

Improvement Network for Integrated Care and Support

LIVING WELL in LOCALITIES

IMPROVEMENT SUPPORTS AND RESOURCES

May 2015



Living Well in Localities Road Shows May 2015

Localities are where service changes can have a real and quick impact on outcomes

It is widely recognised that localities are the engine room of integrated care and support and the space where we will best engage and empower those who deliver and receive health and social care and support.

The Improvement Network for Integrated Care and Support delivered three Road Shows across Scotland in May 2015. These were designed to build on the learning from the *Locality Planning Conversations* report published in June 2014.

Over 450 participants, drawn from all sectors, engaged in co-creating an exciting future through the Living Well in Localities Road Shows.

The Road Shows gave partnership teams the opportunity to:

- Illustrate different approaches, successes and challenges around the emerging locality models across Scotland
- Network and learn with, and from, other partnerships implementing new models of integrated care and support for people with complex and multiple conditions
- Understand the improvement supports and resources that can drive local change


[The Living Well in Localities Story Book](#) illustrates Locality Story Boards from seven partnerships in the first instance. All partnerships will have the opportunity to add to the Story Book so that their emerging locality models contribute to the 'never ending story'.

**Improvement Network for Integrated Care and Support purpose:
'Networking for Improvement'**

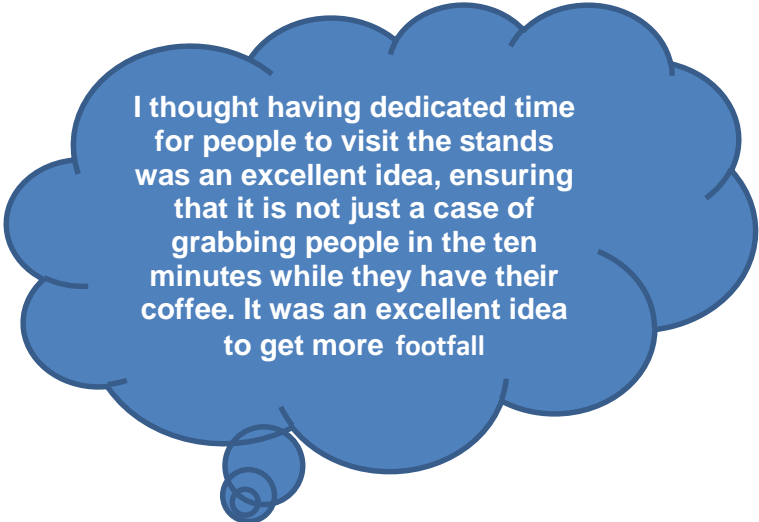
'Collectively create the conditions for people and organisations to share learning, ideas and experiences, think creatively and act collaboratively to transform integrated care and support to improve health and wellbeing outcomes'.

Stay Connected by subscribing at www.jitscotland.org.uk

Mandy Andrew, Network Development Lead
mandy.andrew@scotland.gsi.gov.uk



Very much enjoyed having the chance to speak to so many people from so many different areas!



I thought having dedicated time for people to visit the stands was an excellent idea, ensuring that it is not just a case of grabbing people in the ten minutes while they have their coffee. It was an excellent idea to get more footfall

Living Well in Localities Road Shows

Improvement Supports and Resources

<p>Joint Improvement Team</p> <p>Scottish Government: Integration of Health and Social Care</p> <p>Multiple Conditions: Living Well in Localities</p> <p>QI Hub</p> <p>Chest Heart and Stroke Scotland</p> <p>Self Management Network Scotland</p> <p>National Falls Programme</p> <p>Paths for All</p> <p>Ayrshire & Arran Self Management Network</p> <p>Scotland's House of Care</p> <p>The Community Brokerage Network</p> <p>Making Life Easier</p> <p>Telecare Services Association</p> <p>Care and Repair Scotland</p> <p>Meal Makers</p> <p>Adapting for Change Demonstration Sites</p> <p>A Right to Speak</p> <p>Stronger Voice</p> <p>PACT (Patient Experience and Anticipatory Care Planning Team)</p>	<p>CCI & South Lanarkshire: promoting, recovery, inclusion and employability for people experiencing mental ill health</p> <p>Dumfries and Galloway – “Putting You First”</p> <p>Personal Outcomes</p> <p>The Scottish Co-production Network</p> <p>Links Worker Programme</p> <p>The keys to life</p> <p>South Ayrshire Carers Centre</p> <p>Scottish Ambulance Service – First Responders</p> <p>British Red Cross – Home from Hospital Services</p> <p>Workforce Scotland</p> <p>Scottish Fire & Rescue</p> <p>Queen's Nursing Institute Scotland</p> <p>Indicator of Relative Need (ioRN)</p> <p>Building Healthier and Happier Communities</p> <p>Links to other useful resources</p>
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The Joint Improvement Team (JIT) is a uniquely positioned strategic improvement partnership between the Scottish Government, NHSScotland, COSLA (Convention of Scottish Local Authorities) and the Third, Independent and Housing Sectors.

