

Integrated Local Care Programme

What could better local care look like for people across Shropshire Telford & Wrekin ?

Closer to home

More care available locally or at home where safe and appropriate.

Earlier help

Better support before a health problem becomes a crisis.

Designed with you

Local experience should shape neighbourhood care and facilities.



The programme is organised around outcomes

Rather than starting with individual organisations or services, we are asking what needs to change for people and communities.

1. PREVENT & AVOID ADMISSION

Help people stay well, identify deterioration earlier and provide rapid local support so that hospital is not the default response.

Examples: proactive neighbourhood care, frailty, long-term conditions, urgent community response and virtual wards.

2. DISCHARGE & RECOVER AT HOME

When hospital care is needed, help people return home safely and recover with the right support around them.

Examples: Home First, rehabilitation, reablement, discharge support and virtual ward step-down.

3. REDUCE LENGTH OF STAY & OPTIMISE BEDDED CARE

Make sure people only remain in a bed for as long as clinically necessary and use local bedded care and rehabilitation well.

Examples: community hospitals, rehabilitation and redesigned pathways.

Across all three outcomes: care should be more joined-up, timely and delivered closer to home wherever possible.



Neighbourhood care is one of the ways we deliver those outcomes

A local team around a population — bringing services together rather than creating another layer for people to navigate.

You & your family
What matters to you

→

GP & local services
Identify need early

→

Neighbourhood team
Coordinate health, care and community support

→

Rapid local support
UCR • virtual ward • therapy • diagnostics

→

Hospital
When specialist hospital care is needed

What should feel different?
A clearer route to help, fewer repeated assessments, quicker decisions and better coordination when needs are complex.

What does not change?
People who need specialist hospital care should still receive it. Clinical need and safety remain central.



Why does this matter for Communities across Shropshire Telford & Wrekin ?

The local model needs to work for rural communities — including travel, access, local facilities and an ageing population.

Distance matters

People may need to travel significant distances for appointments and hospital care. We should consider what can safely be provided more locally.

Needs are changing

More people live with several long-term conditions and may benefit from earlier, proactive support rather than waiting for a crisis.

Care can feel fragmented

Health, social care and other services do not always feel joined-up from the resident's perspective.

Our ambition: earlier support locally → rapid help when needs change → hospital when necessary → recovery closer to home.



Local facilities are an important part of the conversation

Neighbourhood care is about people and pathways — but the places from which care is delivered also matter.

Use existing assets well

Community hospitals, GP premises and other local facilities can all form part of the local care network.

Bring the right care locally

We want to explore where assessment, diagnostics, outpatient care, rehabilitation and long-term-condition support could be delivered closer to home.

Design around local need

The future use of facilities should reflect what communities need, clinical safety, workforce and how people actually access care.

We particularly want to hear what role community hospitals and other local health and care facilities should play in making care more accessible.



What should better local care feel like?

Success is about residents' experience and outcomes — not simply moving activity between services.

Timely help

Getting the right support sooner.

Closer to home

Fewer unnecessary journeys to acute hospital.

Joined-up care

Less repetition and clearer responsibility.

Staying independent

More support to remain well and recover at home.

Avoiding crisis

Earlier action before needs become an emergency.

Local confidence

Knowing where to go and trusting the local offer.



What we would like to hear from you

The programme should be shaped with communities — particularly where local experience tells us the current model does not work well.

1. What is hardest about accessing health and care in Shropshire Telford & Wrekin today?
2. Which services would make the biggest difference if they were available closer to home?
3. What would make you confident receiving more care at home or through a neighbourhood team?
4. What role should local physical healthcare facilities — including community hospitals — play?
5. What must we protect or avoid losing as services change?
6. What would make you say in two years: “local care is genuinely better”?

