Make a difference.

Structure services around people and places.

Step outside your own organisation and see the potential that lies outside.

This resource is aimed at system leaders with the power to work differently. It shows how collaborative working between health and adult social care can improve outcomes for people and make better use of limited resources.

Collaborative working isn't anything new, you'll have taken your own steps along this particular journey locally. We know that people want to access services that feel seamless.

Wherever you are in your journey, this resource aims to inspire you to:

- make a start
- move things on a level
- or, try again.

Your next step needn't be huge, but it's vital in terms of improving quality, and ultimately improving the lives of the people you serve.

We're aware that not everyone knows their way around adult social care and so we've produced this short animation to help.

We've also included the following to help your local journey:

- Case studies
  Highlights from 7 local areas, each showing different aspects of collaboration between health and the adult social care sector.

- Collaboration in practice
  High level steps that support collaborative working on a big or small scale (inspired by our case studies).

- Our offer to you
  Our collective offer of support and access to download elements of this resource for use locally.

Are you on board with the benefits of collaboration? If so, what is the next step in your journey?

Collaborative working in practice – the 'how'

These steps aren't revolutionary, they probably won't cover anything you don't know. But as collaborative working is easier as a concept and much harder to put into practice, we thought it was important to include a basic framework for action. This is based on the experience of our case example areas.

1. Pick your problem. Be realistic - keep it deliverable. Starting small is very sensible if this is a new venture with new partners. But if you go small, think of something that is scalable.

2. Identify stakeholders. Not just those you are used to working with, but everyone involved in the process, as well as those who will be impacted by it. This includes the people accessing support. If you don't already have established relationships with key partners, build in lots of time for this bit – it's the beginning of your relationship so you want to start on the right foot. Look for opportunities to strengthen existing relationships.

3. Link to new partners. Set up an initial meeting that is separate to the usual day to day discussions and pressures. Find out as much as you can about your new partner. What are their pressures, priorities, expectations and concerns? Work out together what you have in common.

4. Confirm drivers for each stakeholder. Gains don't have to be equal, but they do have to be of interest to each partner. They could range from improving the experience of the people using a service, to finance, to freeing up staff time.

5. Create a dream team of deliverers. It's not always about seniority. It's often about individuals with drive, passion and influence. Never under estimate the importance of finding the right people to effect change.

6. Make it happen. Work out together what you will do, how you will do it and how you will stop the inevitable barriers distracting you from your aim. Then take steps to make things happen.

7. Be honest with yourself about how collaborative the work is. Ask yourself whether the key people really are around the table and whether they have an equal voice.

8. Don't forget to deliver. The system needs change, it needs to try doing things differently with different people involved. If you haven't solved the problem then it's still there, impacting on the lives of the people we are all here to support. Evaluate what you've done to see whether it works. If it hasn't quite solved your problem, work out with partners what to try next.

9. Pick your next problem. Once you've proven that you can work collaboratively to solve a problem, the scene is set for you to pick your next problem – maybe a bigger or a more complex one, possibly involving new partners. The sky is the limit!

The national partner organisations involved in developing this resource have a range of offers and resources to support local systems with collaborative work to improve quality. We have listed links to each of these below:

- **NICE** offers **a collection** of evidence based guidance and standards mapped against key STP priority workstreams.

- **Skills for Care** offers a **range of support** with leadership and workforce development. This includes accessing social care workforce data, workforce planning, support delivering the Enhanced Health in Care Home framework and further bespoke solutions.

- **The Care Provider Alliance (CPA)** brings together the main national associations representing independent and voluntary adult social care providers in England. The CPA offers STPs **practical support and advice** to engage with care providers in their area.

- **NHS England** offers access to a range of support for integrated working between health and social care and is currently developing Integrating Better resources for local systems. **Register** to access relevant information from the Future NHS Collaboration Platform.

- **The Local Government Association (LGA)** provides **support** for social care, integration and health, as well as supporting the transforming care programme for people with learning disabilities or autism (co-produced and delivered with the Association of Directors of Adults Social Services).

- **Association of Directors of Adult Social Services (ADASS)** offers a range of **publications** which provide information on key opportunities including integration.

- **The Care Quality Commission (CQC)** has reviewed health and social care systems in 20 local areas. Their final **report** sets out findings from all 20 reviews.

- **The Social Care Institute for Excellence (SCIE)** offers a **range of resources** to support integrated working between health and social care.

- **Think Local Act Personal (TLAP)** partnership works to promote personalisation across social care, health and housing by sharing learning and supporting innovation through networks, events and **resources**.

- **The National Dignity Council** offers a host of resources, including **10 Dignity Do's** – a simple checklist of values and actions that services can use to promote dignity in care.

Quality Matters priority 5 partners are planning to run 2 national workshops later this year in conjunction with NHS England. They'll offer practical support around collaborative working between health and adult social care at a local level. We'll update this resource with dates and venues as soon as they're known. If you would be interested in being notified with details of the events please **email us**.

Other useful links:

- **The Care Association Alliance** website contains links to **local care associations** in England. Visit the website to find out if your area has an existing alliance of local care providers.

- **Quality Matters** is a commitment to improving the quality of adult social care, supported by a range of partner organisations.

This resource supports the delivery of Quality Matters priority 5 **shared focus areas for improvement** which recognises the importance of health and social care working effectively together.

Tell us about your local work

If this resource has inspired you to take your next step in developing collaborative relationships between health and social care, please email qualitymatters@nice.org.uk. We'll **help raise the profile of your local collaborative work** and share your experiences with the Quality Matters board.

Download elements of this resource

Animation (YouTube)
Lincolnshire STP video (YouTube)

Case study: Dudley
Case study: Frimley
Case study: Isle of Wight
Case study: Lincolnshire
Case study: Manchester
Case study: Nottingham and Nottinghamshire
Case study: Surrey