We provide a range of practical improvement support, tools and challenge including knowledge exchange, developmental innovation and improvement capacity and direct practical support to local health, housing and social care partnerships across Scotland.



JIT Readiness for Integration Tool

<http://www.jitScotland.org.uk/resource/jit-readiness-integration-tool/>

Explore the JIT website for improvement tools and examples of practice at:
<http://www.jitScotland.org.uk/>

Scottish Government Integration of Health and Social Care

Integration of health and social care is one of Scotland's major programmes of reform. At its heart, health and social care integration is about ensuring that those who use services get the right care and support whatever their needs, at any point in their care journey.

Find out more at: <http://www.gov.scot/Topics/Health/Policy/Adult-Health-SocialCare-Integration>



Scottish Government HSCI Communications Toolkit

<http://www.gov.scot/Resource/0047/00475356.pdf>



Scottish Government H&SC Integration Blog

<http://blogs.scotland.gov.uk/health-and-social-care-integration/>

Multiple Conditions: Living Well in Localities

Long term conditions are a major challenge to health and care systems across the world whether in high, middle or low income countries.

The consultation on the WHO strategy for people-centred and integrated health services was launched in Edinburgh in March 2015 at the 15th International Conference for Integrated Care. <http://www.who.int/servicedeliverysafety/areas/people-centred-care/en/>

Many more people are living with more than one long term condition than ever before. [Many Conditions One Life](#) is an Action Plan to improve the quality of support and services for people who live with multiple conditions in Scotland. It builds on the changes we are making through the introduction of Self-Directed Support and the integration of health and social care to support people to live well at home or in their local community for as much time as they can and to have a positive experience of health and social care.



Presentations that illustrate the outcomes and impact of these actions in practice can be accessed at <http://www.jitScotland.org.uk/news/multi-morbidity-event-glasgow/>

[Our advice note](#), published in November 2014, has links to many other useful resources and websites.

Quality Improvement Hub

The NHSScotland Quality Improvement Hub is a national collaboration among special health boards, the Joint Improvement Team and Scottish Government Health:

Explore the website to access tools, techniques and examples of practice at: www.qihub.scot.nhs.uk/

Chest Heart and Stroke Scotland (CHSS)

Chest Heart & Stroke Scotland www.chss.org.uk a wholly independent Scottish charity, improves the quality of life for people in Scotland affected by chest, heart and stroke illness, through medical research, influencing public policy, advice and information, and support in the community.

We offer a range of community services many of which are supported in partnership both locally and nationally. Our e-learning resources are available *at no cost*:

For health and social care staff:

- www.stroketraining.org
- www.heartelearning.org

For carers: www.stroke4carers.org

Self management for those who have chest or stroke illnesses:

- www.mylungsmylife.org
- www.SelfHelp4Stroke.org

Self Management Network Scotland

The Self Management Network Scotland has been established to help connect people with an interest in self management to share learning, good practice and innovation.

This is a cross sector learning network coordinated by Health and Social Care Alliance Scotland.

Explore the ways in which you and your partnership can connect with and become part of a movement that puts people in the driving seat of their own health and wellbeing.

Find out about reach of the network and the benefits of joining.

