

## **Case study: A good example of integrated care – ICARES**

The Integrated Care Service (Icares) for Sandwell Community is seen as a model of good practice within the Trust but what is it that makes them stand out when there are lots of services who are integrated?

Ruth Williams, Manager of Integrated Care Services, said: “Icares is different as we excel at care coordination.

“It isn't about working in a set role and rigid pathways that we expect our patients to fit into the way we deliver care, it's about wrapping our community services and those we interlink with, around each and every individual person referred to us to provide them with what they need to be safe, be well and be happy with life.

“We really do offer bespoke care coordination services for each individual patient, not disease specific teams or pathways.

“It's this bespoke nature to the work we deliver that is seen as best practice nationally.

“We are community specialists delivering a huge range of pathways out in people's homes, we do not hand our patients over to another service until we know there is truly seamless care.

“We are easy to access, and then we do the navigation across and along complex pathways rather than expecting the referrer or patient to do it.

“We may start with delivering responsive care to keep a patient safe in a time of crisis.

“Then without the patient knowing anything is different they are receiving rehabilitation to get them back out and about and living life to the full again.

“Icares is different as we live and breathe Right Care Right Here.

“Every day we cross boundaries and pathways to deliver the right care, right here for the patients we serve.

“In just one a day this may include an individual staff member facilitating an end of life best interest meeting, attending a GP led MDT meeting, fitting equipment or making beds, organising a social care package to keep someone at home followed by a trip to the local swimming baths as part of a rehab package.”

- Icares delivers admission avoidance, care management and community rehabilitation to any adult aged 16 plus who has a need with a combined nursing and therapy workforce.