

People before organisations

Manchester

Health and Care Commissioning (MHCC)

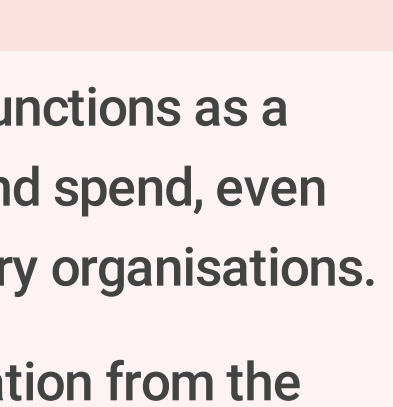
1 CCG
1 City council



Strategy based around people and place, including extra care housing

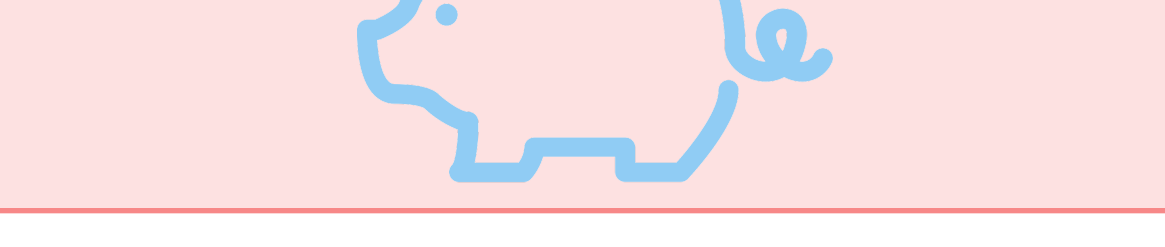
Manchester's symbol of the worker bee reflects the strategic approach being taken across health and social care organisations. Each organisation is like a bee, working together for the good of the Manchester hive.

Working relationships are strong between health and social care partners in Manchester, following years spent building trust. These relationships form the foundation for the move towards a fully devolved combined health and social care budget.



The joint executive team of MHCC currently functions as a single system in terms of agreeing strategy and spend, even though its finances sit within different statutory organisations.

Key governance structures include representation from the voluntary, community and social enterprise (VCSE) sector.



The desire to work as a single system is driven by a view of Manchester which is based around **people and place**.



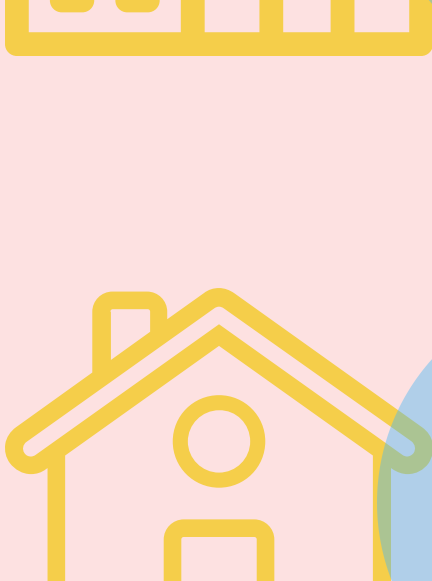
Strategic leaders believe that the people of Manchester and the places in which they live and work are real assets, and that they're more important than any individual organisation. This is reflected in the shared Manchester strategy, called 'Our Manchester'. It sets out an approach to create 'a liveable city - clean safe and attractive.'



"Each partner brought their own expertise and energy to tackle the challenge of delayed transfers of care from hospital. We made decisions together and agreed new ways of working to improve outcomes for local people. This very much forms part of the 'Our Manchester' approach to creating a healthy Manchester that people want."

Ian Williamson, Chief Accountable Officer, Manchester Health & Care Commissioning.

Providing care and support in the right place



20

20 **neighbourhood apartments** are planned across the city. This will offer short stay extra care housing in a community setting as an alternative to people staying in hospital when they're well enough to leave.



