



International Foundation  
for Integrated Care

# Compassionate Inverclyde Evaluation

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[www.integratedcarefoundation.org](http://www.integratedcarefoundation.org)



@IFICinfo

# International Foundation for Integrated Care

IFIC is a non-profit members' network that crosses organisational and professional boundaries to bring people together to advance the science, knowledge and adoption of integrated care policy and practice.

The Foundation seeks to achieve this through the development and exchange of ideas among academics, researchers, managers, clinicians, policy makers and users and carers of services throughout the World.





# TODOS CONTIGO

A global community  
united by the  
CALL OF CARE



NEW HEALTH FOUNDATION

CALIDAD SOCIAL Y SANITARIA  
© 2016

# Evaluation Team

- Dr Karen Barrie and Dr Emma Miller
- Madeleine O'Brien
- Mandy Andrew and Marie Curran
- Advisory Board critical friends
- Compassionate Inverclyde Board and volunteers



# Evaluation Questions

- What is Compassionate Inverclyde? (And what is it not?)
- How have its aims and aspirations expanded?
- How has it grown over time and what has enabled this growth?
- What's it like to be part of Compassionate Inverclyde?
- What is Compassionate Inverclyde known for doing well?
- What difference is it making?
- What challenges have been faced or overcome and how?
- What can others interested in adopting this type of approach learn?

# April - September 2018

- observing and taking part in meetings and activities, analysing documentation and conducting in-depth 1:1 interviews
- **143** points of contact with **over 100 people** involved in different ways: volunteers, nurses and hospital staff, teachers and pupils, friendship hub attendees, local businesses, local newspaper reporter and Board members

Through *doing* the evaluation over time we came to appreciate:

- There was “***something special***” going on
- The significant contributions of the many individuals involved
- The development of inter-personal relationships, friendships, networks of support, interconnections and the social functioning of the community.
- The need to look more closely at these contributions and relationships

