

Integration Collaboration Transformation

Conference edition

Creativity, Culture and Courage

#hscs18

Leadership, localism and innovation in
health and social care – a celebration
of partnership working across Scotland



On 7 December 2018, 240 health and social care professionals from across Scotland gathered in Glasgow for our inaugural conference, 'Creativity, Culture and Courage'. The conference was a celebration of all that integration has achieved so far and marked the formal launch of **Health and Social Care Scotland**.

Creativity, culture and courage – the spirit and principles which underpin how we, as health and social care leaders in our communities, work to transform and improve the planning, delivery and experience of health and social care for the people of Scotland.

**Key message of the day:
Integration is here to stay and needs to
be delivered collaboratively and at pace!**

Significantly, we were joined by the First Minister and the Cabinet Secretary for Health and Sport who thanked us for our efforts to date and crucially gave absolute commitment to progressing integration.



www.HSCScotland.scot was launched at *Creativity, Culture and Courage*. It's full of integration info and useful links to partnerships. Let us know what you think – drop us an [email](mailto:info@hscotland.scot).

David Williams formally launched HSCScotland and asked the delegates in the room, 'How far are we really prepared to go to step up the pace of integration?' [Click here to read David's words.](#)

Importantly, the event was a chance to network and share good practice. Delegates attended workshops that showcased 'integration in action'. It was an opportunity to shine the light on some great, innovative work. For workshop information, go to page 3, and for copies of the presentations, [click here.](#)

We were also joined by a number of senior figures from health and local government including Paul Gray and Sally Loudon; heard the IJB perspective from Peter Murray and got a flavour from Claire Sweeney of the findings of the most recent Audit Scotland report.

Our lively Q&A speaker session rounded off the day – and SLIDO worked particularly well, allowing delegates to post questions, upvote colleagues questions and leave feedback for the organisers.



Scotland's Voices – showcasing staff and people who have experienced person-centred services that have made a difference to their life



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What did people think?



98% of overall event feedback was 'excellent' or 'good'

98% of respondents would be interested in attending more HSCScotland events

Thanks to all those who left comments. Feedback will be used to inform future HSCScotland events and will be published on our website (January 2019).

'Fantastic event – really celebrated what's happened to date but also a challenge to us all to step up and deliver the potential. Fantastic also to get the support and clear endorsement of the FM and Cab Sec!'

'We were very clearly given the mandate to get on and deliver, so let's do it!'

'A real pick-me-up for integration!'

'I thought the conference was fantastic, very inspiring speakers and a celebration of what worked well with recognition to what needed to improve. There was a great ambition and passion at the event.'

'Focus on relationships, worry less about structures and we need to be strong and focused leaders.'

'Struck by the scale of work going on in Scotland and the challenge of how we share practice and learning in a way that empowers people to act.'

'Strong message – it is the right thing, it is here to stay. Pace needs to increase. Don't pilot, take ideas and use them, tweak them – it's not easy!'

Workshops

Creativity, Culture and Courage

The **Angus Care Model**, built on a foundation of an Angus that actively cares, is providing better integrated services and delivering an innovative approach for supporting people in our community. We are rebalancing care, maximising support for people in their own homes, reconfiguring access to services, realising a sustainable workforce, responding to early warning signs and risks in the delivery of care and resourcing care efficiently.

The **Virtual Community Ward Model in Aberdeenshire** is transforming the way the health and care needs of older adults at risk of an unscheduled hospital admission are managed in the community under a GP led model. Delegates shared the journey and gained a clear understanding of the model, including a qualitative and quantitative reflection, as well as some of the lessons learned.

Compassionate Inverclyde is a social movement to change attitudes and behaviour around death, dying and loneliness. It uses a community development approach with hundreds of volunteers supporting and caring for one another at times of crisis and loss; programmes include No One Dies Alone and Back Home Boxes. Delegates gained an understanding of how to use social capital to change service delivery.

Glasgow Inter-Agency Housing First Development adopts a housing-first approach to meet the needs of individuals with complex needs who have experienced repeat homelessness. Glasgow City Health and Social Care Partnership, Salvation Army, Wheatley Group and Social Bite, tackle homelessness and are rapidly rehousing multiple-excluded people into a community as a first, rather than last, step. Simple and radical, it significantly challenges established practice.

