

## Introducing the work of the Health & Social Care Change Agent Team



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## Who we are

The Health and Social Care Change Agent Team (CAT) was set up in 2002 to help health and social care communities tackle the problem of patients staying in hospitals longer than necessary (delayed transfers of care). Since then our remit has grown, and we now provide advice and support on a wide range of issues that affect the care of older people.

We can help you with your work to implement the National Service Framework for Older People. For example, we offer advice on:

- planning and commissioning care;
- assessing an individual's need for health and social care services (single assessment process);
- developing better services, to prevent people being admitted to hospital in the first place and to support them when they leave (intermediate care and housing);
- improving mental health, stroke and falls services – to prevent falls and target people at risk of falling.



We are all experienced managers from a variety of health and social care backgrounds. We can also call on a group of over 50 experts to help with specific projects. Among them are directors of social services, managers of private nursing homes, directors of nursing, occupational therapists, physiotherapists, GPs and medical consultants.

*Our job is to help you find sustainable solutions, possibly through new ways of working or a reconfiguration of services.*

## What we do

Our purpose is to work across health, social care, housing, the independent and voluntary sectors to offer you practical help. We offer different levels of support to help you look at the systems you already have in place, assess what needs to be done and make changes where they are needed. Our job is to help you find sustainable solutions, possibly through new ways of working or a reconfiguration of services.

## How we can help

We offer products and services that you can call on when you need to. This leaflet will give you a general introduction to what we can do to support your efforts. There is more information on our website. Search for the Health and Social Care Change Agent Team at [www.dh.gov.uk](http://www.dh.gov.uk) or e-mail us at [change\\_agent\\_team@doh.gsi.gov.uk](mailto:change_agent_team@doh.gsi.gov.uk)



## We give advice

We're here to try and answer any specific queries or requests you may have.

Just e-mail us at [change\\_agent\\_team@doh.gov.uk](mailto:change_agent_team@doh.gov.uk) or phone 020 7210 5077/5005.

And if we think contact by phone or e-mail isn't enough, a member of the team or one of our experts may visit you on site to discuss what more we can do to help.

We may be able to come along to meetings and conferences to talk about what we do, and we also hold our own seminars, workshops and roadshows to give you the chance to raise any particular concerns and issues. You can find details and booking arrangements on our website.

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## We publish information

The CAT website is a good starting point to find out more about what we do. You can download useful material like good practice checklists and 'bright ideas' – examples of innovative practice from around the country.

We produce a range of publications you may find helpful, including:

- *Catalyst for Change* – a workbook to help organisations improve their commissioning arrangements
- *Discharge from Hospital: Pathway, Process and Practice* – the latest Department of Health guidance on hospital discharge including comprehensive training materials ([www.dischargetraining.doh.gov.uk](http://www.dischargetraining.doh.gov.uk))
- Checklists on a range of topics including: implementing reimbursement, working with the independent sector, and supporting patients with dementia.

You can download all of these from our website.

## We share best practice

Our national Learning and Improvement Networks (LINs) focus on the key issues of commissioning services for older people, and housing-based solutions.

Their members aim to share information and best practice, identify what works and what doesn't, and avoid reinventing the wheel when it comes to developing new systems. They also run their own training events.

We want to make it easy for you to share your good ideas with organisations that face similar problems, or to see what solutions other people have come up with.

Our website features 'bright ideas' that you might like to try, like the 'tracker team' of hospital nurses in Liverpool who trawl the wards to identify patients suitable for intermediate care, or the introduction of electronic monitoring systems for older people in West London.



*We can also offer support tailored to your individual needs.*

## We provide hands-on support

Sometimes general help and advice are not enough, so we can also offer support tailored to your individual needs.

For instance, we can help you identify bottlenecks in your local health and care systems by tracking a patient journey through the discharge process.

Or we could arrange for one of our experts to give you the benefit of their experience. For example, who better to review your therapy services than somebody who has already been through the process themselves?

We can help you run workshops on local issues and if you face really tough problems, we'll spend time with you on site:

- Analysing the key issues;
- Working with you to prepare an action plan; and
- Evaluating progress.

Because this more intensive work requires more resources from the team, there is an application process. Please e-mail [change\\_agent\\_team@doh.gsi.gov.uk](mailto:change_agent_team@doh.gsi.gov.uk) as a starting point.

If for any reason we can't help you, chances are we know someone who can. We work closely with the NHS Modernisation Agency and can put you in touch with other support networks such as the Changing Workforce Programme and the Older People Services Collaborative.

For more information contact:

Health & Social Care Change Agent Team

Room GO9, Department of Health, 79 Whitehall, London SW1A 2NS

Tel: 020 7210 5077/5005

E-mail: [change\\_agent\\_team@doh.gsi.gov.uk](mailto:change_agent_team@doh.gsi.gov.uk)

Website: Search for the Health and Social Care Change Agent Team at [www.dh.gov.uk](http://www.dh.gov.uk)



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