









# Whole Systems Change: A collaborative approach























#### **Exeter**







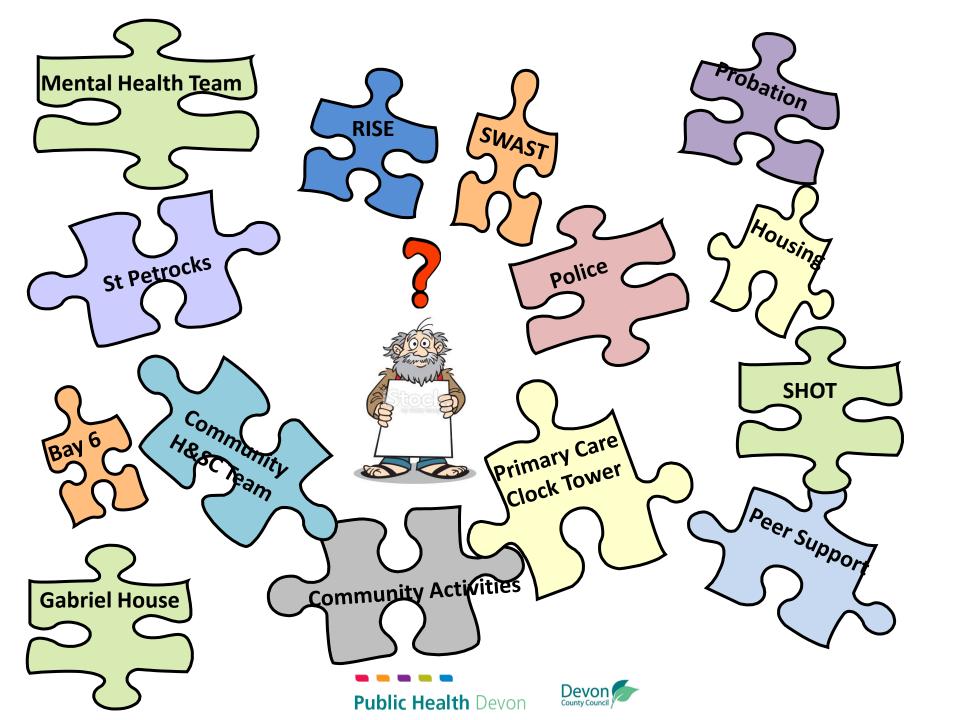




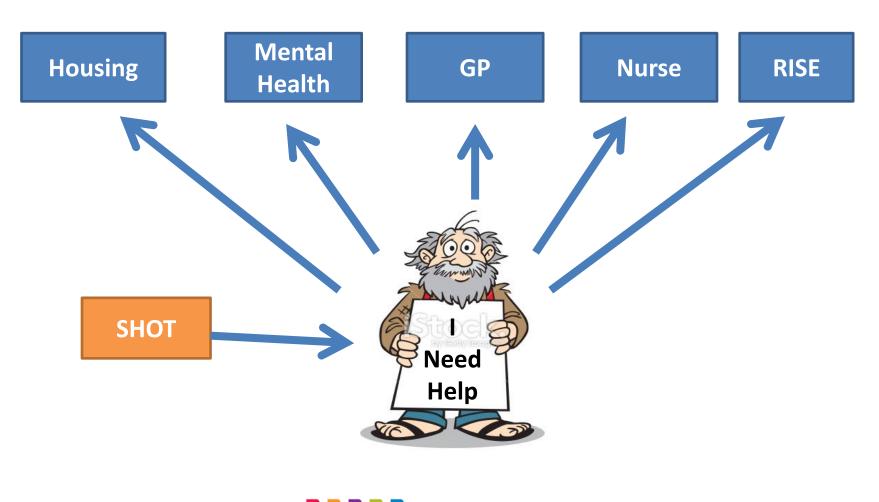








# **Current Service Design**

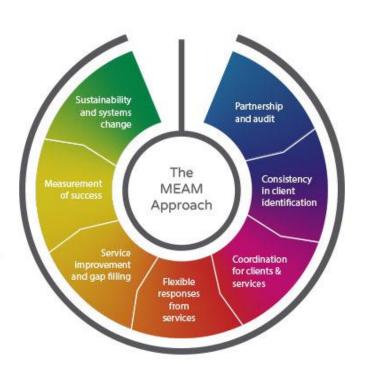






#### The Approach: Working with Complex Needs

#### **Person Centred**



Psychologically Informed

Trauma Informed

Appreciative Inquiry

**Asset Based** 

Personal budgets

"It's all about relationships; workers going the extra mile"