Visit our website at:

<http://smns.alliance-scotland.org.uk/>

National Falls Programme

Aims to reduce the personal and economic cost of falls in Scotland by supporting health and social care partnerships to implement local integrated, falls prevention and management pathways for older people. The main functions of the Programme include:

- To support Falls Leads leading pathway development
- Map pathway development and related outcomes
- Lead national work streams to support pathway development

Working with partners from all sectors, a range of resources have been produced to support Partnerships to improve the care and support of people who fall or are at risk of falling.

On the 22 April 2015 we held a successful event for 180 delegates: [Working Together to Prevent Falls for Health and Wellbeing](#)

For further information: <http://www.knowledge.scot.nhs.uk/fallsandbonehealth/the-national-falls-programme.asp>

Ann Murray, National Falls Lead at: ann.murray3@nhs.net

Paths for All

Paths for All is a Scottish charity. We want to create a happier, healthier Scotland, where increased physical activity improves quality of life and wellbeing for all. Paths for All believe that everyday walking can be the key to improving the health and wellbeing of the Scottish people. Areas of work include:

Walking for Health

- Giving support, training and funding to projects which help the most inactive to join short group Health Walks led by volunteers
- Developing specialist projects which encourage everyday walking in workplaces and for people with cancer and dementia.

Active environments: Providing training, expert advice and funding to help communities maintain and promote safe, welcoming paths and routes.

Active travel: Increasing the number of everyday journeys walked or cycled, through funding, support and partnership projects.

Read more at: www.pathsforall.org.uk

Ayrshire & Arran Self Management Network


An increasing interest in supporting patients to manage their condition, the Ayrshire & Arran Self-Management Network was established in January 2013.

Quarterly learning events were introduced to promote self-management knowledge and practices, with attendance encouraged from health, local authority, voluntary sector and service users. Cross sector speakers have presented their work, with learning events evaluation generating ideas that tailor future events to participants' needs. Topics covered include: Co-Creating Health, Person-Centred Care, Telehealth and Telecare, Health Literacy and ALISS

By April 2014, four successful learning events have been held with consistently high turnout. More than 250 different people have attended, spanning health, local authority, health & social care partnerships, service users and the voluntary sector.

We are seeing a steady increase in interest in self-management within Ayrshire & Arran, as reflected by the interest in the Network. As a result of the increasing interest, further learning events are scheduled for 2015/16 and opportunities to extend reach and membership are being pursued. By May 2015, eight successful learning events have been held with consistently high turnout.

Further information contact: Alison Anderson at: alison.anderson@aapct.scot.nhs.uk



The cross-sectoral nature of the events is good to see, as is the presence of a fair number of clinical staff

Scotland's House of Care

The House of Care provides a simple model for change, which brings together individuals and their professionals in collaborative care planning conversations, and organises care and support around what matters to those individuals and their carers, enabling them to successfully self manage, building on a foundation of community assets.

The House of Care describes the whole-system transformation that needs to take place to recognise the individual assets, rights & capabilities of people. Each element of the House is vital. The adoption of the House is intended to act as a catalyst for wider system change

Its values and aims are rooted in a shift from the current curative, compliant approach of health care provision to one that is more suited to people with long term health problems; one that is collaborative, enabling and empowering. This requires an effective and integrated model of health, social and community support.

The House of Care comes to life when the collaborative skills and leadership of professionals align with local community leadership. Critical to the successful adoption of the House of Care is well supported clinical leadership, that enables individuals and communities to co create the necessary conditions for care planning and system wide change.

Collaborative care and support planning enables the individual to identify their own goals, develop action plans and link with any support they may need. This support may be from usual traditional services or may make use of less formal community assets.

The Care and Support planning approach supported by the House of Care has been shown to:

- Support self-management, putting people in the driving seat of their care
- Improve the coordination of care around each person's needs
- Improve both personal and health outcomes for individuals
- Improve health service use
- Improve the lived experience of both people and their professionals

Keep up-to-date with progress at: www.houseofcare.wordpress.com

Follow us on Twitter @HoCScot

Contact: Tim Warren: tim.warren@alliance-scotland.org.uk



The Community Brokerage Network

Community support brokerage is independent brokerage as part of Self Directed Support (SDS) arrangements and is about helping people plan and organise their support, making their individual budget go as far as possible by finding creative ways to use it and helping them understand the range of options available to tap into or buy. It recognises the range of supports that exist in a community and helps people link in to the support that they need.

