

# Surrey Heartlands

Health and Care Partnership (an integrated care system - ICS)

3 CCGs  
1 County council  
4 NHS trusts  
1 Community health services



## Collaborative relationships

Over recent years, the collaborative relationships between health, the local authority and care providers in Surrey have gone from strength to strength.

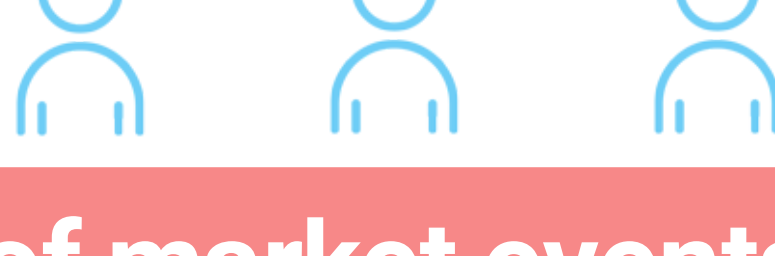


Continuing their proactive approach to collaborative working, Surrey Heartlands is moving to a devolved budget for health, social care and public health.



The Surrey Provider Network enables partner organisations to discuss, as equals, the future direction of care provision.

Each of the 3 CCGs has an established care home forum, 1 of which includes home care provider representation.

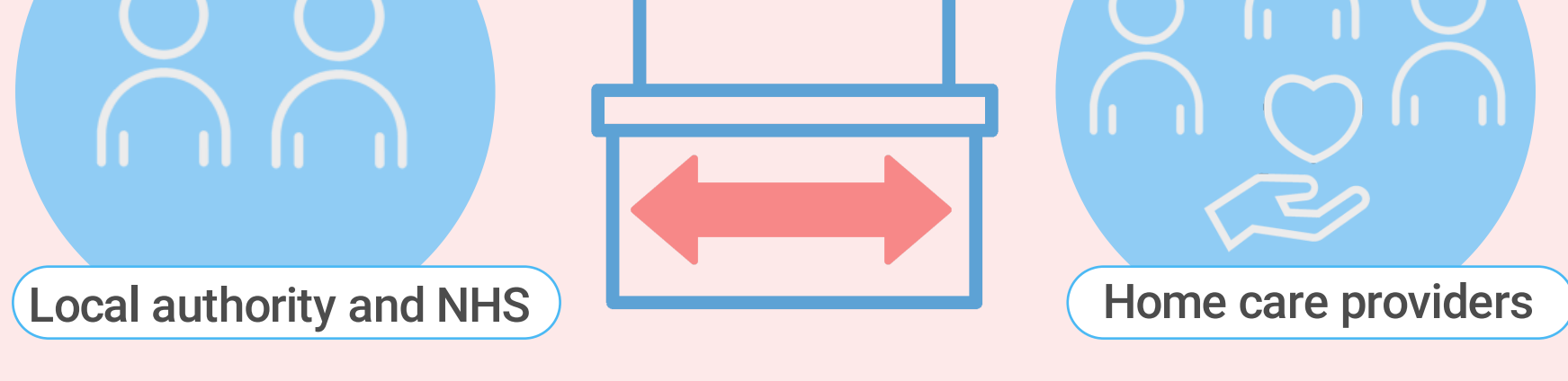


## A series of market events

Surrey County Council and CCGs spend around **£80m** each year on home care provision.

Like most areas, Surrey has experienced challenges with home care. In particular, high rates of self-funders impacted on capacity for publicly funded care.

Surrey ran a series of market events to engage with local home care providers, including those they didn't normally commission support from.

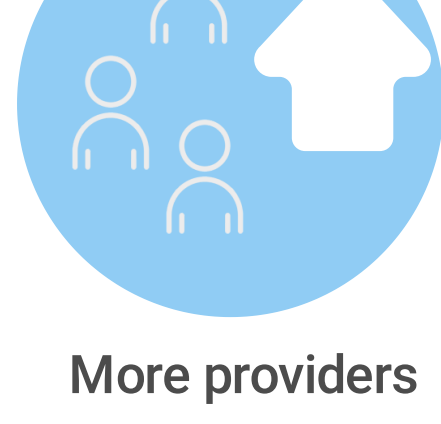


The events opened up a two-way conversation so commissioners and providers could share challenges and ideas for solutions.

"The problems faced by home care providers are our problems and so our solutions must address them. Providers have experience of good and bad commissioning practice. We can benefit from this expertise locally."

Senior Procurement Lead,  
Surrey County Council.

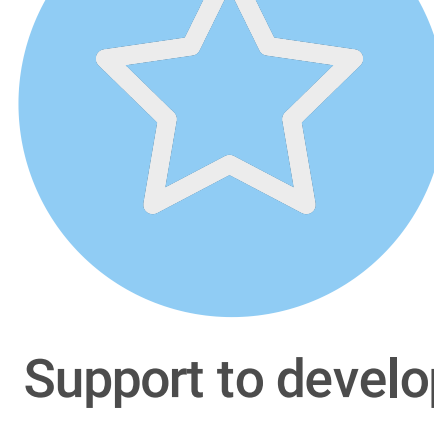
## Outcomes of the market events



More providers registered with the local authority.



A named commissioning contact for each provider.



Support to develop specific home care workforce skills.

The events also resulted in the introduction of a new electronic brokerage system for new packages of care.

This means:

- ✓ Fairer access to contracts for providers.
- ✓ Better use of available provider capacity.
- ✓ Commissioners and providers are now able to monitor the market.



## Care workforce strategy

Following a pilot jointly funded by health, the local authority and local care association, the workforce board of the Partnership has invested in a care workforce strategy.



Successes to date include:

- ✓ A workforce toolkit for providers.
- ✓ A YouTube video promoting local care role opportunities.

## Next steps

Surrey Heartlands is exploring how to make the best of all its positive collaborative relationships and networks.

This may take the form of a revised memorandum of understanding with Surrey Care Association.

It will also ensure all sectors are formally linked to the local integrated care partnerships within the integrated care system.

**Find out more about collaborative working**

Website: [www.surreyheartlands.uk](http://www.surreyheartlands.uk)

Website: [www.surreycare.org.uk](http://www.surreycare.org.uk)