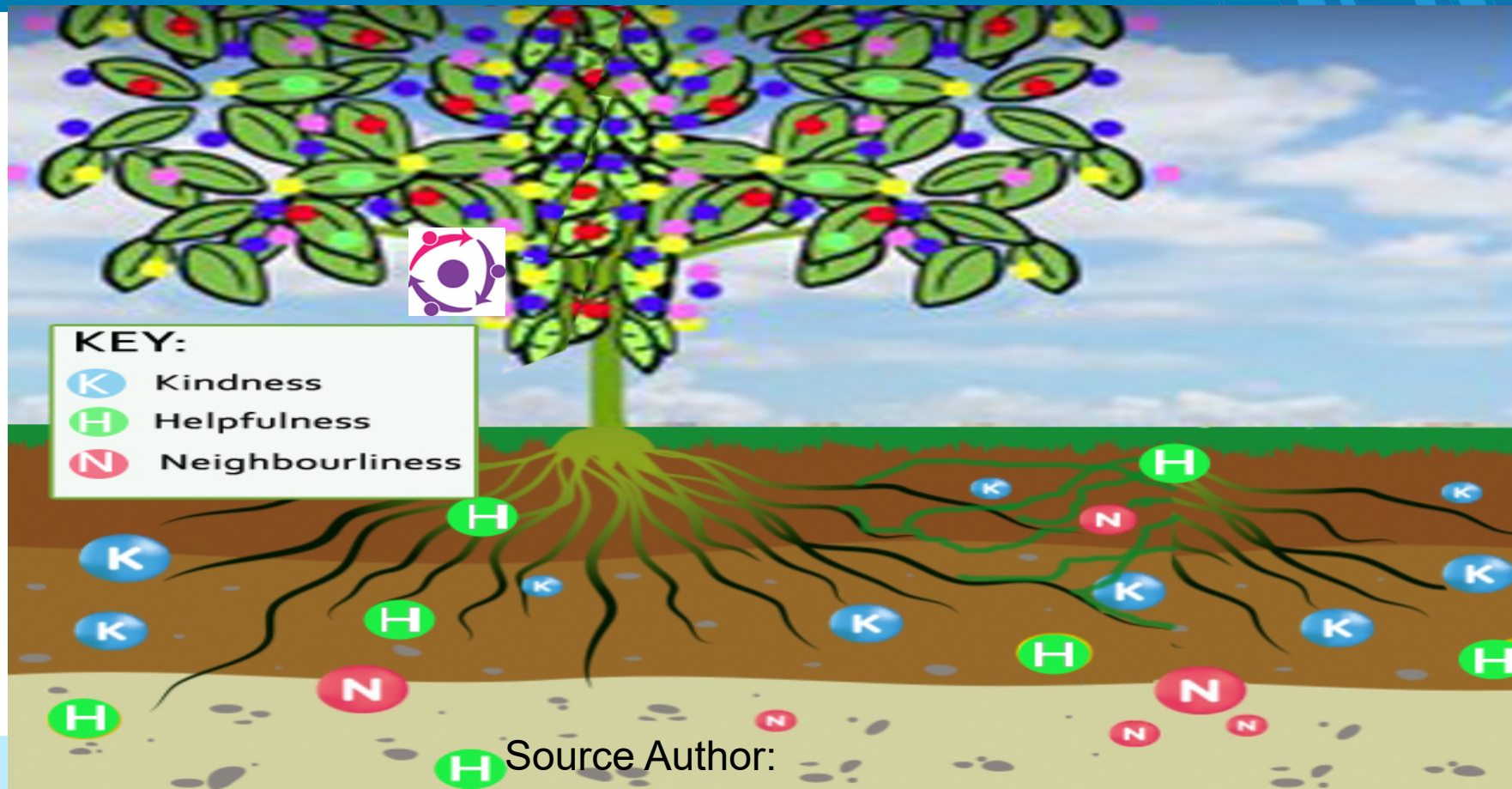


# Trees Metaphor



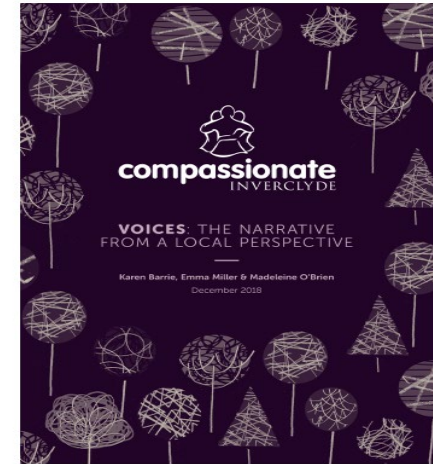
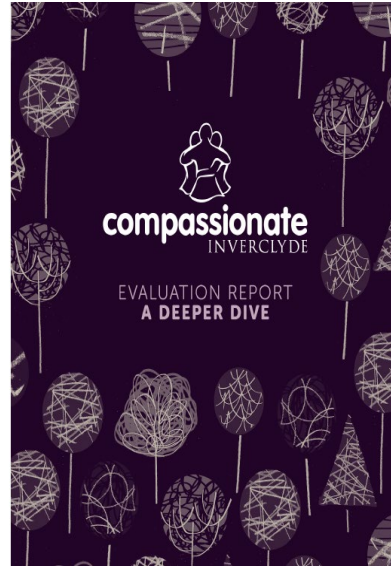
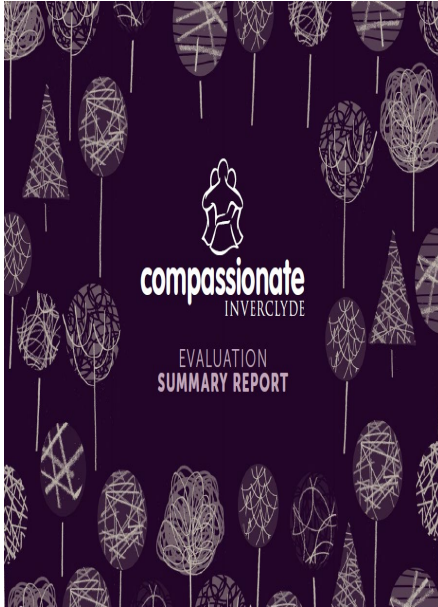
- The organic nature of Compassionate Inverclyde's growth
- Understanding, adapting and responding to local conditions
- Many different branches
- Allowing time to mature, before fruits can be harvested
- Generations working together
- Extensive roots and interdependencies
- Essential nutrients







# Three Reports



All reports are available online at:

**[www.ardgowanhospice.org.uk/compassionate-inverclyde](http://www.ardgowanhospice.org.uk/compassionate-inverclyde)**

# Timeline

Compassionate Inverclyde

11

## Milestones

### 2008

- Alison hears Professor Kellehear talk in Scotland about 'compassionate communities' sparking the idea of Compassionate Inverclyde (CI)
- First schools project encouraging children to think about caring

