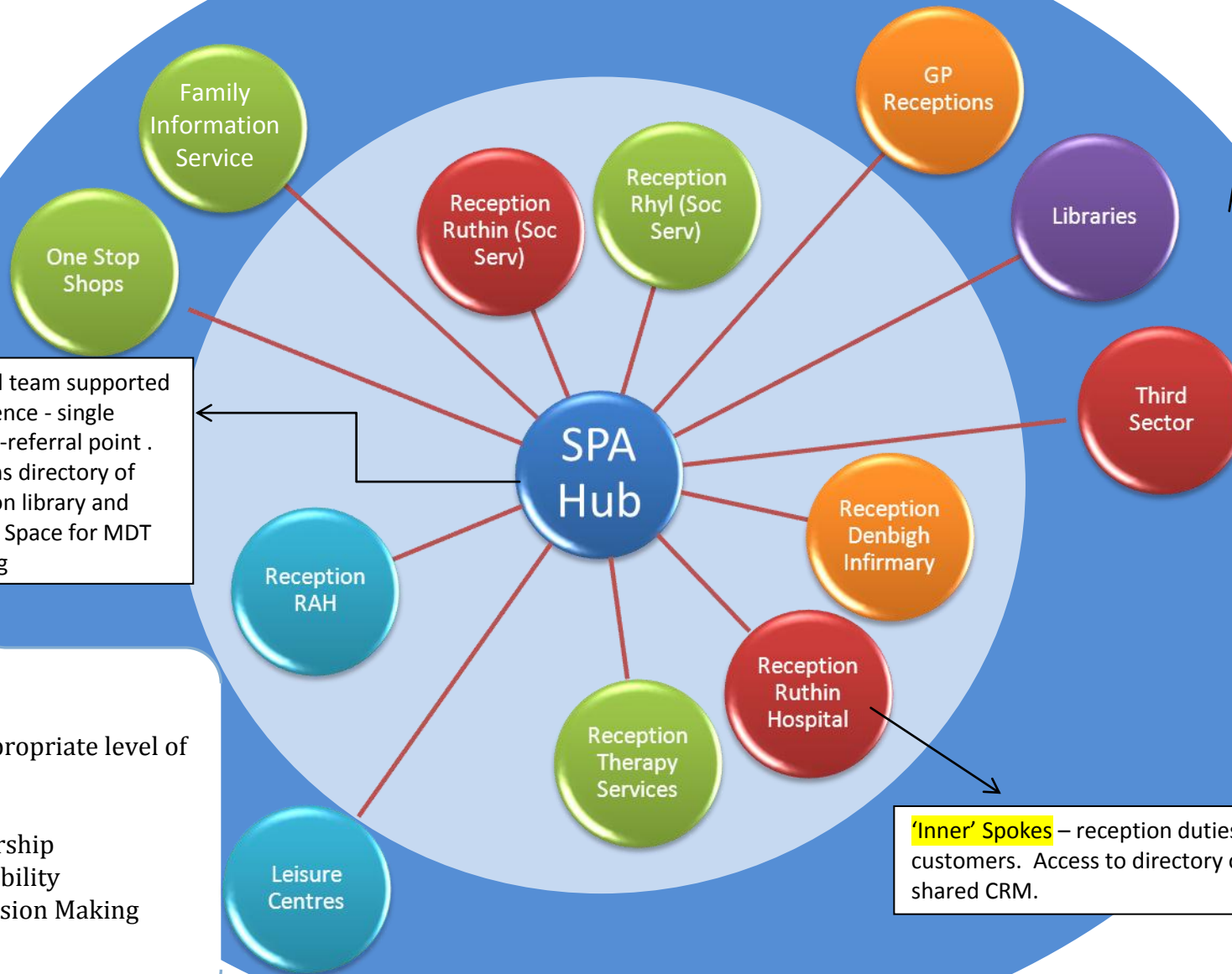


# SPA in DENBIGHSHIRE

**'Outer' Spokes** - Links to other customer facing services (outer spokes). Access to directory of services (web) – (inc customer touchscreen units to capture activity) and information shared from Hub.



