

What is integrated case management and what does it mean for me?

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Integrated care has been developed to provide a better experience for you and your carers if you have complex health and social care needs.

In this respect, your practice or another of the organisations that currently provides care for you has identified you as someone who might benefit from integrated care.

When you are referred for integrated care a jointly managed integrated care plan is prepared to ensure that your care is managed more effectively. In developing the integrated plan for your services, a multidisciplinary care management team meets to establish how we can work together most effectively with you to provide your care.

You will be involved in these discussions and will receive a copy of your integrated care plan.

To achieve the best care for you, your integrated care plan will be shared with other organisations that you may come into contact with, for example, the GP out of hour's service, the local acute hospitals and others as applicable. These organisations may not all be involved with your care currently but by sharing your integrated care plan with them they will be able to they will be able to work more effectively with you should you need to contact them.

Your integrated care plan will be shared electronically with all of the organisations involved. It may also be helpful for you to keep a copy of your integrated care plan within easy reach at home.

Your current care requirements will also be discussed frequently by the care professionals involved in your care and support until you are discharged.

What information will be shared and how long for?

When the integrated care team meet they will discuss what care and support you have had recently. This discussion may include details of visits to your GP, from a social care practitioner or to your local hospital. The information will only ever be discussed for the benefit of your health and social care needs and where appropriate to the management of your long term health.

All information shared with other organisations and professionals will be retained by them in line with NHS and Social Care record keeping guidance and best practice.

Your information and your care requirements will only be discussed on a regular basis while you are cared for as part of the integrated care team.

At the time you are referred to the team, during the time you are supported by the team, or when you are to be discharged from the care of the integrated team, there may be circumstances in which it would be beneficial to share your information with another organisation outside of those listed here. Where this is the case, either the person referring you (for example your GP) or the lead practitioner looking after your plan will discuss this with you beforehand.

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Mental Capacity

In some cases, people referred for integrated care may not have the mental capacity to agree to their referral for integrated care. The Mental Capacity Act is designed to protect and empower those who may lack the mental capacity to make their own decisions about their care and treatment and where this is the case the decision to refer is agreed with either:

1. A person holding a relevant registered Power of Attorney or a Court of Protection Order; or
2. If the person referred has no representative, a 'best interests' decision may be taken by the relevant practitioner involved in the decision making.

The organisations involved

This notice has been prepared on behalf of:

1. Your local NHS GP surgeries
2. Independent sector health care providers (including primary care and GP alliances and networks) commissioned by the NHS;
3. Independent sector social care providers (adults and children) commissioned by the local authorities;
4. Local authorities;
5. NHS Clinical Commissioning Groups;
6. NHS Trusts, including:
 - a. Acute service providers
 - b. Community service providers
 - c. Emergency services
 - d. Mental health providers
 - e. Specialist service providers; and
7. Voluntary sector providers (when commissioned or coordinated by Local Authority and NHS organisations).

Care provider organisations will always be registered with the Care Quality Commission (CQC).