### 2012

- Ardgowan Hospice Conference: Creating Compassionate Communities for Decades

### 2016

- Funding provided by Ardgowan Hospice for a fixed term secondment
- Alison established as CI lead in January
- Engagement with local groups through Your Voice from January
- Setting up the Compassionate Inverclyde Board in May
- Florence Nightingale scholarship for Alison to visit and learn from other projects
- Absent friends festival November
- Compassionate Citizenship agreed initial focus on setting up NODA
- Design and launch of logo based on community engagement in November

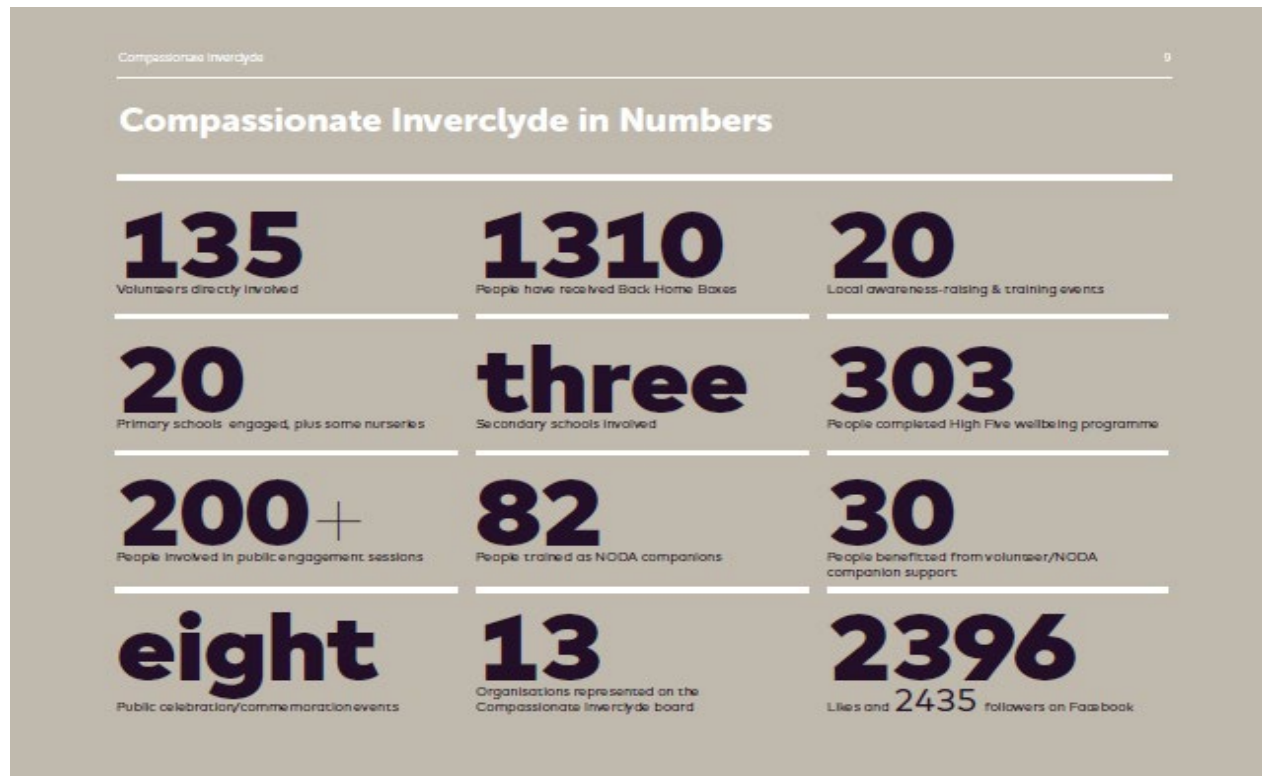
### 2017

- NODA working group starts January; first companion provides support in December
- High Five wellbeing programme starts in West College in January
- Official launch of CI in March
- Work with schools on wellbeing starts in April
- Plan to establish bereavement cafes in each community centre starts in May
- Plan to engage with churches for end of life groups/Back Home Boxes (BHB) starts in May
- Compassionate Organisations starts in August 2017
- Promoting Compassionate Citizenship focus on setting up BHB in March
- BHB distribution starts in November