**SPA Hub** – co-located team supported by Professional presence - single phone number/fax/e-referral point . Creates and maintains directory of services & information library and shared CRM system. Space for MDT meetings and training

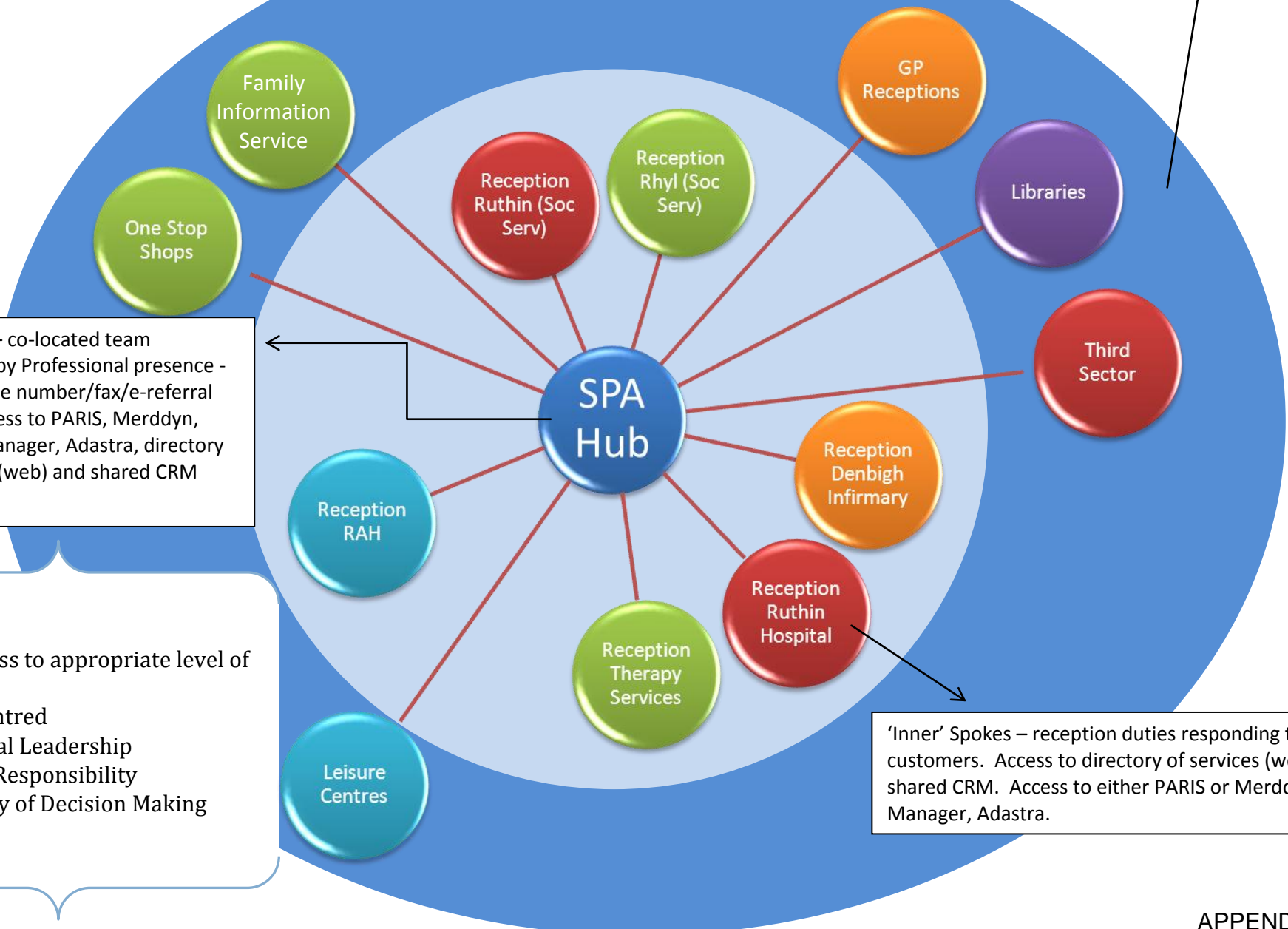
## PRINCIPLES:

- Quick Access to appropriate level of support
- Person-Centred
- Professional Leadership
- Collective Responsibility
- Consistency of Decision Making

**'Inner' Spokes** – reception duties responding to 'walk-in' customers. Access to directory of services (web) and shared CRM.