East Renfrewshire's Family Wellbeing Service supports children and young people who present with range of significant mental and emotional wellbeing concerns, taking direct referrals from four identified GP practices. The workshop examined the impact of the service and whether a restorative family support approach is a more effective way of supporting young people.

Engaging with carers as partners in care was shared learning from Dumfries and Galloway about effectively engaging carers as partners in care within the context of the Carers (Scotland) Act 2016 using the Triangle of Care methodology.

Squaring the CIRCLE of health and social care integration in Argyll & Bute uses shared values to enhance staff engagement and create a positive workplace culture. Values are (CIRCLE); compassion, integrity, respect, continuous learning, leadership and excellence. The Barrett Model is used as a practical tool.

Using digital technology to improve everyday

health in South Lanarkshire Pioneering telehealth work in Lanarkshire is improving lives through the innovative use of digital technology. The workshop focused on examples in relation to self-management; remote health monitoring and Attend Anywhere – a new video consultation platform linking individual citizens with health clinicians.

Transforming afternoon unscheduled care within the primary care setting in Aberdeen has been transformed through the West Unscheduled Care Project. Delegates learned about the benefits for people, GPs, Advanced Nurse Practitioners and wider primary care colleagues as a result of this new way of working, including how this project supports the implementation of the new GMS contract; plans to scale up the service and the evidence base.

Strengths-based practice and family group decision making with adults Edinburgh City Health and Social Care Partnership's approach is being used in homelessness; family care planning for people with disabilities alongside self-directed support; to help reduce isolation and to reduce stress on carers. Delegates discussed the benefits of strengths-based practice; heard the impact the approach has and explored the culture shift from a systems model to a relationship-based model.

Midlothian Wellbeing Service in primary care: beyond medicine is a collaborative and outcomes focused approach, being delivered by the Thistle Foundation in Midlothian GP practices. Through the use of Wellbeing Practitioners and a focus on 'good conversations'; the service allows time for self-management support and a focus on the person's strengths, social networks and community support.

[To download workshop presentations, click here](#)

Our end-of-day Q&A panel included Peter Murray, Claire Sweeney, David Williams, Sally Loudon, Paul Gray and was facilitated by Judith Proctor (CO Edinburgh City HSCP).

We used SLIDO, an audience interaction tool that enabled delegates to login, upload questions, view and upvote other people's questions – meaning that the most popular questions were explored by the panel, such as:

- How do we protect social care funding within the context of significant local government financial cuts?
- In 2030 will all health and social care staff be aligned to a single set of terms and conditions – removing a significant barrier to the pace of change?
- Having both IJBs and HSCPs is confusing for public and staff. Discuss?
- How do we create the environment within our partnership that ensures the full and active involvement of the third and independent sectors?
- Would you recommend direct funding to IJBs without going through health boards and councils?

The organisers of *Creativity, Culture and Courage* would like to thank the speakers and facilitators, the workshop presenters, the support team, Principal Grand Central Hotel, MCL Create for their AV expertise, GAAP Digital for creating *Scotland's Voices* and all the delegates who travelled from across Scotland to attend our first conference.



HEALTH AND SOCIAL CARE SCOTLAND is a network of health and social care leaders. We represent the 31 Health and Social Partnerships in Scotland – Chief Officers, Integration Authority Chairs and Vice Chairs, Chief Finance Officers and strategic planning managers of health and social care services.

OUR SHARED VISION is a Scotland where health and social care services are delivered in a sustainable and integrated way and people receive the treatment, care and support they need at the right time and in the right setting, with a focus on community based and preventative approaches.

OUR AIMS

- We will support the planning of integrated health and social care services in our communities, to be delivered in a radically reformed way to achieve Scotland's health and wellbeing outcomes.
- We will champion the voices of people who use our services, our staff and our communities.
- We will promote the interests of people in need of health and social care services by working together to shape and influence policy, practice and legislation.
- We will work collaboratively with partners from across our communities and care sectors to help deliver sustainable health and social care services in Scotland.
- We will support the development of capable and confident system leaders to work strategically across the health and social care sector.