For some of those we work for, information or signposting is all that is required. Others choose the full support of an independent broker to help plan, organise and purchase their support. People contact us directly or we receive referrals on their behalf from family, friends and carers, or from health and social care professionals.

Our brokers are local people who are familiar with the area, the care providers and the community assets. They are person-centred in their approach and receive on-going training and mentoring. As well as creative support planning, they also help people to develop networks and to contribute to community life.

Find out more at: www.communitybrokerage.co.uk

Making Life Easier

Making Life Easy is an online web based service aimed at early intervention and supported self management. It is an electronic data matching system which allows people to be matched with tailored, specific and personalised advice, information and signposting based on information they provide. The system is person centred and non-condition specific and is based on the clinical reasoning process that qualified registered practitioners use in an assessing and planning process.

This means that the system takes a risk enablement approach which allows 2 levels of risk to be built into the process – the first level being a “red flag” where people are matched to and offered solutions to their difficulties but signposted to get further advice, and the second level being a “game over” where people are not matched to any solution as they are out with the scope of self help, and are given a “non matching” message which routes them to get formal help.

The system was originally designed to support people with a range of activities of daily living difficulties, and has been expanded to include areas such as memory support, falls prevention and fire safety. This has involved a wide range of professionals and organisations from fire and rescue, health, social care, the third and independent sectors in developing the right links to solutions, hints and tips, advice etc.

Access the service at: www.makinglifeeasier.org.uk

Contact: Susan Kelso, AHP Lead Joint Improvement Team at
KelsoSu@northlan.gcsx.gov.uk

Telecare Services Association

Telecare Services Association (TSA) is the industry body for technology enabled care services (TECS), and the largest industry specific network in Europe.

We are a not-for-profit membership based organisation, with a current membership of over 340 organisations. Our membership is mainly from within the UK, although we do have, and welcome, members from overseas.

Our membership includes organisations from Local Authorities, Registered Social Landlords, Health, private sector service providers, private sector technology suppliers, telecoms and infrastructure providers. Our members support the majority of the 1.7 million service users who benefit from TECS in the UK.

Find out more at: www.telecare.org.uk

Contact: admin@telecare.org.uk

Care and Repair Scotland

Care and Repair services operate throughout Scotland, in 31 local authority areas, to offer independent advice and assistance to help homeowners repair, improve or adapt their homes so that they can live in comfort and safety in their own community. The service is available to owner-occupiers, private tenants and crofters who are aged over 60 or who have a disability.

Staff visit people at home and assist them through the entire process of deciding what work is to be done, arranging finance and organising the building works.

Care and Repair offices also work with health and social work partners to deliver services such as accident and falls prevention, hospital discharge, maintenance of Telecare and Telehealth equipment, maintenance of equipment stores and handypersons.

Our website is the best resource for information at the moment:

www.careandrepairsotland.co.uk

Meal Makers

Meal Makers is a free, local neighbourhood food-sharing project that connects people who love cooking and want to be active in the community (Cooks), with older neighbours (Diners) who would appreciate home cooked food delivered to them every now and then. Meal Makers tackle social isolation and the growing problem of malnutrition by helping older adults who no longer find it easy to cook for themselves to enjoy freshly home cooked food. They also help strengthen connections within communities by providing a flexible way for people to volunteer their time and skills locally in a way which suits them.

More information is available at: <https://www.mealmakers.org.uk/>

or email us at: hello@mealmakers.org.uk

Adapting for Change Demonstration Sites

The overall aim is to develop and test key aspects of the approach recommended by the Adaptations Working Group to inform a revision of the national policy framework for housing adaptations, and to provide learning to improve practice. The objectives are:

- Test approaches in relation to key issues around current services and supports
- Identify approaches, consistent with recommended principles, which deliver better outcomes
- Capture the learning on a continuing basis over the test period and share this across Scotland
- Inform the review and revision of the national policy and funding framework for housing adaptations