# HOW THE SPA LINKS TO SERVICES

Links to other customer facing services (outer spokes). Access to directory of services (web) – (inc customer touchscreen units to capture activity) and information shared from Hub.

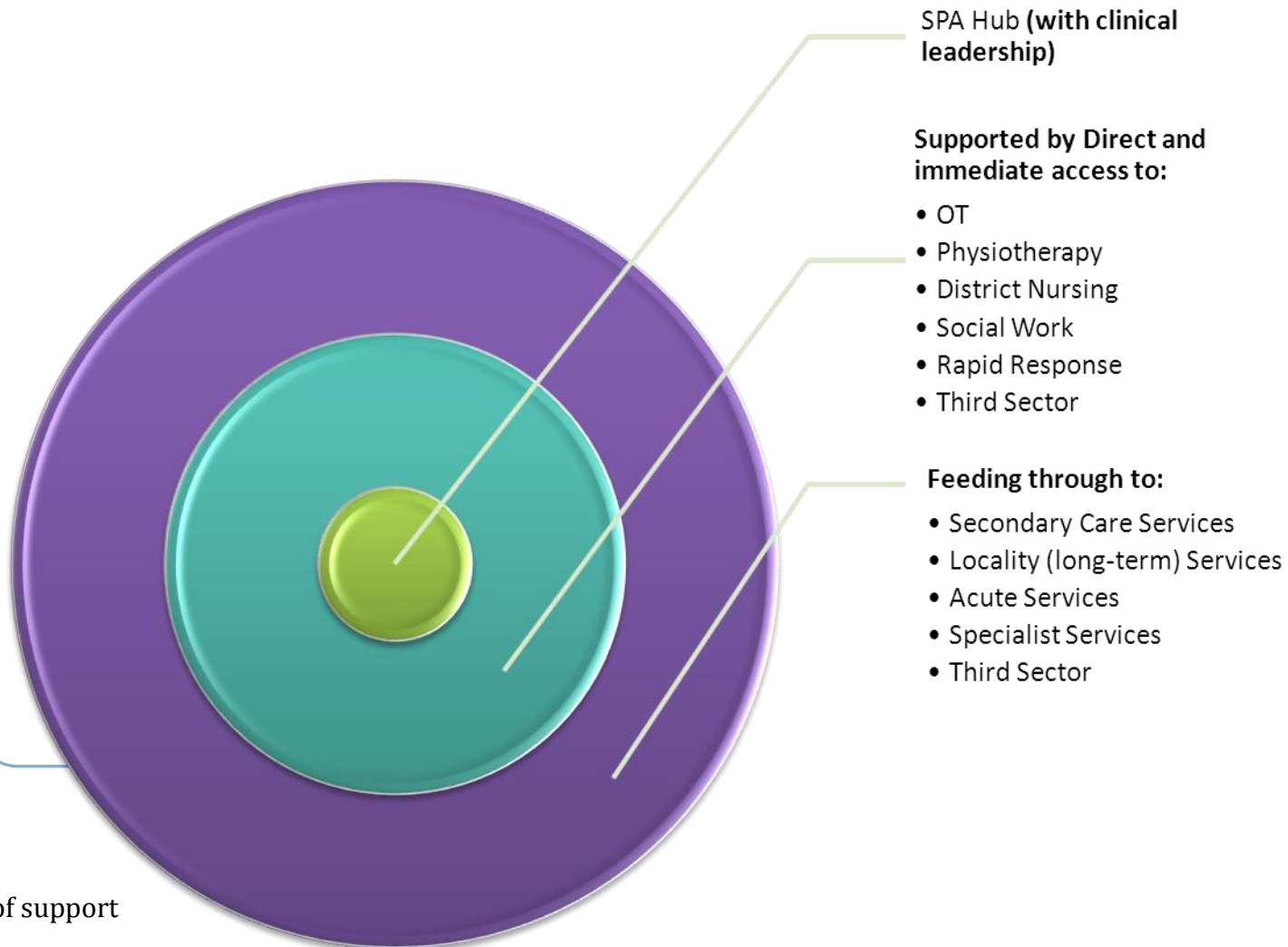


Inner Hub – co-located team supported by Professional presence - single phone number/fax/e-referral point – access to PARIS, Merddyn, Therapy Manager, Adastra, directory of services (web) and shared CRM

