



your care  
your way



We need your views to help shape  
the way health and care services are  
provided in your community.

Consultation open until 5pm on Friday 30 October 2015

# **your care, your way** is a bold and ambitious review of community health and care services for children, young people and adults being carried out jointly by NHS Bath and North East Somerset Clinical Commissioning Group (BaNES CCG) and Bath & North East Somerset Council.

We've been talking to people since January 2015 to understand what services are like at the moment and how they could be improved. We've listened to what people told us and used their ideas to develop some different options for how we can support people in the future.

It is possible that the final option we agree together as a community may combine elements from some or all of the models set out in this document so please take this opportunity to share what you like and dislike about each of them.

## **What are community health and care services?**

Community services are health and care services delivered in a person's home or a nearby community setting.

They include:

- Ongoing care services like care at home, district nurses and end of life care.
- Support for people with long term conditions like diabetes, dementia or heart failure.
- Specialist services like talking therapies or drug and alcohol support.
- Preventive services such as stop smoking, healthy eating advice and the Wellbeing College.
- Information and advice services like Citizens Advice Bureau or Well Aware.

## **How can I get involved?**

Once you have read this leaflet, there are lots of ways you can give your opinions:

1. Complete the survey in this leaflet and send it to the freepost address
2. Complete the survey online at [www.yourcareyourway.org](http://www.yourcareyourway.org)
3. Contact the team on 01225 396 512 or email [yourcare@bathnes.gov.uk](mailto:yourcare@bathnes.gov.uk)

You can also come along to hear us present at one of the following meetings:

**17 September – 2.00pm**  
BaNES CCG AGM  
Guildhall, Bath

**29 September – 7.00pm**  
Bathavon Area Forum  
St Gregory's School

**30 September – 7.00pm**  
Keynsham Area Forum  
Fry Club, Keynsham

**6 October – 7.00pm**  
Somer Valley Area Forum  
Beacon Hall, Peasedown St John

**15 October – 7.00pm**  
Chew Valley Area Forum  
Chew Valley Secondary School

A final report covering all the feedback we receive will be sent to the Council's Cabinet and the CCG Board in December before we begin choosing which organisations will provide the new services from April 2017.

## Why do we need to change?

More and more people need support from health and care services because we are living longer with more long term conditions. However, we do not have more money to spend on services so we need to make difficult decisions about how to use our budget.

We want to move more of our available budget into providing services that are delivered in the community so that there are fewer people treated in hospital. When a stay in hospital is needed, we want to make sure that the right services are available in the community to support people when they return home.

## Our vision

- Bath and North East Somerset will be a connected area ready to create an extraordinary legacy for future generations - a place with a strong social purpose and a spirit of wellbeing, where everyone is invited to think big.
- We will have health and care services in the community that empower children, young people and adults to live happier and healthier lives.
- Our services will provide timely treatment and support to avoid ill health, prevent social isolation and tackle inequalities. By placing people at the heart of services, they will receive the right support at the right time for their needs and conditions.
- Dedicated to supporting greater levels of prevention and to help people self-manage their conditions, community services will ensure that clear routes to good health and wellbeing are available.
- Supporting people to access services when they are needed in as seamless a way as possible, navigators will assist individuals to access pathways of care and support.
- Services will be easy to access and will connect up across acute, primary care, mental health and community service boundaries.

We want to understand your priorities for community services so please write down the **THREE** words that you think are most important in our vision.

Word 1:

Word 2:

Word 3:

If you think there is an important word missing from our vision please write it down here.

## Models

We have developed four different options for how we deliver community services in the future. We want to know which of these models you would like to see in Bath and North East Somerset so please use the faces below to tell us how you feel about each one.



I really don't like this model



I'm not sure about this model



I think this model is OK



I really like this model



### Services that are based around your conditions

This way of working would mean that you receive support from people with expertise in your particular condition (e.g. diabetes, dementia or heart failure). If you have a number of conditions you would receive support from a range of experts.

☐☐☐☐

Do you have any thoughts about this model?



### Services that are based around your circumstances

This way of working would focus on experts organised around specific community service functions working with you at different stages in your treatment, for instance, when you are discharged from hospital or at the end of your life.

☐☐☐☐

Do you have any thoughts about this model?





### Services coordinated by GP-led Wellbeing Hubs

This way of working would involve your local GPs running a 'Wellbeing Hub', which would bring together all the community health and care services in your area. If you have a number of conditions then the Wellbeing Hub would get people to work together to meet your needs.



