

North Cumbria ICC fact sheet

Coordination hubs

Each ICC will have a hub which co-ordinates care for the local people.

Who is involved?

The hub will be run by a team of **trained administration staff** who will work closely with all health and care teams in the ICC as well as other local organisations.

A **lead practitioner of the day** will be responsible for decision making within the hub. They will manage a daily huddle – a meeting to plan resources, discuss the ICC caseload and manage patient flow. They will be allocated on a rota and will come from a range of health and care roles – working with leads from other areas for advice outside of their specialism.

What will the coordination hubs do?

- Provide a single point of contact for any professional referring people to ICC services.
- Coordinate rapid responses for urgent referrals to avoid admission to hospital.
- Coordinate care so that people who are living at home can stay at home.
- Coordinate multidisciplinary team (MDT) meetings.
- Provide administrative support.
- Liaise with hospitals to support patients to return home.
- Gather information from community teams, GPs and adult social care to proactively identify people in need of preventative care. By monitoring where people are in the health and care system, the hub will help people stay in their own homes and get home from hospital quicker.

Operating hours

Referrals can be made to the ICC team 8am to 8pm seven days a week. The local ICC hubs will operate 8am to 6.30pm on weekdays with Cumbria Health on Call (CHOC) covering all calls coming into the teams out of hours, bank holidays and weekends.

Further details

Please view the Standard Operating Procedure (SOP) for operational details.