### 2018

- Second wave of work with schools starts in March – focus on High Five
- Work in Greenock prison starts in August
- First NODA companion in care home
- Back Home Visiting (BHV) starting in December
- Celebration event and launch of evaluation report Dec 6

# Growth and Reach



# The Stories

Compassionate Inverclyde

10

## Touching Lives

*I wanted to send you a quick email to express my gratitude for the Back Home Box and the kindness of it. I will explain how much it meant.*

*My brother was recently in Inverclyde Royal Hospital, very unexpectedly – he had collapsed which is frightening enough for anybody but even more so for him. He has had lifelong severe mental health problems and has had struggles with that over the years. He wasn't in that long but got a box given to him on discharge. I can't tell you how much it meant to him, if you had seen and heard his reaction to it you would have been so moved and would have known that what you are doing is amazing.*

*He leads a very isolated life and has very little contact with anybody, when I went round to visit him he had a beautiful homemade card in pride of place on his unit, what a fabulous idea and also for the children who make them to give too*

*and understand about giving. He was so chuffed with it and he told me he'd even got jam and milk too and listed out the box items. It felt like a Christmas hamper! It's not even totally what is in the box but the very idea that somebody can be so kind to a stranger means the world and in a time of need such a tonic as well as being so useful as he hadn't been able to get the shops.*

*I will be donating items into the collection boxes you have and hope that it means as much to whoever gets them as it did to both my brother and me. I confess I even felt a bit tearful about it, in a good way! He gave me the heart to hang on my twig tree! So a huge thank you to you and everybody involved and the little girl from a school in Largs who made a beautiful get well card.*

### You are all stars.

The above feedback demonstrates how one box touches many lives. The report highlights many similar stories.





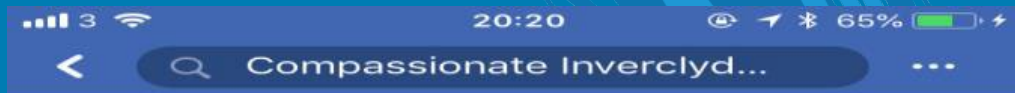
Home About Photos Events Posts



**Compassionate Inverclyde :  
Capturing moments that matter**

Wednesday at 20:41 · 🌐

A huge thank you to Doris who does all my admin support as a loyal volunteer another member of our Compassionate Inverclyde Kindness Army xx  
My sincere thanks xx



Home About Photos Events Posts

Robert Alexander Paterson's post

Sometimes Port Glasgow just amazes me!

We are a collecting point for the group Compassionate Inverclyde. It's not a problem for us - people hand stuff in, we stick it in our storeroom and a few days later someone from the group will come and pick it up - easy!

The group do a great job for our community.

But let me say something about the people who hand the stuff in. As is so often the case it is the people who have the least who give the most. They donate without ceremony or praise. Their eyes are open to the circumstances around them and they do what they can. They share what little they have.

The ordinary people of Port Glasgow have always this incredible ability to make you feel very humble - very humble and very proud!

Thanks.



A movement for change



# Theory of Change – Relationships and Assets Based Community Development

Recognising the importance of and connections between individual, relational and community wellbeing



## Compassionate Inverclyde Outcomes

Community Wellbeing	Relational Wellbeing	Personal Wellbeing
<p>Community voice and identity - strong identification with “Compassionate Inverclyde”</p> <p>Community capability awareness</p> <p>Community resilience</p> <p>Renewed community pride</p> <p>Commitment to common good</p> <p>Intergenerational working and mutual respect</p> <p>Increased community cohesion</p> <p>Community hope (and sense of possibility for next generation)</p> <p>Active youth participation in decision-making and community action – young leaders</p> <p>Local workplaces begin to have compassionate illness, carers and bereavement policies in place</p>	<p>Affirming and enduring friendships</p> <p>Mutual nurturance and affection</p> <p>Norms of mutual support, caring and affection</p> <p>Reciprocity</p> <p>Respect for diversity</p> <p>Heightened attentiveness to the situations of known and unknown others within the community</p> <p>New / stronger networks of support</p> <p>Resilient neighbourhood networks of people who care and are willing to help each other</p> <p>Collaborative norms</p> <p>Democratic participation in decision making processes</p>	<p>Increased / recovered self-confidence</p> <p>Improved self-esteem</p> <p>Self-respect</p> <p>Improved mental and physical health</p> <p>Sense of belonging / feeling less alone</p> <p>Sense of meaning and purpose</p> <p>Making a contribution</p> <p>Sense of significance</p> <p>More able to think and talk about dying, death and bereavement</p> <p>Reduced fear of dying / death</p> <p>Feeling reassured that a dying person is being cared for</p>

