

## Appendix 3

### Flintshire's Single Point of Access

#### **Regional Vision**

The Single Point of Access will be a new way for adults across North Wales to gain access to advice, assessment and co-ordinated community health and social care services by contacting just one telephone number.

#### **Phase 1 - Scope of the Service**

The Single Point of Access (SPoA) in Flintshire will:

- Complement other initiatives/ services existing or in development but will not replace 101/NHS Direct, Doctors out of Hours and Emergency Duty Team.
- Will provide a bilingual service and wherever possible offer contact with the individual in their most preferred language
- Develop in line with national, regional and local priorities, policies and legislation.
- Be a co-located multi-disciplinary team of health and social care staff
- Offer information, advice and assistance to the citizens around an individual's health and well-being (non-emergency matters only)
- Facilitate the secure sharing of appropriate information between colleagues and professionals regarding an individual's health and well-being.
- Take ownership of all appropriate enquiries to ensure 'first contact, right response'. This may include signposting to other services/ organisations.
- Utilise the 'what matters' conversation to make a proportionate assessment of an individual's need.
- Signpost\* and promote other community services in Flintshire, including voluntary sector provision and well-being services etc.
- Gather the 'core data set' to facilitate a referral into a statutory services, or 3<sup>rd</sup> sector commissioned services where agreed.

- Communicate using the following methods only: website, electronic systems, secure email, face to face or telephone (referrals will no longer be received by fax).
- Assist in maintaining and developing the Directory of Services for Flintshire, which will include well-being and other community service information, with support from Flintshire Local Voluntary Council, FCC and BCUHB Corporate Communications and other Information Managers in both organisations.
- Not replace existing referral requirements or service eligibility criteria, for example where a qualified professional assessment is required before an individual can access a service.
- Take all referrals\*\* for the following services (**services in scope**)

**Community Therapy services** (but not 'self-referrals') including:

- Non MSK/ Musculoskeletal problems
- Occupational Therapy
- Physiotherapy

(Facilitate) **Discharge from acute and community hospitals**

**District Nursing Teams**

**Enhanced Care**

**Crisis Intervention Team**

**Intermediate Care**

**Adult Social Care Services**, including

- Adult Safeguarding
- Reablement
- OT Intake
- Locality Teams
- Telecare
- Learning Disabilities
- Financial Assessment
- Physical Disabilities
- Hospital Social Work Team

**Falls Prevention** (Falls Risk Assessment Tool)

**Voluntary Organisations** – to be determined

- Triage of complex referrals, or those referrals that require greater discussion, to determine the best care plan for that individual; this will be undertaken by a multi-disciplinary group of professionals
- Where multiple referrals are made for an individual the SPoA will inform the referrer and services being referral to, along with details of the care co-ordinator.
- The delivery mechanism for the Falls Prevention screening, assessment and mitigation.
- Record and analyse SPoA activity and outcomes.
- The following services are **out of scope** during phase 1:

However the SPoA will work closely with these services to ensure ease of access for the individual and will signpost or pass on details accordingly:

### **Community Therapy Services**

MSK/ Musculoskeletal

Podiatry & Orthotics

Paediatrics

Speech & Language

Arts Therapies (no services available in Flintshire)

Self Referrals

### **Family Information Service**

### **Mental Health Single Point of Access**

### **Transport**

### **Children's Duty & Assessment Team**

### **Doctor appointments**

### **Housing Services**

**Dental appointments**

**Welfare & Money Advice Team**

**Advice/ Pharmacy prescriptions**

**Leisure Services**

**Optician appointments**

**CAB**

**Medical screening**

**Admissions to acute or community hospitals**

**Outpatient referrals**

**Mobility services**

*The SPoA will be part of a 'whole council' approach to address the well-being agenda, working with other departments.*

*\* The definition of signposting for the purpose of this scope is, from undertaking the 'what matters' conversation, to pass the individual the details of one or a number of services available to them that would meet their need.*

*\*\* The definition of a referral for the purpose of this scope is, from undertaking the 'what matters' conversation, gather the necessary information to pass the 'What Matters and Referral Form' along with the 'Core Dataset' to a team to action. It does not include signposting.*