



Aberdeen City Health & Social Care Partnership

A caring partnership

January 2019: Update Number 7

INCA

(Integrated Neighbourhood Care Aberdeen)

How did INCA come about?

Buurtzorg is a model of community nursing that was developed in the Netherlands and has gained a high level of international interest. In January 2018, two teams of community nursing and care at home staff were formed in Cove and Peterculter. They were asked to test the Buurtzorg principles, namely – keeping the person at the centre, drawing on and building informal networks (family, friends, neighbours, local voluntary organisations etc) to support them, working in small self-managing, neighbourhood-based teams, collaborating with formal networks (such as GPs, Occupational Therapists, Physiotherapists etc) as required, and using an enabling approach.

What's different about the Aberdeen approach?

In our integrated Health & Social Care Partnership we wanted to move our test beyond community nursing and include care at home as well. This was the first time we had formally brought together nurses employed by the NHS and support workers employed by Bon Accord Care to work so closely as one single team. In order to give the test teams time and space to develop the skills they needed to work in this new way, we chose to start small, building their caseload gradually from people with a new need for care, in tandem with existing community nursing and care at home services that were being delivered in those areas.

What's been happening in INCA?

After a year, we have learned a huge amount, but our test of change is coming to a close. We have evaluated what went on throughout, and have found that:

- people receiving their support from INCA greatly valued the service
- staff recruitment and retention was challenging. There are multiple reasons for this however, key ones were - difficulties around being a self-managing team and nurses concerned about their skills not being sufficiently utilised
- a real positive was the ability to rapidly provide, step up or step down support according to a person's individual and changing needs.

What's next?

As we draw to a close, we will take forward and build on the learning from this project, to improve our provision of flexible, person-centred and enabling care provision in Aberdeen City.

Our learning will influence:

- the development of a multidisciplinary team approach to the rapid provision, stepping up and down of support in localities
- how we enhance continuity, build relationships and promote the ability to work in an enabling way
- how we support teams to self-organise, to allow flexibility of approach while still ensuring they have supportive leadership.

You can expect further opportunities to hear about, be involved in and influence the development of the stepped support approach.

How do I find out more information about the project?

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Please contact any of us to find out more about what is happening and to raise any questions or concerns.