## The Health and Wellbeing Hub

"Health creation through informing Empowering and giving people real choice

And more control over their lives"



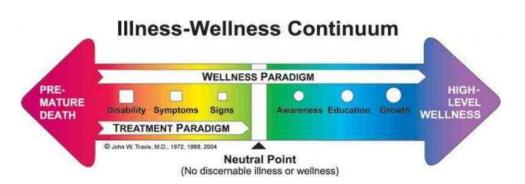
Social prescribing

Integration of care around the patient

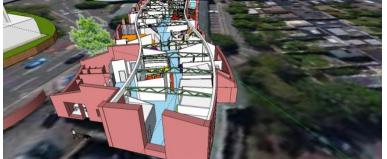
Asset-Based Community Development

**Peer Support** 

Technology—enabled care plans











# (co) (ab) in exeter

experiments in partnership and service delivery



















## Integrated Care Exeter









**Public Health** Devon









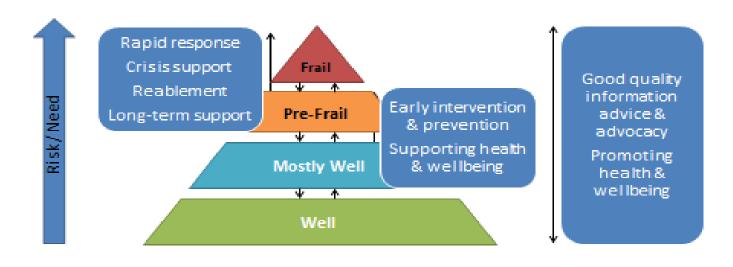




#### Population Health & Wellbeing New Model of Care



#### Health and Care Interventions







## Putting it All Together

Stronger Exeter: what we want to achieve

MEAM, ICE Integrated Health and Well-being Team for Homeless and Wat Tyler Hub

#### **Better experience and outcomes for People**

- Individually-centred based on self –determination , choice and control
- Needs-led responses and solutions
- More resilience and self-responsibility
- See the person not the problem
- Asset-based, recognising strengths people already have where they have come from and their future aspirations & potential

#### Better use of resources

- Pooling resources £ and people
- Shift to prevention and sustainability
- Better value for £
- Maximise potential of staff skills, development. Coaching and recruitment
- Resources as close to the point of contact as possible

#### **Organisations**

- Softening boundaries eliminating silo working
- Practitioner-level leadership and innovation
- Understanding of whole system and contribution to it

Whole System: help me to get the support me and my family need to live the good life we choose

- One system, one vision
- Common outcome framework
- Needs not services
- Integrate commissioning to achieve population health & wellbeing and reduce health inequalities
- "Do today's work today"
- "One person, one record"
- Increase productivity and improve outcomes by getting it right first time
- Design to get best value for £: eliminate duplication & waste
- No door the wrong door reduced number of doors?
- Cross-sector responses

