



Connecting Care+ Co-ordination Unit

What does Connecting care+ Co-ordination Unit mean?

The Connecting Care+ Co-ordination Units will support Triage Managers with the processing of urgent and non-urgent Personal Integrated Care (PIC) referrals for adults and older people within the Wakefield district.

The Units will have access to a range of Health and Social Care IT systems and will work alongside a range of multi-agency managers with access to other IT systems such as Age UK Wakefield & District, Carers Wakefield & District, and WDH.

In addition, the Units will have access to vital daily intelligence that the Connecting Care+ Hub will need to operate efficiently and effectively, and make better informed decisions.

This will mean that the citizens across the district will have a multi-agency holistic response to support their needs.

What is a Connecting Care+ Co-ordination Unit?

Each Unit is managed by a Support Services Co-ordinator who has management responsibility for Co-ordination Support Officers, who work 8am – 6pm Monday to Friday.

Working closely with Triage Managers, the role of the Unit is to:

- Signpost urgent and non-urgent referrals through to the most appropriate care pathway
- Provide real-time data to support the daily 'Stand Up' meetings within each Hub
- Record and monitor referral activity coming into the Unit on the Personal Integrated Care (PIC) File, and process appropriately
- Monitor and record Key Connecting care+ Hub Performance Indicators and other team measures

Access & Support

There are three referral pathways to the Care Co-ordination Units:

- 1) Access to Care (Social Care Direct and My Therapy)
- 2) GP Direct Referrals and other Internal Hub Referrals
- 3) Yorkshire Ambulance Service

The main referral pathway for most stakeholders is via Social Care Direct or MY Therapy Co-ordinators. However, GP's can directly refer through to the Units bypassing Social Care Direct / MY Therapy Co-ordinators. Hub agencies will be able to refer onward

referrals to the Units in most cases, this will be dependent on the nature of the referral and whether this is deemed more appropriate for Access to Care to triage (i.e. Safeguarding). All referrals received will be treated as urgent referrals to prevent hospital admission and support early discharge from hospital.

The Units will also provide Triage Managers with real-time data to support daily 'Stand Up' information which is distributed each morning to partners including critical information.

Locations & Opening Hours

There two are Care Coordination Units based at Bullenshaw Connecting Care+ Hub and Waterton Connecting Care+ Hub.

The Care Coordination Units are open Monday to Friday, 8am until 6pm.