in the development of their integrated workforce.</p> <p>They can use this framework as an aid to quality assuring workforce plans and to inform decisions around workforce planning intentions.</p> <p><i>To secure maximum benefits, you can use the Framework to:</i></p> <ul style="list-style-type: none"> • Work in partnership with education providers to develop and commission training tailored to enable delivery of effective and high value person-centred care • Foster a common approach across all levels of staff • As a central theme in all induction and mandatory training • As the basis for innovation and redesign of individual or team roles • Steer the development of the integrated workforce • To contribute to a training matrix for the integrated workforce • Act as a standard part of performance management 	<p>For all workers, this framework provides the basis of the values and beliefs that will support their common purpose of delivering truly person-centred services.</p> <p>Workers can use the framework to support their continuing personal/professional development, and as a useful reference when working within integrated teams.</p> <p>This will help to improve their awareness of the skills their team needs to build trusting relationships within new working environments and also with service users.</p> <p><i>To secure maximum benefits, you can use the Framework to:</i></p> <ul style="list-style-type: none"> • Ensure that a thorough understanding of the rationale and benefits of the principles are built into personal and integrated team objectives • Discuss the principles with supervisors and/or line managers to ensure a shared understanding of the implications for job roles and working practice • Self evaluate, plan and undertake training on the principles • Promote the principles to colleagues • Challenge practice which is not consistent with the principles • Recognise how the core principles can improve job satisfaction by clearly meeting service user needs via person-centred assessment, planning and care
Education and training providers	Service Managers and Leaders
<p>The shared principles capture and convey the essence of what service users say they want from their services.</p> <p>Education and training providers can use these principles as a checklist for curriculum design and delivery to ensure that the integrated workforce has the required capabilities and attitudes to work effectively, and that these requisites are connected to nationally recognised frameworks and standards.</p> <p><i>To secure maximum benefits, you can use the principles to</i></p> <ul style="list-style-type: none"> • Provide education and training that is in harmony with the values and philosophy of local employers • Promote such educational packages to both local employers and commissioners • Develop training and assessment courses in partnership with service users to ensure that training delivers what is really wanted ‘on the ground’ • Provide a standard core framework for induction courses, to raise knowledge and skill levels, and to promote opportunities for career progression • Highlight, during training, how the framework can help workers deliver on both team and organisational targets 	<p>Service managers will find it a helpful tool when they are developing services and practice, in ensuring that workforce planning and development is integral to their activities.</p> <p>It will be invaluable in creating job descriptions and defining new roles. It may also be a useful tool for redesigning those services, which provide a multidisciplinary approach to care delivery.</p> <p><i>To secure maximum benefits, you can use the principles to</i></p> <ul style="list-style-type: none"> • Support new ways of working which enable a genuinely person-centered approach • Design roles and job descriptions that centre on service user needs, not workers needs • Improve staff delivery on local and national targets • Meet some of the key performance indicators of the National Service Frameworks • Formulate appraisal tools and identify individual and team training needs • Inform supervision models