Do you have any thoughts about this model?



### Services coordinated by community-led Neighbourhood Teams

This way of working would involve health and care services working within a local Neighbourhood Team that brings together a wider range of local groups and services to meet the needs of its community. The Neighbourhood Team would have more say over how money is spent in your local area.



Do you have any thoughts about this model?

## Priorities

We have identified 14 priorities for improving community care and health services. Please choose **FIVE** which you think are the most important by putting a tick in the box next to your chosen priorities.



- ☐ **1: A single plan** – I'd like everyone involved in my care to work to one care and support plan that has been agreed with me.



- ☐ **2: A personal budget** – I'd like to know how much money I have to meet my health and care needs and make decisions on how this is spent.



- ☐ **3: A person, not an illness** – I'd like to be seen as a person, not an illness, so that the people involved in my care look at my physical, mental and emotional wellbeing.



- ☐ **4: Focus on prevention** – I'd like support that stops me getting ill or prevents my condition from getting worse.



- ☐ **5: Looking after myself** – I'd like support and guidance that helps me manage my own health and wellbeing.



- ☐ **6: Tackling loneliness** – I'd like support that helps me feel connected with my local community so I don't feel left on my own.



- ☐ **7: Social prescribing** – I'd like help with accessing non-medical activities in my area like exercise classes or community groups.



- ☐ **8: Community capacity** – I want services to make the most of existing community facilities and work more closely with local groups and volunteers.



- ☐ **9: Care navigators** – I'd like a navigator who can help me find my way through the health and care system and stay with me as long as I need them.

- ☐ **10: Invest in the workforce** – I'd like everyone involved in my care to have the right mix of skills and receive the training and support they need to provide good quality care.

- ☐ **11: Supporting volunteers** – I'd like services to work more closely with volunteers, making it easier for people to give their time and providing training where required.

- ☐ **12: Joining up IT systems** – I'd like everyone involved in my care to have IT systems that talk to each other so I don't have to keep repeating my story.

- ☐ **13: Information and Advice** – I'd like information about services to be easy to access, easy to understand and kept up to date.

- ☐ **14: Using new technology** – I'd like services to make the most of the latest technology to manage my health and care needs more effectively.

Is there anything else you would like to tell us about our vision, models and priorities for community health and care services? Please let us know in the box below:

Why are you interested in community care and health services? *(Please tick all that apply)*

- ☐ I have a long term condition requiring ongoing care and support
- ☐ I am currently receiving support from community care and health services
- ☐ I have received support from community care and health services in the past
- ☐ I look after someone who receives support from community care and health services
- ☐ I work for an organisation providing care and health services
- ☐ I work for an organisation commissioning care and health services
- ☐ General interest / other

If you would like to be kept updated about the progress of this review then please enter your email address and/or phone number below.

Email address:

Phone Number:

## Equalities Monitoring

We are committed to providing equal access to health services to people from all sections of the community. Your answers to the following questions will help us to plan local health care, as well as identify any groups of people who we are not hearing from.

Responding to these questions is entirely voluntary, you can choose not to answer any, some or all of the questions and any information you provide will remain anonymous.

What was your age at your last birthday?

*(Please write your age in years)*

What is your postcode?

How do you define your gender?

*(Please tick one box only)*

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Prefer not to say

How would you define your sexual orientation?

*(Please tick one box only)*

- ☐ Heterosexual
- ☐ Gay
- ☐ Lesbian
- ☐ Bisexual
- ☐ Prefer not to say

How would you define your religion/beliefs?

*(Please tick one box only)*

- ☐ Atheist
- ☐ No religion
- ☐ Christian
- ☐ Buddhist
- ☐ Muslim
- ☐ Hindu
- ☐ Jewish
- ☐ Sikh
- ☐ Other
- ☐ Prefer not to say

Do you live on your own?

*(Please tick one box only)*

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Which ethnic group do you belong to?

*(Please tick one box only)*

- ☐ White British
- ☐ White Irish or White Other
- ☐ Black/African/Caribbean/Black British
- ☐ Asian or Asian British
- ☐ Multiple/Mixed Ethnic Groups
- ☐ Prefer not to say
- ☐ Other *(Please specify below)*

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Do you consider yourself to have a disability?

*(The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period) or substantial adverse effects on their ability to carry out day to day activities.)*

- ☐ Yes
- ☐ No
- ☐ Prefer not to say