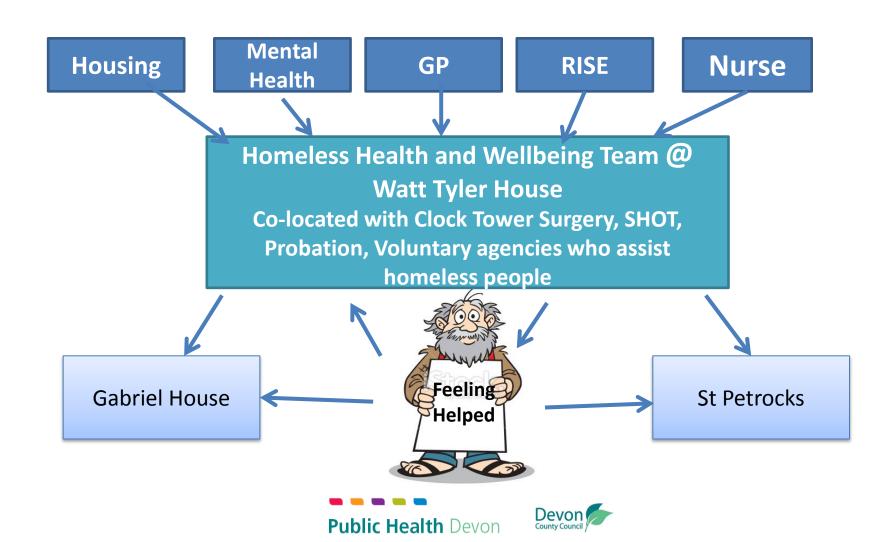




**Exeter & Devon** RD&E **Exeter** Partner **NHSE Commissioning** Devon New **Health & Wellbeing** Citv **Prison Healthcare** County Devon Board Boards & **Boards** Council **Primary Care** CCG Council Trustees Governing Cabinet Cabinet Body, **NEW Devon CCG/DCC Joint Integrated Care Exeter Board** Commissioning **Board Sponsors Chief Executives Group Better Care Fund Executive Group Programme Delivery Team Programme A Programme B Programme C** Improving the co-Community Resilience & Risk Stratification & ordination & delivery New Models of Care Prevention of existing services **Discharge 2 Assess** Risk stratification for **City Wide Architecture for** population health & Wellbeing **Community Resilience &** Prevention Rapid Response, Crisis Support **Proactive Care co-ordination** City Wide Strategies for Social and Reablement for Homeless and integrated personalised Investment through new models of delivery commissioning through new prototyped through models of care Integrated Health & Wellbeing Piloting social prescribing and Team low level early intervention & MEAM case co-ordination prevention Wat Tyler Hub Options for future integration of commissioning

**Public Health** Devon

### Future Service Design



## **Cultural Values Assessment**

#### Seven Levels of Organisational Consciousness

	Positive Focus/ Excessive Focus
Service 7	Service to Humanity and the Planet Social Responsibility, Future Generations, Long-Term Perspective, Ethics, Compassion, Humility.
Making a Difference 6	Strategic Alliances and Partnerships Environmental Awareness, Community Involvement, Employee Fulfilment, Coaching/Mentoring.
Internal Cohesion 5	Building Internal Community Shared Vision and Values, Commitment, Integrity, Trust, Passion, Creativity, Openness, Transparency.
Transformation 4	Continuous Renewal and Learning Accountability, Adaptability, Empowerment, Teamwork, Goals Orientation, Personal Growth.
Self-esteem 3	High Performance Systems, Processes, Quality, Best Practices, Pride in Performance. Bureaucracy, Complacency.
Relationship 2	Harmonious Relationships Loyalty, Open Communication, Customer Satisfaction, Friendship. Manipulation, Blame.
Survival 1	Financial Stability Shareholder Value, Organisational Growth, Employee Health, Safety. Control, Corruption, Greed.





### Personal Values

Down to earth

Well-being

**Optimism** 

Experience

Compassion Integrity 11-2 Honesty Commitment

Humour Creativity Coaching / Mentoring





#### **Current Culture**

Giving / Volunteering

Wasted resources

Access to health services

## Bureaucracy

Uncertainty about the future

Compassion

Making a difference

Blame

Drug/Alcohol Use

Cooperation

Caring for the disadvantaged





# Desired Cultural Values Access to health services

Well-being

Long—term perspective

# Caring for the disadvantaged

Enthusiasm

Creativity

Quality of life

# Affordable Housing

Compassion



Positive Attitude



## CHALLENGES: enforcement Vs Support

"Bullies Charter": Comedian Mark Thomas slams Exeter homeless crackdown"



"Exeter's homelessness crisis: Police, council, church and homeless speak out"





#### **Emergency Exits:**

Achieving the right balance between support and enforcement to reduce street-based antisocial behaviour in Exeter







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"Create the conditions for people to have the freedom to lead a life they have reason to Value" Michael Marmot (2013)