- PRINCIPLES:**
- Quick Access to appropriate level of support
  - Person-Centred
  - Professional Leadership
  - Collective Responsibility
  - Consistency of Decision Making

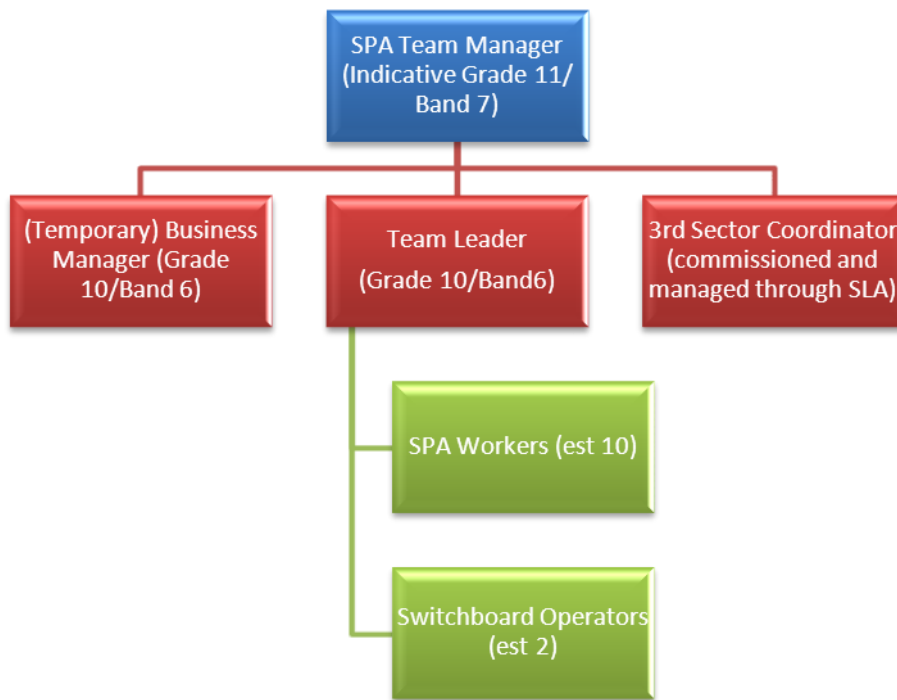
'Inner' Spokes – reception duties responding to 'walk-in' customers. Access to directory of services (web) and shared CRM. Access to either PARIS or Merddyn, Therapy Manager, Adastra.

# ACCESS TO SERVICES THROUGH THE SPA HUB



## PRINCIPLES:

- Quick Access to appropriate level of support
- Person-Centred
- Professional Leadership
- Collective Responsibility
- Consistency of Decision Making



### SPA Team Manager

To provide clinical leadership for the service. Possible consideration for a rotational post (12 month rotation?)

Supported by a virtual team of managers from clinical/professional teams, including back-filling for holidays/sick leave etc to ensure permanent presence.

To report to Partnership Management Group

Line management for Business Manager and Team Leader; management of 3<sup>rd</sup> Sector Coordinator

### Third Sector Coordinator

An integral post within the team to be commissioned from the Third Sector and managed through an SLA by the Team Manager.

To be responsible for:

Maintaining and updating directory of services

Website and development of information resources

Training for SPA workers and partnership organisations to raise awareness of Third Sector service provision

Involvement in MDT meetings to ensure 3<sup>rd</sup> Sector contribution is considered

Identifying and scoping gaps in service to inform commissioning strategies

### Team Leader

To be responsible for

HR and personnel management of SPA workers, ensuring continuity of service through spikes and troughs.

Training and development of SPA team

Statutory and legal responsibilities that are not clinical eg Health and Safety, information governance, complaints & praise

### Business Manager

A temporary post to help establish the service.

To be responsible for:

Performance and quality monitoring and continuous improvement of the service

Publicity and marketing of the service

Service User/Carer involvement and engagement

Service development – moving towards extended service profile, opening hours etc