

'Making a Mark'

Gold Mark Holder Social Impact Declaration

Integrated Care 24

Integrated Care 24 (IC24) is a Gold Social Enterprise; we have no shareholders and we are a staff owned organisation. We provide a range of innovative health and social care services to around 6 million patients.



As a membership based social enterprise, we are committed to providing our patients with high quality services and, as we have no shareholders, any surplus is invested back into our frontline services and the organisation, ensuring that our patients receive the highest standards of care possible.



The Social Enterprise Gold Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives.

Below are examples of how **IC24** is making a mark, striving to make a difference for their local communities:

Developing 'mylittleone' project

'mylittleone' is a unique project that promotes bonding between mother and baby when an infant is in neonatal care, reducing stress and anxiety for both.

We are currently exploring phase two of the project which involves secure remote access, whereby mothers will be able to access the mylittleone app from home on their mobile phone, tablet, or interactive watch.

Contact: Gilly Carliell
Email: Gilly.Carliell@ic24.nhs.uk
Website: <http://www.ic24.org.uk/>
Phone: 01233 505450



The benefits for patients are immense. When a child is born prematurely or is in a special care baby unit, not being able to see your new-born is incredibly distressing. mylittleone offers parents the opportunity to be closer to their baby during this very distressing time.



There is no other product available which gives parents the opportunity to be able to bond with their child during these early stages of life.

Developed ShareMyCare for patient care plans

ShareMyCare (SMC) is a free-of-charge patient and clinician aide to ensure that patient wishes are visible to clinicians when patients access healthcare. It is a secure web portal for sharing individual patient care plans across a range of providers to ensure continuity of care.

SMC has taken the innovative approach to support direct update from GP Practice Systems to avoid the need of double entry, where GP Practice clinicians and healthcare teams can simply submit a patient and the system will handle the rest. SMC also operates a review cycle which automatically notifies the data owner when a care plan is due to expire to ensure that the care plans are kept up to date with the patient's wishes.

Rewarding employees

Looking after and appreciating our staff is hugely important to us. We do this is by our end of year Christmas parties.



We ask each member of staff for a small 'deposit', and IC24 then pay the rest. We organise free transport to and from the event, and we sell raffle tickets and ask for charity donations, nominating a charity to receive these. We also put tuck shop money earned into the Salvation Army, by providing them with sleeping bags and non-perishable food items.

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