



WLCCG Self Care Programme 2019/20



SELF-CARE PROJECT 2019-20 NEW FUNDING ROUND INVITATION TO APPLY

1. Background

Kensington and Chelsea Social Council (KCSC) is operating a social prescribing model, known as Self-Care, on behalf of West London Clinical Commissioning Group (WLCCG). The Self-Care model links patients in primary care with sources of health and wellbeing support in the community. The Self-Care programme is targeted at patients aged 65+ with long-term conditions. It provides GP practices in Kensington and Chelsea and the Queens Park and Paddington areas of Westminster with a non-medical referral option.

2. Aim of Self-Care

The aim of the Self-Care approach; as part of the 'Whole-Systems' initiative and larger integrated 'My Care, My Way' (MCMW) programme is to increase patient confidence in making informed decisions about their health. Simple lifestyle changes and new healthy habits and goals are encouraged. As a consequence, Self-Care is expected to positively contribute to patients' confidence and motivation, which in turn is expected to contribute towards a long-term reduction in use of primary, secondary, and some tertiary care services.

3. Eligibility Criteria

In order to deliver Self-Care, it was originally planned that patients over the age of 65 in tiers 2 and 3 (some tier 1) (as described below) would receive integrated care planning sessions as needed, through which Self-Care services would be on offer to patients.

The tiers of patients are defined as follows:

Tier 0: Those patients who are 65 years and older who are mostly healthy.

Tier 1: Those patients who are 65 years and older who have one well-managed Long Term Condition (LTC).

Tier 2: Those patients who are 65 years and older who have two LTCs, mental health/ social care needs.

Tier 3: Those patients who are 65 years and older who have three or more LTCs, mental health /social care needs.

The key aspect of Self-Care is that it focuses on providing services and activities to patients in tiers 2 and 3 (and some in tier 1), via Voluntary and Community Sector (VCS) provider organisations.

4. The Self-Care Model

The Self-Care referral process is conducted in three steps (below):

Step 1. A patient is allocated to a *practice-based* Health and Social Care Assistant (HSCA) or Case Manager

Step 2. Patient assessment conducted by HSCA or Case Manager, which includes:

- Recording of a Patient Activation Measure (PAM) on 'System One' software
- Recording of goals for the patient's Care Plan
- Completion of referral form with patient requirement and notes on situation
- Direct referral to an appropriate service from the Self-Care Directory of services

Step 3. Referral completion, where KCSC informs the VCS provider of referral details. The Provider must contact patients within 7 days to double-check suitability, and commence first of six service sessions.

Case Managers or HSCAs, after assessing and agreeing the patient's needs and choices, refer the patient via KCSC to one of the Self-Care services or activities. KCSC receives the referral and notifies the provider, who in turn contacts the patient and delivers the activity or service. KCSC have no direct contact with any patients, and perform as a bridge between the VCS providers and practice-based staff who have responsibility for patient contact. *HSCAs are line-managed by the local Age UK in Kensington & Chelsea*, whilst Case Managers are line managed by WLCCG.

Referred patients can (on average) have up to six sessions of their preferred activity or service. In the original planning between the CCG, Attain Consulting, and KCSC, patients could also be re-referred once, giving (on average) access to a total of 12 sessions.

The selected services provide a range of personal one-to-one interventions, and also group settings. The 'roster' of activities is demand-led, and so can sometimes change in terms of what is made available

5. Eligibility Criteria for organisations

The following organisations can apply:

- Charities;
- Voluntary organisations;
- Social Enterprises with a legal structure e.g. Community Interest Company.

Organisations must:

- have written governing documents;
- have in place standard policies including Safeguarding and Working with Vulnerable Adults;



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- have completed or are in the process of completing or are willing to complete the Data Security and Protection tool kit
- have audited or independently examined accounts;
- be a current provider of services to people living in the WLCCG, Queens Park and Paddington area.

The service must:

- be appropriate for people over 65 users with long-term health needs
- not already be funded (services that are being expanded must be operating to full capacity under current funding arrangements)
- have a plan for signposting service users after they have completed their maximum number of sessions

6. Funding Arrangements

Funding will initially be available for **3 months from May 2019-31st July 2019 with a possible extension** and will comprise a mix of block and spot contracts. Successful applications will need to provide an exit strategy.

This may be:

A plan for sustaining the service when funding ceases

A demonstration that the service works within the timescale

Evidence that a service can contract back to its original size without destabilising

7. Timescales

- Providers information session TBC
- Panel meeting/successful organisations informed –

8. Returning Applications

The application form can be completed on a web form [here](#).

For any queries regarding completing the application form, please contact Hayley Turner hayley@kcsc.org.uk