



Connecting Care+ Hubs

What does Connecting Care+ mean?

Connecting Care+ is made up of local health, social care, voluntary and community sector organisations from across the Wakefield district. These organisations work together as partners to deliver health and social care integration to deliver innovative methods of care to local people.

The Connecting Care+ vision is to ensure that local people receive person-centred coordinated care, which is delivered at the right time, in the right place and by the right person. In order to achieve this vision, certain principles were outlined by partners. These principles are:

- Patients are practically managed at or close to their homes
- Care is co-ordinated and seamless
- Only those people that need to be in hospital are admitted
- Once admitted into hospital, people only stay for as clinically long as necessary
- People are supported and are in control of their condition and care, enjoying independence for longer
- Unpaid carers are prepared and supported to care for longer.

Our Connecting Care+ partners are:

- NHS Wakefield Clinical Commissioning Group
- Wakefield Council
- WDH
- South West Yorkshire Partnership NHS Foundation Trust
- Spectrum Community Health CIC
- The Mid Yorkshire Hospitals NHS Trust
- Age UK Wakefield District
- Nova
- Carers Wakefield and District
- Conexus Healthcare Limited (GP Federations)

What is a Connecting Care+ Hub?

The new Connecting Care model redesign across the Wakefield district was implemented on 4th December 2017. The new model will provide a wider Health and Social Care service, and focus on crisis intervention, to prevent avoidable hospital admission and support services to enable people to be discharged from hospital earlier.

The purpose of Connecting Care Hubs is to deliver person centred coordinated care, which achieves better outcomes for Wakefield people who need Health and Adult Social care.

The aim of the Connecting Care Hubs is to ensure that:

- Care is coordinated and seamless with health, care and support working together to share information, plan and join up care for people
- A clearer, faster access to Hub services for acute, primary, clinical and Adult Social Care providers is improved by having one single referral process through the establishment of a single point of access
- People are supported and in control of their condition and care, enjoying independence for longer
- Unpaid carers are prepared and supported to care for longer
- Care is cost effective and within available budgets
- All staff understand the system and work safely and effectively in it

Access & Support

The main referral pathway for most stakeholders is via Social Care Direct or MY Therapy Co-ordinators. GP's and Hub partner agencies can directly refer through to the Connecting Care+ Units bypassing Social Care Direct / MY Therapy Co-ordinators. All referrals to the Hub are registered and accessed through the SystmOne Personal Integrated Care (PIC) File.

All Hub referrals are triaged by the Hub Triage Team, which is made up of Social Workers, Advanced Care Practitioners and Community Therapists, they are responsible for signposting referrals to the most appropriate partner in the Multi-Disciplinary Team (MDT) for Case Management.

All cases are monitored by the Coordination Unit which consists of Support Service staff.

The Hubs include a number of partner agencies; this includes, Social Workers, Care Coordinators, specialist staff from both Age UK Wakefield and Carers Wakefield and District, Mid Yorkshire Therapy Team staff including Occupational Therapists, Physiotherapists, Dieticians, and Pharmacists. Mental Health Navigators from SWYFT and Wellbeing Case Workers from WDH are also available.

Locations & Opening Hours

Bullenshaw Connecting Care Hub
Bullenshaw Road
Hemsworth, Pontefract
WF9 4LN
Opening hours: 8am – 6pm
Tel: 01977 727015
Email: carecoordinationuniteast@wakefield.gov.uk

Waterton Connecting Care Hub
Waterton Road
Wakefield
WF2 8HT
Opening hours: 8am – 6pm
Tel: 01924 307277
Email: carecoordinationunitwest@wakefield.gov.uk