

## Transforming Integrated Care in the Community (TICC)

### Mission Statement for Kent and Medway

***“To challenge and adapt the health and social care system to enable the phased implementation of the principles of the Buurtzorg home care model across the majority of Kent and Medway by October 2021.”***



### **What is Transforming Integrated Care in the Community (TICC)?**

Transforming Integrated Care in the Community (TICC) is a four-year social innovation project seeking to transform the delivery of community care, guided by the principles of Buurtzorg. The project has been approved and funded by the Interreg 2 Seas Programme 2014 – 2020 (co-funded by the European Regional Development Fund).

The United Kingdom is one of three countries, alongside France and Belgium, that are taking part.

TICC hopes to provide a solution to some of the clinical, social and financial challenges associated with our ageing population, budget and workforce challenges, including the recruitment and retention of staff.

### **What is Buurtzorg?**

Buurtzorg is a nurse-led model of holistic care that revolutionised community care in the Netherlands. The model was founded in 2007 by Jos de Blok starting with one team of four nurses increasing to 850 Buurtzorg teams within 10 years. One of the models defining features is that the nursing teams are completely self-managing. The nurses in these teams are responsible for delivering care and support to those who need it as well as managing themselves as a team which includes planning, sharing responsibilities, decision making and building their own caseloads.

The model has been successful in the Netherlands with the highest client satisfaction rates, high staff satisfaction and generating savings of 40 per cent to the Dutch healthcare system.

### **What's happening in Kent and Medway?**

Kent & Medway will be implementing a new community care model that will be guided by the principles of Buurtzorg, our vision is to:

- Create systematic change in our health and social care services to better suit an ageing population.
- Provide high-quality local care, delivered by fully-integrated self-managed teams including nurses, health care workers, homecare organisations and care navigators, with potential input from mental health.
- Develop a blueprint that will act as a guide to implement international good practice across the UK identifying the challenges and barriers of implementation and how to overcome these.