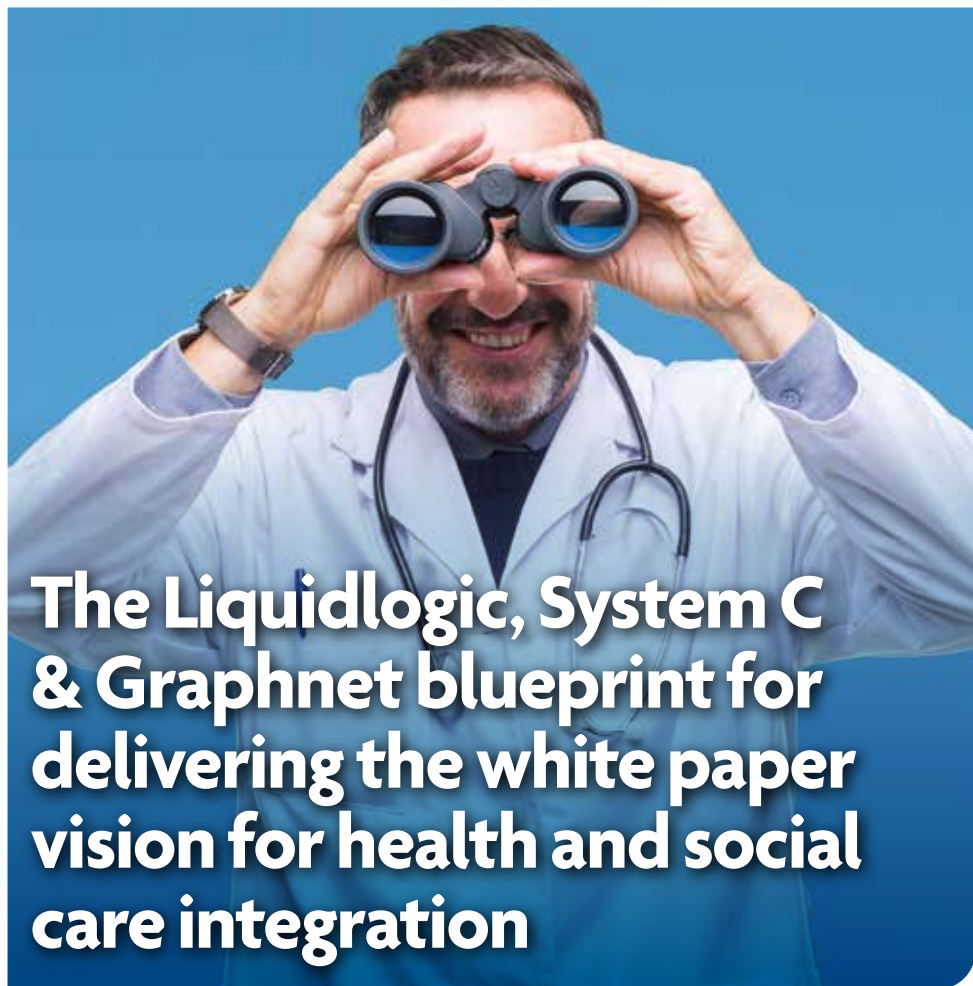# CommunityCare

The heart of your social care career

The Liquidlogic, System C & Graphnet blueprint for delivering the white paper vision for health and social care integration

In association with

Liquidlogic

Written by David Grigsby, MD, Liquidlogic

Liquidlogic, System C and Graphnet together form the System C & Graphnet Care Alliance; a group of companies with common ownership providing integrated IT solutions to the UK health and social care market and supporting the national Covid vaccination rollout.

Health and care white paper – is it different this time?

Aspiring to achieve health and social care integration is nothing new, but this time the ambition in the health and care white paper does seem to be different. Perhaps the Covid effect is playing a part, but if the proposed policies are translated into legislation, they will have more teeth than those that came before them and it finally feels like progress is being made.

The white paper for the first time proposes a legal duty on the NHS and social care to collaborate and underpins this with the inclusion of local authorities on the boards of Integrated Care Systems (ICS).

This is coupled with a recognition of the importance of systems and data, "to ensure more effective data use across the health and care system, which is critical to effective integration".

Whilst the vision is for ICSs to solidify as organisations, they will have to cope with the fact that distinctive and specialist organisations will remain and operate within them, just as they do now. The challenge is to enable each organisation to operate in seamless unison with the others under the ICS umbrella, and in doing so, achieve the objective of integrated care.

Liquidlogic and the System C & Graphnet Care Alliance – are we ready to support this?

We have a blueprint for supporting ICSs to achieve the ambitions in the white paper and this is based on live, successful and referenceable implementations. It can be grouped under 3 headings:

1. Sharing and integrating data across the ICS.

Liquidlogic

2. Sending messages and managing workflow across the ICS.
3. Analysing data operationally and at citizen cohort level across the ICS.

