



**SOCIAL ENTERPRISE GOLD MARK**  
ACCREDITED FOR BUSINESS EXCELLENCE

# 'Making a Mark'

## Gold Mark Holder Social Impact Declaration

### Integrated Care 24

Integrated Care 24 (IC24) is a 'not for profit', membership-based social enterprise, providing a variety of innovative health and care services to around 6 million patients across a large geographical area.



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



In 2016, we were awarded the Social Enterprise Gold Mark for the third year, in recognition of our social enterprise excellence.

We are passionate about making a difference to our patients, people and partners. The Social Enterprise Gold Mark helps us achieve this by benchmarking and acting on these important aspects of our business.

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 to people and planet:

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## Social inputs – examples of key activities

The **UK Sepsis Trust** is a charity, with the aim of reaching out and bringing together those who have survived, been bereaved by, or encountered sepsis in every imaginable circumstance. The team seeks to save lives and improve outcomes for survivors of sepsis by instigating political change, educating healthcare professionals, raising public awareness and providing support for those affected by this devastating condition.

Our **Values in Practice Forum** is a staff forum, open to all staff across the organisation. We view this pivotal forum as a way of growing and communicating as a company. We have also created **focus groups** to involve staff in major decisions.

## Social outputs – specific actions and developments

As a health care provider, we have had occasions where regrettably, our patients have been victims to Sepsis. We agreed that by contacting the UK SepsisTrust, we could initially seek advice from the team so that we could update our clinicians and whole workforce on what to be aware of, to ask questions and to think – “Could it be Sepsis?”

We used focus groups during the appointment of an Associate Director of Human Resources, whereby we asked a wide group across the organisation. The groups reported that they feel engaged, that their opinions count and that this was not a tick box exercise and that their input had been invaluable in a key business decision.

## Social outcomes - example of benefits created

It soon became clear that the work with the UK Sepsis Trust was going to be hugely important for us and our patients. We made the Trust our charity of the year and began to work on things that we could do to increase the awareness, bearing costs ourselves and to improve outcomes within our localities for our patients.

Informing providers and patients about the impact that Sepsis has on a whole family will be life changing to our professions and the feeling is that having a personal message is the best way of sharing. The campaign is to save 14,000 lives a year in the UK.

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