

# Improving care for older people with long-term conditions and social care needs in Salford: the CLASSIC mixed-methods study, including RCT

Peter Bower,<sup>1\*</sup> David Reeves,<sup>1</sup> Matt Sutton,<sup>2</sup> Karina Lovell,<sup>3</sup> Amy Blakemore,<sup>3</sup> Mark Hann,<sup>1</sup> Kelly Howells,<sup>1</sup> Rachel Meacock,<sup>2</sup> Luke Munford,<sup>2</sup> Maria Panagioti,<sup>1</sup> Beth Parkinson,<sup>2</sup> Lisa Riste,<sup>1</sup> Mark Sidaway,<sup>4</sup> Yiu-Shing Lau,<sup>2</sup> Lynsey Warwick-Giles,<sup>5</sup> John Ainsworth,<sup>6</sup> Thomas Blakeman,<sup>1</sup> Ruth Boaden,<sup>7</sup> Iain Buchan,<sup>6</sup> Stephen Campbell,<sup>8</sup> Peter Coventry,<sup>9</sup> Siobhan Reilly,<sup>10</sup> Caroline Sanders,<sup>1</sup> Suzanne Skevington,<sup>11</sup> Waquas Waheed<sup>1</sup> and Katherine Checkland<sup>5</sup>

<sup>1</sup>National Institute for Health Research School for Primary Care Research, Centre for Primary Care, University of Manchester, Manchester, UK

<sup>2</sup>Manchester Centre for Health Economics, University of Manchester, Manchester, UK

<sup>3</sup>Division of Nursing, Midwifery and Social Work, University of Manchester, Manchester, UK

<sup>4</sup>Salford Royal Foundation Trust, Salford, UK

<sup>5</sup>Policy Research Unit in Commissioning and the Healthcare System, Centre for Primary Care, University of Manchester, Manchester, UK

<sup>6</sup>Centre for Health Informatics, University of Manchester, Manchester, UK

<sup>7</sup>National Institute for Health Research Collaborations for Leadership in Applied Health Research and Care for Greater Manchester, Alliance Business School Manchester, University of Manchester, Manchester, UK

<sup>8</sup>National Institute for Health Research Greater Manchester Primary Care Patient Safety Translational Research Centre, Centre for Primary Care, University of Manchester, Manchester, UK

<sup>9</sup>Health Sciences, University of York, York, UK

<sup>10</sup>Health Research, University of Lancaster, Lancaster, UK

<sup>11</sup>Manchester Centre for Health Psychology, University of Manchester, Manchester, UK

\*Corresponding author [peter.bower@manchester.ac.uk](mailto:peter.bower@manchester.ac.uk)

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## Plain English summary

### The CLASSIC mixed-methods study, including RCT

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## Plain English summary

The Salford Integrated Care Programme (SICP) is changing the way health and social care is provided to older people. The aim is to make services work together, thereby making care more 'joined up'.

We spoke to professionals involved and watched new services being delivered to understand how they worked. We spoke with older people, carried out a survey and tested services to see if they were better.

People in different organisations in Salford have been working together for some time to deliver the SICP. They have made real progress in bringing different health and social care organisations together. Work still needs to be done to work closely with general practitioners.

We looked at different parts of the SICP.

One part aimed to make it easier for older people to use 'assets' such as community groups. We found a small increase in the use of 'assets'. People using more assets felt better.

Another part saw health and social care professionals working together in 'multidisciplinary groups' to plan care and keep older people out of hospital. We found that the groups seemed to be working well, although patients were not closely involved. Currently, these groups were not reducing levels of hospital use.

Another part used telephone support to help older people to manage their health. People liked the service and reported some benefits, and these small benefits were probably worth the investment in these new services.

We saw only small changes in patients' experiences of their health and social care (some improvements and some experience getting worse). More people reported having 'care plans', but we did not find that more people felt that care was more 'joined up'.

The SICP has made major changes to services. At this point in time, these changes do not seem to have improved care for patients in a major way. It is possible that more time is needed to show the benefits.



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