5

The most recent investment in this area has been in 5 new 'home from home' flats within the existing 135 Extra Care Housing Scheme complex.



7am - 10pm

Reablement officers are available **between 7am and 10pm** to offer support and encouragement for people to build their confidence and regain their independence. This aims to improve the experience for people who might otherwise have moved permanently into residential care, or who might have been at a higher risk of having a further accident following discharge from hospital.

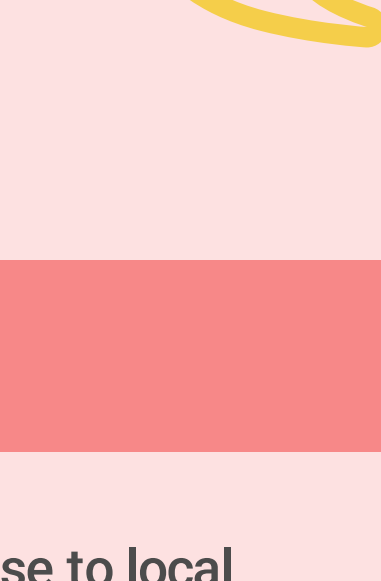
"After I fell and hit my head and face on a cabinet I was in hospital for some time and was worried I couldn't manage when I went home. When I walked in this flat I thought it was a palace...and the staff are very kind and help me. This is where I live, it makes me feel safe."

Jimmy, resident in 135 Extra Care Housing Scheme.

A vision for the future

Manchester's vision for the future of community services is based around 5 domains, one of which is 'person'.

This consists of a number of statements which have been developed by people living in Manchester.



They describe the things that are important to them, such as being an active partner in their own care, and communication which is meaningful.

Responding to local need

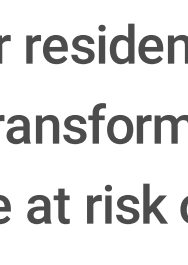
A very practical example of collaborative work in response to local need is Manchester's Longford Centre.

Listening

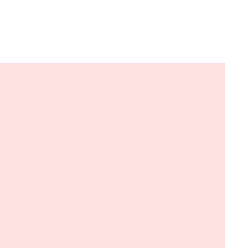


Manchester Strategy partners, from local authority and health organisations, listened to people with years of experience working with homeless people.

They highlighted a growing population at risk of becoming homeless due to factors such as zero hours contracts and delays in deposits being returned. This would impact on their ability to access rental accommodation, leading to homelessness and unemployment.



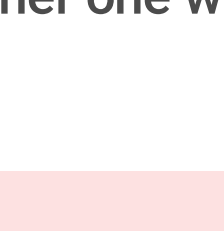
Responding



The partners were determined to respond and looked across their assets. They identified a former residential care home with the potential to be renovated and transformed into a supported, short-term housing option for single people at risk of becoming homeless.



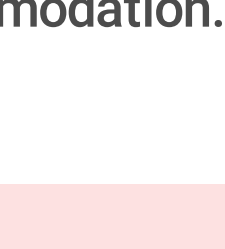
Finding resource



Each of the partners identified additional resources in terms of finance or staff, enabling the project to be delivered. Senior health and social care leaders even came together one weekend to help paint the new facility.



Result: The Longford Centre



The Longford Centre provides short-term housing for people who might otherwise have become homeless. As well as secure basic accommodation, it offers workshops and support to enable people to get back into employment and long-term accommodation. It's a testament to what can be achieved collectively.

"After 4 months in a bed and breakfast, to then within 2 weeks have a place to live independently is amazing! All I can do is thank everyone at the centre for my second chance at life."

Caspar, one of the first residents at the Longford Centre.

Next steps

Manchester's next steps include continued proactive work to empower the workforce to feel part of a single system.

Manchester will also continue its behind the scenes activity to deal with practical challenges stemming from trying to work as a single system. One vision, one place, but multiple statutory governance systems and VAT rules.

Find out more about collaborative working

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