

## **Cambridgeshire County Council - High Impact Use (HIU) Service**

### **Overview:**

Through the High Impact Use Programme, Cambridgeshire and Peterborough partners are working together to offer better support for people who frequently make use of acute and emergency services (sometimes referred to as 'high intensity use'). These individuals often have complex but not necessarily exclusively medical needs.

The High Impact Use (HIU) Operational Team (Tier 1), hosted by Cambridgeshire County Council on an 18-month contract, is working with local providers to deliver a more proactive and personalised approach for people who are frequently accessing local Accident and Emergency Departments, including:

- Proactively identifying and contacting people who may benefit from this support model.
- Understanding what matters to each individual and co-designing a personalised care and support plan with them.
- Working with partners to draw on the skills, services, expertise and community assets to connect the individual with the agreed support and care.
- Support person to step down sustainably from that more intensive support.

This service is not a medical or clinical service, but the HIU Operational Team will be supported by a provider offering a Clinical Lead service to work safely and effectively in partnership with a wide range of clinicians and professionals.

### **How will the teams be structured?**

There are two HIU teams. One covering the North (Huntingdon, Peterborough, and Fenland) and one covering the South (East Cambridgeshire, Cambridge City and South Cambridgeshire), between the two teams there will be a total of 6.5 case workers, referred to as Link Workers. These will be divided into North and South teams but with a flexible approach allowing cases to also be allocated across the teams based on the skillset, experience, or approach of the Link Worker.

Whilst teams will have separate line management, we expect the two teams to meet regularly to allocate individuals, discuss cases and meet with the Clinical Lead provider for Clinical Supervision based on the proposed offer from the successful provider.

### **Learning and evaluation.**

As a new service we are looking to learn from all stakeholders and adapt our structure accordingly. The initial contract of 6 months allows us to learn, reflect and adapt and we would welcome input from the successful provider as well as the Link Workers as to how our structure may include Clinical Support for the remainder of the programme after the initial 6-month contract.