There are 5 Demonstration Sites: Aberdeen, Borders, Falkirk, Fife and Lothian

Adaptions Network

- To share learning across Scotland from demonstration sites, other initiatives in Scotland & elsewhere
- Focus on practice improvement, in line with AWG recommendations
- Part of a developing wider Housing Learning Network

For more information contact: alisondocherty@sw.Glasgow.gov.uk

Stronger Voice

As we remove the barriers to health and care pathways and aim for seamless services for people by integrating health and social care, the timing for developing a stronger framework for hearing the service user and public voice could not be better. This is about a commitment, across health and social care services, and with policy makers, to ensure that people using services are active partners at the centre of how those services are designed and delivered, and how their success is measured.

'Stronger Voice' is a framework being developed to help ensure services are designed and produced with the communities they serve, build on peoples' strengths and support the health and wellbeing of the whole person and their family.

Find out more at The Health Council: www.healthcouncil.org.uk

Contact: jacki.smart@nhs.net

A Right to Speak

On a scale of 1=poor to 5=excellent, how well do you communicate? How well does your team communicate? How about your organisation?

“A Right to Speak” Report, 2012 set out 8 recommendations about how Scotland could become more communication inclusive. Not everyone uses speech to communicate. There are alternative and augmentative ways to communicate, (AAC). If you have seen the film “The Theory of Everything” you will know about Stephen Hawking who is probably the most famous AAC user in the UK.

Work has progressed to support implementing the “A Right to Speak” which is related to research, learning and development, developing partnerships and raising public awareness.

People in Scotland who use AAC have said they wished people understood their needs. When the question of funding the AAC equipment arises no organisation takes responsibility. Is being able to communicate a health need? A social need? An educational need? It is all of these and everyone’s responsibility.

There are now partnerships in each area of Scotland who together are agreeing what is the pathway, how are people supported and needs funded. In addition to a public awareness campaign Now Hear Me. Find out at: www.nowhearme.co.uk

Lochside Neighbourhood Group

The Lochside Neighbourhood Group is a community led multi partnership forum with its roots firmly planted in co-production, partnership working, creative thinking and bringing together a common vision for the improvement of the Lochside and Braehead areas, Ayr. The partnership has brought together a broad range of key stakeholders from the local community, voluntary, business/private, faith and public sector who are working together to make a real difference for local people.

The group has developed and progressed on a broad range of projects including health and well-being initiatives, green and open space developments, advancements in new housing programmes, sustainability and environmental issues, creative play areas, parking and roads issues and capacity building programmes. For further information contact Colette.mcgarva@south-ayrshire.gov.uk

PACT (Patient Experience and Anticipatory Care Planning Team)

PACT is a new project in NHS Lothian that aims to:

- Improve the experience of patients whose illnesses bring them into regular contact with hospital
- Compile an individual patient care plan together that can be accessed by NHS 24, A&E staff and out-of-hours doctors, to better understand health problems and preferences.

The project aims to work with patients to encourage them to play an active part in their care and treatment and support patients and their carers to be fully informed and involved in all decisions affecting their care.

Contact:

PACT@nhslothian.scot.nhs.uk

Clydesdale Community Initiative & NHS Lanarkshire: promoting, recovery, inclusion and employability for people experiencing mental ill health

Clydesdale Community Initiatives (CCI) and NHS Lanarkshire Occupational Therapy service works to support individuals who use mental health and forensic services to experience a real working environment and learn associated skills, empowering them to make tangible contributions to their community. CCI also works in partnership with South Lanarkshire Council, Skills Direct Scotland and other organisations to provide similar opportunities for young people and adults who use their services.

For more information contact :

lisa.greer@lanarkshire.scot.nhs.uk

Visit: <http://www.cciweb.org.uk/>

NHS Dumfries and Galloway – “Putting You First”

Putting You First (PYF) aimed to test and develop models of care and new ways of working that could provide health and care services at or as close to people's own homes as appropriate and ensure that high quality services would continue to be delivered to older people across the region in the future. The Programme involved all health and care sectors and included the Council, NHS, Third and Independent Sectors and communities in Dumfries and Galloway. PYF follows a 'tests of change' approach.