These are the three legs required to effectively support an integrated health and social care system and we will look at each in turn.

Leg 1 – sharing and integrating data across the ICS

To properly respond to a person's needs, you need to see the whole picture, and the familiar challenge with this is that their data is stored in several specialist systems - acute, clinical, community, social care, mental health etc. Bringing this together into a combined summary or 'shared care' record is now a well-trodden path.

Graphnet's CareCentric solution is the market leader in this respect and, speaking about how CareCentric works with the Liquidlogic social care solution, Mike Roberts at St Helens Council says: "The CareCentric system has been in place for over a year in both adults' and children's services

"Aspiring to achieve health and social care integration is nothing new, but this time the ambition in the health and care white paper does seem to be different. Perhaps the Covid effect is playing a part, but if the proposed policies are translated into legislation, they will have more teeth than those that came before them and it finally feels like progress is being made."

and we can already see the benefits. Our social work professionals can make better decisions because they are presented with the complete view of a person.

"There are also time-saving efficiencies linked to a reduction in making and answering calls to gather information – instead the data is there in front of them. The information that social care now has access to is terrific. The information which health has access to is phenomenal."

Leg 2 – sending messages and managing workflow across the ICS – integrated care pathways

If Leg 1 is about understanding a person's circumstances, leg 2 is about responding to them. Messages can be sent between systems that initiate action. This delivers shared care pathways through workflow across systems and across the ICS.

One good example of this is the hospital discharge messages that flow between the System C hospital system, CareFlow, and the Liquidlogic social care system. These use FHIR (Fast Healthcare Interoperability Resources) messages and transfer data from the hospital system to social care; in the process they trigger a workflow task for the person to have an assessment.

This has been live between the Whittington Hospital and Islington council for some years and a spokesperson at the Whittington Hospital, explains:

"This is a very important and concrete example of how IT can be used to transform service delivery for the direct benefit of patients. The automatic transmission of patient information makes it so much easier to ensure that vulnerable patients are discharged seamlessly into the community, with the right levels of support in place to meet their particular needs."

Similarly, Lancashire County Council was recently funded by NHS Digital to implement the same interface, and Tony Pounder, Director of Adult Services, says: "The ability for social workers to view hospital Assessment, Discharge and Withdrawal (ADW) notices in our Liquidlogic case management system aligns with our strategy to link social care with health and reduce delayed transfers of care from hospital into the community. In

Liquidlogic

addition to the time-saving benefits that we are seeing at Lancashire, we are proud to have been recognised by Health Tech Digital with an award for best communication solution."

Another example is alerts being triggered in the Liquidlogic Children's system by the System C Child Health system (CarePlus), this includes looked-after children who have not had an immunisation.

Interfaces such as this utilise common message standards and provide an off-the-shelf means of speeding communication and avoiding double entry whilst having a clear audit trail. They are key building blocks for integrated care pathways across the ICS.

Leg 3 – analysing data operationally and at a citizen cohort level across the ICS – population health and social care data

There is a wealth of extremely useful information held in systems across an ICS, and shared care

"The System C group of companies (Graphnet and Liquidlogic) have multiple live references for this across health and social care and these provide a blueprint for delivering the white paper."

records, such as Graphnet's CareCentric, provide a considerable short-cut to accessing and analysing this as they hold data from all these key systems, as well as having sophisticated data analytics tools.

The Cheshire and Mersey Combined Intelligence for Population Health Action

Liquidlogic

(CIPHA) project is a ground-breaking example of this. The project has delivered a clinical outcomes radar and integration with public health reporting. CIPHA has also been a vital tool in the response to the pandemic and now is part of the recovery and targeting of urgent service transformations.

Early Intervention in social care

Interestingly, the CIPHA project is also embarking on a new phase to undertake risk stratification analysis to enable social care to intervene early with people at risk of deteriorating, being admitted to hospital or requiring residential care. This links the shared care record with workflow in the Liquidlogic social care system and is an innovation designed to move away from crisis management and into a more proactive model aimed at keeping people healthy and independent for longer.

Summary

The right IT partner can underpin and enable the aspirations of the white paper, and it doesn't have to be as complex as some would make it. This paper has tried to show how it can be simplified into three manageable strands: a) viewing data, b) sending messages, and c) analysing data.

The System C group of companies (Graphnet and Liquidlogic) have multiple live references for this across health and social care and these provide a blueprint for delivering the white paper.

For more information
Please contact marketing@liquidlogic.co.uk, or for further examples of live health and social care integration projects, visit https://www.liquidlogic.co.uk/adults/ health-social-care-integration/