

Care Markets and Quality Forum Event

Improving the experience of people moving between health and social care
Avoiding winters of discontent

Thursday 8th November 2018

**Coin Street Neighbourhood Centre
108 Stamford Street
London SE1 9NH**

In 2017/18 the Care Quality Commission reviewed 20 local health and care systems to understand how services work together to meet the needs of people who move between health and care services, with a particular focus on people aged over 65. Findings from these reviews were published by CQC in its report [*Beyond Barriers: how older people move between health and care in England*](#). The report identified a number of ingredients that are critical to making progress towards joined-up systems that work better for people. These are:

- Common vision and purpose
- Effective and robust leadership
- Strong relationships, at all levels
- Joint funding and commissioning
- The right staff with the right skills
- The right communication and information sharing channels
- A learning culture

Using the CQC findings as a starting point, at this important CMQF Forum event, the focus will be on the implications for commissioners, providers and people of developing more joined up health, care and housing support. Alongside hearing from system leaders who are 'walking the talk' of integration, there will be an opportunity to discuss approaches on the ground that are responding to the challenges of current system. This will include addressing emergency admissions to older people and reducing delayed transfers of care - not through doing more of the same - but by approaches based on collaborative working and a focus on working with people of all ages and communities.

10.30 - 11.00	Registration and refreshments
11.00 - 11.15	Welcome and overview Sharon Allen and Bill Davidson, Co-chairs of the CMQF Steering Group
11.15 - 11.30	The new <i>Making it Real</i>
	Opening Presentations
11.30 - 11.45	A New Narrative on Ageing: <i>from burden to asset</i> Marjory Broughton / Dame Philippa Russell South East Forum on Ageing part of English Age Network
11.45 - 12.00	Local System Reviews: <i>what needs to get better</i> Charles Rendell, Strategy Manager, Local System Reviews, CQC
12.00 - 12.30	Somerset: a <i>whole system approach working for people</i> Stephen Chandler Director of Adult Social Services & Lead Commissioner, Somerset County Council Tim Baverstock Strategic Manager Commissioning Somerset County Council
12.30 - 12.45	Q & A
12.45 - 13.15	Group discussion session 1
13.15 - 14.00	Lunch
14.00 - 14.10	Newsround
14.10 – 14.15	Quality Matters Unlocking Capacity Holly Irwin Manager, NICE
14.15 - 14.45	Catalyst for Collaboration on the Isle of Wight Carol Tozer Director of Adult Social Services, Isle of Wight Council with Laura Gaudion, Strategic Commissioning Manager and Ian Bennett, Commissioning Officer
14.45 - 15.00	Refreshments
15.00 - 15.45	Group discussion session 2
15.45 - 16.15	From inspiration to realisation
16.15 - 16.30	Round up and close