

# Development of an Integrated Care Centre

## Hywel Dda University Health Board

### Project summary:

A strategic, whole system approach to service reconfiguration, redesign of care pathways and healthcare planning. Model of care and associated demographic, demand and capacity analysis/modelling and extensive stakeholder engagement to support integrated care, implementing regional and national strategies. Detailed planning to establish design brief leading to development and delivery of a compelling business case.



### Context:

Hywel Dda University Health Board provides healthcare services to over 372,000 people across a very wide, largely rural, area of West Wales in the counties of Carmarthenshire, Ceredigion and Pembrokeshire. The Health Board faces significant challenges in meeting the complex needs of a growing elderly population, improving standards of care for its entire population and pursuing a health promotion strategy to prevent and manage the burden of long-term conditions, against the backdrop of severe financial pressures.

Hywel Dda is committed to delivering the 'right care, at the right time and in the right place', improving access to healthcare, driving improvements in quality of services and outcomes, working in partnership with local stakeholders. The Cardigan project to plan and develop a new integrated health and social care resource centre was fundamental to delivering an effective and sustainable model of care locally.

### Our approach:

Extensive clinical and wider stakeholder engagement was a vital part of Fusion's role to build a shared understanding of the context for the emerging integrated care model in terms of health need and demographic change, the need for sustainability and the imperative to drive change in service planning and delivery.

The specification for a new Integrated Care Centre, as a manifestation of this model of care, was underpinned by rigorous demographic analysis and modelling of future demand for services and the capacity needed. This established the foundation for sustainable whole system planning to quantify service needs and specific local requirements to inform development of an appropriate specification.

Only when these building blocks were in place could the work begin on detailed planning of the facilities needed to deliver redesigned services for local people, with full involvement of the clinical teams on the ground.

### The outcomes:

Fusion worked at Board level and with clinical and managerial teams locally to deliver:

A sophisticated long term demand/capacity model reflecting demographic changes and the impacts on the nature and scale of services required.

A clear expression of the new model of care proposed, as part of a whole system approach, and a common understanding of the practical and financial implications for the whole of the Health Board and for its local government and third sector partners.

Clinical specifications and schedules of accommodation, developed through facilitated workshops with clinicians and service managers, to ensure that the new model of care was accurately reflected within the design solution for an Integrated Care Centre, as a direct response to the strategic service needs.

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