

**COLLABORATIONS FOR LEADERSHIP IN APPLIED
HEALTH RESEARCH AND CARE ANNUAL REPORT**

**Examples of the Value of NIHR CLAHRC Funding
2018/19 Financial Year (1 April 2018 – 31 March 2019)**

**Researchers-in-Residence and the Torbay Integrated Care Organisation
Evaluation**

**(Organisational integration and implementing new care models in South Devon and Torbay
- A mixed methods case study using a researcher-in-residence model)**

OUTCOME, IMPACT, OR POTENTIAL IMPACT

This programme of work, part of the wider, person centred co-ordinated care (P3C) initiative, involves the work of '[Researchers-in-Residence](#)' embedded within the Torbay and South Devon health and care system.

This flexible and engagement driven approach alongside healthcare practitioners, managers and community, has supported evaluation and sustained changes to the healthcare system through an innovative partnership model bringing together research and service redesign.

Initially, the researchers were funded by the Torbay Medical Research Fund, with a contribution from the NHS Integrated Care Organisation and support in terms of supervision and methodological advice from PenCLAHRC. Last year, at the end of the first phase, the Torbay and South Devon NHS Foundation Trust committed to fund a further 2 years research time (£150,000) and PenCLAHRC and University of Plymouth provided supervision and methodological advice. The Integrated Care Organisation made this investment on the basis of the perceived contribution and impact of the Researchers-in-Residence model on their ability to improve care, particularly for older adults.

The new Integrated Care Model included an 'enhanced' intermediate care team for individuals with multi-morbidity and frailty before and after admission, alongside investment in wellbeing co-ordinators providing support and links to preventive and health promoting activities in the community (a form of social prescribing). The Researchers-in-Residence worked through a number of responsive practices including: engagement events with practitioners, managers, carers and the wider community; supporting the collection, analysis and presentation of routine data on processes of care, as well as qualitative interviews and observation data. One key output has been the development of a theory behind the Researchers-in-Residence model, a paper dealing has now been accepted for publication. This discusses the pathway through engaging, networking, analysis and challenge to senior decision makers to impact both on culture of enquiry and reflection as well as leading to service development.

Specific impact included the iterative development of the model and contribution of the research to a decision to sustain funding for the wellbeing co-ordinators. The work of the wellbeing co-ordinators with individuals with frailty before and after admissions was shown through detailed aggregation of data from multiple sources to enhance mental wellbeing and social function. This data, alongside analysis of data to make adaptations to the model, contributed a) to the decision early on to continue funding beyond the first year, despite considerable financial pressures; b) to making a successful bid to the Integrated Better Care Fund to support the project for three more years; and c) to the decision to refer a broader cohort of people. This ensured that the important functions of linking to community assets and co-ordination for vulnerable individuals has been integrated and is able to continue for new cohorts of patients.

The second key example has been within one of the localities where intensive joint work alongside clinical leaders and managers - bridging general practice, Integrated Care Organisation staff and voluntary sector

- has helped generate a reflective culture and staff confidence, data to demonstrate a shift in system metrics (relative reductions in admissions, increased use of the Enhanced intermediate care service and more people being cared for at home) and sustained integration of general practitioners within the Integrated Care Model