

Case Study Frimley ICS

Frimley ICS reviewed the way care was provided for people with frailty or complex needs.

The starting point for this work was the question, how can we pool our expertise so that services we develop are built on the best of what is happening locally and nationally?

The review involved ICBs, ICPs, the local authorities, NHS foundation trusts, GPs, the ambulance service, patient groups, the voluntary sector and the local community.

The design group involved around 20 health professionals, 20 social care staff, and people from local patient and community groups.



A key theme was on treating frailty more like other long-term conditions. Rather than waiting for a crisis to happen and then responding to it, the aim was to systematically and consistently identify those at risk of frailty.

The new vision of care based on users perceptions, included:

- Promote health, wellbeing and the quality of our lives.
- Respect our choices and capabilities and encourage us to influence the care and support we receive.
- Help us maintain independence for as long as possible.
- Be driven by our goals and ambitions and those of our family and carers.
- Be easy to navigate day or night.
- Make the right thing to do the easy thing to do.
- Be holistic and integrated, making best use of the strengths of the local system including the voluntary sector.
- Be high quality.

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- Require us to tell our story only once by sharing our information securely with those who need to know.
- Be adaptive, flexible, sustainable and affordable.
- Be well governed.
- Feature excellent safeguarding.

As a consultant in the area of leadership and management of an integrated workforce advise the Frimley ICS on the below.

- ❖ Identify and discuss 4 features of effective leadership required to secure the new vision.
- ❖ Identify and discuss 3 areas that need to be managed.
- ❖ Identify 3 relevant leadership behaviours you want to adapt to make this service integration an success.
- ❖ Identify and discuss 3 challenges you want to tackle.

Feedback to the whole class.