Over 70 tests of change ran alongside mainstream services to enable robust evaluation to help identify the level of impact to be determined before a potential roll out, scale-up or embedding within mainstream services across the region. In the final two years of the programme, the scope of the programme widened to include supporting the transfer of learning into locality based models and the move towards health and social care integration. All tests of change have been progressed under one of the following four themes:

- Developing communities
- Integrated ways of working
- Preventative and anticipatory approaches
- Optimising technology

Learn more at: www.nhsdg.scot.nhs.uk/Departments_and_Services/Putting_You_First/

Personal Outcomes

Personal Outcomes are at the heart of the principles and intent of the integration legislation. They are also now embedded in Scottish Law, and in the Suite of Indicators agreed to demonstrate progress in improving these outcomes. JIT can provide:

- practical advice about using a Personal Outcomes Approach in a locality
- engagement with members of the Personal Outcomes Partnership about their work to facilitate staff development and strategic approaches in local partnerships
- understand how the wider People Powered Health & Wellbeing Programme can help to support a co-production approach at locality level
- access to the new Evidence Summary on “How can local health and social care partnerships generate and interpret system-level evidence about how their services improve personal outcomes?”

More information at

<http://www.jitscotland.org.uk/action-area/personal-outcomes/>

The Scottish Co-production Network

The [Scottish Co-production Network](#) is free and open to anyone who is interested in co-production in Scotland. As a member of the network, you will be invited to learning events, network meetings and be able to take part in discussions and information sharing on the website.

In order to ensure the network is effective in developing practice around co-production in Scotland, members are encouraged to contribute to the network by sharing their learning and experience through the online discussions, attending meetings and sharing useful information and case studies.

The Network is managed by the [Scottish Community Development Centre](#) and supported by the Joint Improvement Team and NHS Tayside.

If you would like to join the network you can [sign up here](#) – it’s free and only requires basic information. For further information contact sam@scdc.org.uk.

Links Worker Programme

The Links Worker Programme is aiming to transform the primary care team to enable GP practices to better support people into community assets. The programme introduces a Community Links Practitioner who works directly with the practice population and local community assets, as well as support the practice staff to augment seven predetermined capacities:

- Team Wellbeing
- Shared learning
- Awareness
- Intelligence
- Signposting
- Problem Solving
- Network building

Find out more please visit <https://linkprogramme.wordpress.com/>

COPE Scotland Overview

A dynamic organisation led by people with lived experience of mental distress and health inequalities. Working with individuals and communities in a spirit of mutual respect we are committed to tackling health inequalities. Seeking to find and implement solutions to the issues which can cause distress. Working with partner organisations COPE seek to address some of the broader issues which can lead to distress and inequality for individuals, families and communities.

Visit: www.cope-scotland.org

<http://frontlinefirst.rcn.org.uk/nursingattheedge>

<https://vimeo.com/124500401>

The Keys to Life

'The keys to life' is a long term strategy based on a commitment to human rights for people with learning disabilities. The strategy was developed by the Scottish Government with COSLA and a wide range of statutory and third sector partners together with people with learning disabilities and carers.

'The keys to life' has a strong focus of tackling the significant health inequalities faced by people with learning disabilities and includes many other measures to improve the quality of their lives. The principles of choice, control and independence for people with learning disabilities are central to the strategy.

Visit our website <http://keystolife.info/> to find out about:

- How the strategy is being delivered and who is involved
- What is happening about individual recommendations
- Where you can find relevant resources

How you and your organisation can get involved

You can also download a copy of both the full strategy and the easy read version.

South Ayrshire Carers Centre

South Ayrshire Carers Centre provides unpaid practical & emotional support to all unpaid carers across South Ayrshire. Our key areas we target are:

- Carer Identification in our local authority
 - Quarterly newsletter with key events & advertising our support groups
 - Fortnightly drop-ins at local surgeries
- Carer Awareness Training

South Ayrshire Carer Centre have a great relationship with our council; we are partly funded through the council and NHS Ayrshire & Arran

Visit us at: <http://www.unity-enterprise.com/default.asp?contentID=65>

For more information contact Kayleigh.Hamilton@unity-enterprise.com

Indicator of Relative Need (ioRN)

Having good information is important for the often complex decisions taken by NHS & social care staff. The ioRN offers the best kind of person-centred information – useful to front-line staff and to managers alike. The ioRN is a tool that summarises the level of people's needs for care and support. It is available to 'go live' now in your organisation as part of your integrated suite of essential resources.

