



## About Manchester Local Care Organisation

Manchester Local Care Organisation is a partnership organisation that is part NHS and part local authority. We run **NHS community services** and **adult social care** services in the city.

We work in 12 **integrated neighbourhood teams** where health and social care staff are located in the heart of their community, working together as one team.

As well as delivering better coordinated day to day community health and social care services, our neighbourhood teams have a role working with GPs, other partners, the voluntary sector and local people. Together they look at what's important in the neighbourhood, building on what's great and coming up with new ideas and priorities to improve health and wellbeing locally.

## Respond - Recovery & Reform - Transform

We can take a lot of pride from the way that MLCO responded to COVID-19. We prioritised to ensure that essential services continued and that we could support people to be discharged safely from hospital as well as playing a key role in testing, community response and vaccination. The pandemic continues and will have long reaching impacts on our services and communities.

In 2021-2022 we have three key things we need to do:

- **Respond** - Play our part in continuing to respond to the ongoing challenges of COVID-19
- **Recovery & Reform** - Get back to our core work and how we achieve our aims as a local care organisation
- **Transform** - Carry out key transformation programmes like Better Outcomes Better Lives that will ensure our services are future fit and financially sustainable.

## Our priorities for 2021-2022

The pandemic has not changed our overall focus for the MLCO. We have six key priorities that will shape the way we work in 2021-2022 and through to 2023.



### A population health approach

Our unique position as a health and social care provider means we can deliver improved population health in Manchester and help reduce health inequalities. We'll be piloting specific health and social care actions in each of our 12 neighbourhoods this year.



### Safe, effective & efficient services

We'll learn from our staff as we recover services after the COVID-19 pandemic and support their wellbeing. This year we'll mobilise the MLCO Section 75 agreement that will increase integration of health and social care in the city. We'll also build on our good CQC rating in health.



### Developing our neighbourhoods

Our Integrated Neighbourhood Team model is working and we'll continue to bring our community health and social care teams together. We'll build a proactive approach in our neighbourhoods to support people with long term conditions and mental health conditions.



### Building system resilience

Our integrated community health and social care role means we're crucial to system resilience by keeping people well in the community - reducing pressure on other services. This year we'll develop our community urgent care model to help keep more people out of hospital. We'll also deliver a sustainable financial position.



### Working with primary care

We'll ensure that GP leadership is at the heart of the LCO. That means building on our links between community health, adult social care and primary care; and co-producing priorities with the city's Primary Care Networks to tackle health inequalities.



### Building the future for the LCO

We'll deliver the phased approach to increasing the scope of the LCO. We'll also develop a 'Think Family' approach so the needs of wider family members are considered in our interactions with individuals. We'll also play a key role in the wider transitional system developments in Manchester.



## Over the first three years of Manchester Local Care Organisation we have made a lot of progress

Over 3,800 staff are now deployed to work with MLCO. Our mission is 'leading local care, improving lives in Manchester with you'. We have a ten year plan to work to improve outcomes for the people of Manchester through our work and there are four key ways we are making this happen:

1. **Promoting healthy living**
2. **Building on vibrant communities**
3. **Keeping people well in the community**
4. **Supporting people in and out of hospital**

On this page are just some of the things we have done so far 📄

## Putting our 12 integrated neighbourhood teams in place

Our 12 integrated neighbourhood teams that bring together health and social care teams in the communities they serve are in place.

Working together from co-located hubs is better coordinating care for local people with faster assessments and joint visits.

New approaches to working with partners including housing, the police, the voluntary sector, members of the community and local councillors are allowing us to identify root causes of poor health and wellbeing and work together on solutions.

## Ensuring our children get the best start in life

A core part of MLCO is our Children's Community Health Services team. They work across the city in a huge variety of roles including health visiting, audiology, orthoptics, therapies, the school health service and much more.

Their work helps us pick up potential health issues sooner. Every child and young person in Manchester has access to the universal Health Visiting and School Health Services teams. They have adapted to new ways of working during the pandemic to support children and families - using digital technology and even catch up vaccination sessions at the Etihad Stadium.

## Tackling inequality in access to health and wellbeing

Our Health Development Coordinators (HDCs) work to identify issues in their local communities and take action to address them - working with partners and local people.

Amongst the projects have been work to improve diabetes education amongst Urdu speakers in Cheetham Hill and Crumpsall - targeting advice at Ramadan - and improving Asian women's health and reducing isolation in Levenshulme and Gorton. During the pandemic our HDCs have played a crucial role in community support, communication and the vaccination programme.

## Keeping people at home in a crisis

Where it is possible our approach is to keep people at home and provide treatment in the community. Our Community Crisis Response service provides care to patients who would otherwise be admitted to hospital.

Ambulance crews can call the team in to support a patient instead of taking them to A&E - and hospitals and GPs can also refer patients to the team rather than admit them to hospital.

The teams have played a key role through the pandemic in supporting people at home.

## Supporting people and prioritising services during the Covid-19 pandemic

Community health and social care services have played a key role during the COVID-19 pandemic. As well as continuing core services and finding ways of changing how other services work to provide a service to vulnerable people, our teams have set up new services and initiatives including:

- Our neighbourhood teams worked with partners in the local authority to ensure a joined up approach to provide support to shielded and vulnerable people in the city
- Over 600 staff took redeployment training to support core services in the community such as district nursing and end of life care
- We mobilised a community testing service that quickly allowed over 3,000 NHS colleagues to get COVID-19 tests and provided testing support in care homes
- We have set up new services to support care homes with nursing and medical input during the pandemic
- We supported the hospitals with a discharge programme to free up hospital capacity, setting up a control room to coordinate social care and community health discharge services.

## Facts and Figures

Did you know that on an average day in MLCO:

- Our community health services see, or are in contact with, over **3,300** people in Manchester
- **410** people are supported through our crisis services - helping keep them out of hospital by wrapping appropriate health and social care services around them in the community
- Support **10** or more people to be safely discharged from hospital earlier with the right care around them (discharge to assess)
- Reablement services provide care to an average of **165** people - helping them stay independently at home
- We receive **545** referrals into our community health services
- We care for over **1,100** people in Manchester's residential and nursing homes which we commission
- We support **370** people to live at home through our commissioned homecare services (where support is provided in their home).

This is all delivered through our dedicated workforce and the services we commission. We have a massive impact on thousands of lives each day in the city.

## Working with you to develop our future plans

We are totally committed to working with our staff, partners and the people of Manchester to develop MLCO moving forward.

To find out more about MLCO and our plans across the organisation and at a neighbourhood level, please visit our website or follow us on social media:

