

## County Durham Care Partnership video animation transcript

[Soundtrack: Upbeat music plays for the duration of the video.]

[Graphics: The logo of the County Durham Care Partnership is shown]

[Narrator] Bringing positive improvement to people's health wellbeing an experience of care is what drives the County Durham Care Partnership.

[Graphics: Zooming in on the orange dot in the heart shape of the County Durham Care Partnership logo, three circular images are shown of people receiving care to demonstrate the words 'Happy, Healthy, Home' which appear across the middle of the screen]

[Narrator] Working together with our joined up approach we connect health social care and voluntary organisations across our communities

[Narrator] That helps us to keep people happy healthy and wherever possible able to live at home

[Graphics: the County Durham Care Partnership vision is shown: "To bring together health, social care and voluntary organisations to achieve improved health and wellbeing for the people of County Durham"]

[Narrator] We have a shared vision across the Partnership and we live by it delivering everyday by collaborating and driving our ambition to develop even more system wide integrated models of care through all the organisations involved

[Graphics: Three more circular photos appear showing carers and people receiving care. Underneath, a series of logos are revealed: The NHS, County Durham and Darlington NHS Foundation Trust; Tees, Esk and Wear Valley NHS Foundation Trust; NHS County Durham Clinical Commissioning Group. The names of other organisations are shown: clinical Commissioning Group, Children's Services Trust, The Voluntary Sector, Mental Health Trust, Healthwatch, 13 Primary Care Networks, Acute Trust.]

[Narrator] Our care partnership operates across the health and care system which is the eighth biggest in England

[Graphics: against a photo of an elderly lady and her care the following statics are shown: 530K residents, Over 2230 square kilometres. The image changes

with the heading Community Services. In the top left corner is the County Durham and Darlington NHS Foundation Trust logo. The statics: '60,000 patients, 1350 staff' are shown and then, '21 locations, 5 community hospitals, 13 locality based 'Teams Around the Patient' across the county working with local GPs'. The heading and images to show a young boy with learning disabilities painting. The heading changes to Adult Social Care and the Durham County Council logo. Statics are shown: 350 staff directly supporting around 18000 adults. Pathways: Support and Recovery, Extra Care, Shared Lives, Short Break Homes']

[Narrator] We are building on our strong sense of community, the skill and commitment of health and care staff, our network of GP practices and improvements in health and wellbeing - making life easier for all who get health and social care services here.

[Graphics: A photo of a GP in his surgery is shown with the text 'Improving Services for People' this changes to 'Improving Outcomes for People'. The image changes to show a care worker helping an elderly man. The heading 'Maximising independence by reducing dependency' is shown. This changes to 'Focusing on what is important to each person']

[Graphics: the heading Working together in our communities' is shown with an image of the UK with County Durham highlighted]

[Narrator] Of course there are some challenges, so we work together with our communities seeing things from the point of view of those we serve

[Graphics; 'Diversity – one size does not fit all' is shown. This changes to '82% increase in those aged over 85 by 2035' and then '47% of our population live in 30% of the nationally most deprived wards'. This changes again to show: 'Pockets of deprivation and health inequality in some of our more rural communities'

[Narrator] Our health and social care staff work closer to patients in their homes wherever possible

[Graphics: Over a photo of a carer a quote from a patient's relative is shown: 'I rang social services and within hours staff went out to see her (my Mother) and carers were put in place. It went so smoothly it was obvious different Teams were talking to each other. It was brilliant'

[Narrator]improving access to care and making it available at the right time

[Graphics: A new image showing another carer appears. A quote from a PCN Lead is shown: “It has achieved a lot starting with understanding what we could each contribute...more open and honest discussions with District Nurses and Social Workers”]

{Narrator} while reducing unnecessary hospital admissions,

[Graphics: The image changes to a carer talking to an elderly man in a wheelchair. A quote from a Community Sister is shown: “Since the implementation ...the team has noted a marked improvement in the way we deliver and co-ordinate nursing care”]

[Graphics: a photo of an elderly lady and her carer laughing is shown with a quote from a District Nurse: “I love my job – working in a truly integrated team...which benefits patients”]

{Narrator} avoiding duplication and promoting independence.

[Narrator] At the heart of our integrated approach was the development of a new service delivery model for community services

[Narrator] Durham County Council delivered adult social care services are positioned alongside NHS community provision wrapped around primary care in a new and integrated service

[Graphic: around the Durham County Council and NHS logos a series of circular images are shown under the heading Joining Up Care Packages: Against each a different title is displayed: ‘Community Nursing Hospitals’; ‘Care Delivered at home’ ; ‘Working closely with GP led Primary Care Networks’; ‘Linking specialist services as needed’; ‘Maximising our collective Strengths’ and ‘Faster Improvements in Care’]

[Narrator] This makes it easier to join up care packages designed for patients, maximising our collective strengths as care providers, bringing about faster improvements in care

[Narrator] We live by our partnership values and are committed to a culture of collaboration openness and joint working, to provide only the very best for the great people of County Durham

[Graphic: the 11 Partnership Principles are shown:

- 'Put the patient and service user first', 'The right person in the right place at the right time delivering care to reduce handoffs, delays and duplication',
- 'Promote integration between primary, community and social care'
- 'Deliver care closer to home '
- 'Get the best value from the resources available'
- 'Innovate and make the most of opportunities together'
- 'Engage, share and develop our workforce together'
- 'Share the benefits and successes'
- 'Encourage leadership at all levels'
- 'Respect our differences and promote a culture of integrated working']

[Graphic: County Durham Care Partnership logo, website address: [durham.gov.uk/carepartnership](http://durham.gov.uk/carepartnership); Twitter handle: @CDCarePartners and Face Book: CountyDurhamCarePartnership]