Whether you are unfamiliar with the ioRN, or would simply like to know why and how it has been redesigned, please contact Peter.Knight@scotland.gsi.gov.uk

Scottish Ambulance Service (SAS) – First Responders

An ambulance response may be triggered for an older person who has fallen or for someone who has a minor illness, injury or an exacerbation of an existing condition. All of these could be more appropriately managed at home or by community based services.

Across Scotland the SAS is engaged in the development of pathways for patients who are frail and elderly and/or are suffering from long term conditions such as COPD. The work to offer these patients an outcome which is more appropriate to their needs includes:

- Specialist Paramedics working as part of an integrated team in Lanarkshire, Grampian and Western Isles
- Care of older people pathways in Dundee, Fife, Perthshire, Edinburgh, Lothian, Falkirk, Dumfries, Renfrewshire, Inverness
- Pathways for patients with COPD in Edinburgh City
- Partnerships with Primary Care Out of Hours services in Falkirk, Angus, Dunfermline, Grampian

For more information please contact a.wemyss@nhs.net

British Red Cross – Home from Hospital Services

The British Red Cross operates home from hospital services across the UK. This service enables patients who are vulnerable, but medically fit for discharge, to return home safely and prevents unnecessary admissions to hospital.

As pressures on the NHS grow and patient expectations increase, this service provides a number of benefits to patients and healthcare providers:

- Realising patients preferred choice to be at home
- Reducing the percentage of older patients admitted to wards and freeing beds for admissions (linked with a daily bed cost of between £430 and £490 per day)
- Preventing an undermining of independent living skills and confidence among older patients potentially resulting from a hospital admission
- Reducing health risks associated with hospital stays
- Increasing staff confidence in discharging medically fit but socially vulnerable patients and improving communication between agencies
- Reducing breaches of HEAT

For more information contact redcross.org.uk/care contacts or GMcPhie@redcross.org.uk

IRISS (Institute for Research and Innovation in Social Services)

IRISS is a small third sector organisation that works with the social services workforce across Scotland to enable positive outcomes for individuals who access support. Our focus is on embedding research, creativity and innovation. We have a distinctive three part approach: we inform, we facilitate and translate, and we co-create to enable culture change in the design, delivery and experience of social services.

Sign up to our mailing list: <http://www.iriss.org.uk/mailling-list>

Contact: enquiries@iriss.org.uk for more information.

Workforce Scotland

Workforce Scotland is a collaborative initiative to develop and support the workforce across public service organisations in Scotland.

We want to ensure that everyone working together to improve Scottish public services has access to high quality, multi-disciplinary development opportunities which:

- Engage and motivate staff around delivery of outcomes and policy priorities
- Build skills and confidence to take an assets-based approach
- Create confidence to work across organisational boundaries
- Build capacity to collaborate.

Workforce Scotland currently offers the following workstreams:

- Employee Engagement
- Scottish Coaching Collaborative
- Leadership Exchanges
- Enabling Collaborative Leadership
- Skilled Workers, Skilled Citizens
- Dialogue Community of Practice
- OD Community of Practice

For more information on our workstreams or upcoming events, please email info@workforcotland.com

Scottish Fire & Rescue

Teamwork is central to the Service the SFRS delivers and with our partners, we are working together for a safer Scotland.

On the incident ground, we work with emergency colleagues from the Police Scotland and Scottish Ambulance Service. Out and about in our communities, our collaborative efforts with local authorities, health boards, housing associations, schools and businesses are really helping to deliver crucial public safety messages to those most at risk.

Across Scotland, we work with all stakeholders to build safer communities

Visit our website at:
www.firescotland.gov.uk

Queen's Nursing Institute Scotland (QNIS)

As part of our approach to promoting excellence in community nursing, the QNIS provides funding for educational development and projects.

Currently, we have a call for proposals for our "Catalysts for Change" programme. The purpose of this programme is to provide funding to nurses in the community to lead short, innovative development projects in collaboration with other agencies, focused on addressing inequalities.

