



Integrated care for older people

Shaping a health and care system that is designed around the individual

May 2015

A new report will provide a vision of what good integrated care looks like for older people.

CQC has begun a review that explores how health and social care services currently work together to deliver care for older people that is integrated.

Our health and care system is complex. There is some outstanding care in the system and there is also inadequate care. However, there are many different kinds of organisations involved in the care of older people – sometimes those who need care are not involved in decisions about them and the service is not designed around the individual.

This CQC thematic review will help inform a better understanding of how integrated services can improve care. We want to show what good integrated care looks like: what people should expect from it, how it can be commissioned and how its success can be measured.

CQC's review will identify barriers to the delivery of integrated care and it will highlight good practice. Based upon our findings and to help improve older people's experiences in care, we will propose actions for providers and commissioners.

Person-centred care

Our Integration, Pathways and Place work brings together a number of projects that will help us to develop and deliver our approach to encouraging improvement in the quality of joined up, person-centred care.

They include our thematic reviews, which look at the quality of care along a pathway or for specific groups of people using health and care services. They also include work to explore how we assess the quality of care across services within localities, and how we regulate new models of care. We committed to do this work in our business plan for this year, and set out our approach in

Shaping the Future – the next stage in CQC’s journey in improving health and social care.

There is a compelling case for changing the way older people’s health and social services are delivered. Wellbeing and the prevention of illness are increasingly important at a time when there are unprecedented and wide-ranging demands on our care services.

Older people’s care is too often fragmented and episodic. It often happens around the needs of organisations rather than the needs of the person.

The findings of this review will help us design future models of regulation, focused on pathways of care for the individual, rather than the providers. This will help us respond to new models of care.

CQC is allowed to ask for data and to inspect services – we are in a unique position that enables us to do this review.

People’s experience

In carrying out this review, CQC is interested in people’s individual experience of care, as well as data which describes how people interact with – and move between – different organisations in the health and care system.

When CQC inspects care providers’ services, there are five key questions to inform judgements on their quality of care. For this review of older people’s care, we will also look at how integrated care relates to those questions.

Our methods will include gathering information on people’s experiences of care and carrying out inspections. We will look at barriers to good integrated care for individuals, at care provider level and at systems level. And we will consider factors that help the delivery of integrated care for individuals, providers and within systems.

Our review will assess services in the areas covered by a number of Health and Wellbeing Boards, as well as data on a national level. CQC will also use additional legal powers granted by the Secretary of State for Health to enable the review. This work will include data analysis, engagement activities such as focus groups and surveys, inspections and expert opinion.



Publication

Fieldwork for this review takes place from October to December 2015 and a report will be published in spring 2016. The report will present a national view of integrated care and set out of a vision of what good integrated care for older people looks like.