<http://www.qnis.org.uk/call-for-proposals-catalysts-for-change/>

We have also recently published Delivering Dignity Impact Report available at <http://www.qnis.org.uk/resources/delivering-dignity/>

For more information please contact Angie.Henney@qnis.org.uk

Visit: www.qnis.org.uk

Building Healthier and Happier Communities

Building Healthier and Happier Communities is a national programme to improve the health and happiness of people and communities across Scotland.

Work began in East Dunbartonshire, where SCVO successfully delivered a pathfinder with East Dunbartonshire Voluntary Action (EDVA), the Third Sector Interface, East Dunbartonshire Community Health Partnership, East Dunbartonshire Council and local and national third sector organisations to kick start a new approach to building healthier and happier communities, underpinned by the third sector's ability to help people do more for themselves and each other.

Our approach is particularly relevant in the context of health and social care integration and wider public service reform as it:

- Provides a timely opportunity to place third sector assets at the centre of the health and social care table
- Presents a tested way of investing in the capacity of the third sector to help manage demand on statutory services
- Places people and communities more firmly in control of their health and happiness

Visit our website: <http://www.scvo.org.uk/building-healthier-and-happier-communities/>

Ask ALFY: Advice Line For You



Over 65? Need help to remain well at home?

We have new services to help you!

ALFY
Advice Line For You



and Your Plan

Want more information?

Ask ALFY 24 hours a day on 01324 567247

Or visit www.nhsforthvalley.com/alfy

Aims to:

- Test Asset Focused Locality Based Concept
- Increase Resilience of people at home
- Provide support to help cope
- Reduce avoidable ED attendances
- Reduce avoidable hospital admissions

Provides:

- 24 hours a day
- Advice and Guidance
- Nurse or GP
- Rapid Access Frailty
- Signposting
 - Social Services
 - Locality Services



Improvement Network for Integrated Care and Support purpose:

‘Networking for Improvement’

‘Collectively create the conditions for people and organisations to share learning, ideas and experiences, think creatively and act collaboratively to transform integrated care and support to improve health and wellbeing outcomes’

Stay Connected by subscribing at www.jitscotland.org.uk

**Mandy Andrew, Network Development Lead at:
mandy.andrew@scotland.gsi.gov.uk**

Links to other useful resources

Anticipatory Care Planning: <http://www.qihub.scot.nhs.uk/quality-and-efficiency/outpatient-primary-and-community-care/primary-and-community-care-.aspx>

Care Planning in General Practice for people with LTC: http://www.rcgp.org.uk/clinical-and-research/clinicalresources/~/_media/Files/CIRC/Cancer/Improving%20the%20Lives%20of%20people%20with%20LTC%20-%202012%2005%2009.ashx

Emotional Support Matters and **Living Better Report:** http://www.alliance-scotland.org.uk/resources/library/grid/1/type/2/topic/all/tag/7/condition/all/download/library/lib_4e3ab46435632/

Health Literacy Action Plan for Scotland: [Making it Easy.](#)

Integrated Community Ward / Virtual Ward case studies and stories are at: [Intermediate Care Community of Practice](#)

Key Information Summary: www.keyinformationsummary.org.uk

'Living Well with Long Term Conditions Report'

Polypharmacy reviews: [http://www.sehd.scot.nhs.uk/dl/DL\(2015\)04.pdf](http://www.sehd.scot.nhs.uk/dl/DL(2015)04.pdf)

<http://www.sehd.scot.nhs.uk/publications/DC20150415polypharmacy.pdf>

Self-Management: The Health Foundation, Self Management Works 2013: <http://personcentredcare.health.org.uk/resources/self-management-works>

SPARRA risk prediction tool: <http://www.isdscotland.org/Health-Topics/Health-and-Social-Community-Care/SPARRA/>

Technology enabled care and support – case studies and resources:

www.sctt.scot.nhs.uk

www.livingitup.org

www.aliss.org

www.jitscotland.org.uk/action-areas/telecare-in-scotland/

www.knowledge.scot.nhs.uk/telehealthcare.aspx