# Realising Local and National Outcomes

National Indicators		
Perceptions of local area	Loneliness	Healthy life expectancy
Places to interact	Confidence	Premature mortality
Work related ill health	Resilience	Mental wellbeing
Quality of public services	Participation	Healthy weight
Public services treat people with dignity and respect	Social capital	Health risk behaviours
Scotland's reputation	Influence over local decisions	Physical activity
International networks	Trust in public organisations	Quality of care experience

- ❖ **Employability and meaningful activity**
- ❖ **Recovery and support to live independently**
- ❖ **Early intervention, prevention and reablement**
- ❖ **Support for families**
- ❖ **Inclusion and empowerment**



# Social ROI

Key influencers of eventual social value are:

- Audacity – envisioning big and bold solutions
- Connectivity – deeply engaging with the community being served
- Capacity – using data to understand and improve
- Ingenuity – disrupting entrenched approaches
- Tenacity – leveraging the time, relationships, resources to persevere
- Diversity – generating revenue and support from multiple sources.

*Ukman L, (2017). Prosocial Valuation and Performance. World Economic Forum.*  
<https://www.weforum.org/agenda/2017/05/how-to-measure-the-value-of-the-homeless-world-cup/>

# Policy in Action



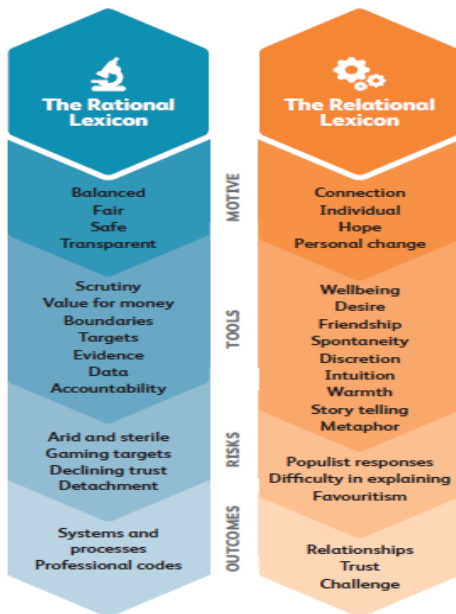
***We are a society that treats all our people with kindness, dignity and compassion, respects the rule of law, and operates in an open and transparent way***



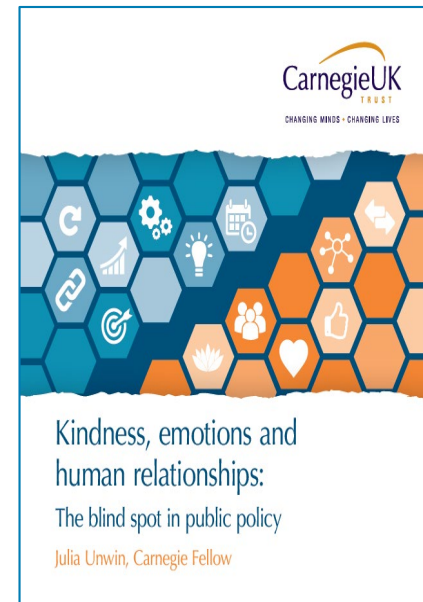
# From Rational to Relational Public Policy

Kindness, emotions and human relationships

Figure 1: The Two Lexicons of Public Policy



Kinder Communities:  
The power of everyday relationships  
Zoë Ferguson, Carnegie Associate



Kindness, emotions and  
human relationships:  
The blind spot in public policy  
Julia Unwin, Carnegie Fellow

# Reflections on Leadership



Sharmer, Otto, C. (2018)

Addressing the Blind Spot of Our Time - An executive summary of Theory U: Leading from the Future as It Emerges

# Design Principles I

- Start with **community conversations about what matters** most to local people
- Invest in development support from a **trusted, compassionate, authentic and humble leader**
- Develop collaborative leadership at all levels around a **shared purpose and intrinsic values**
- Anchor the movement with a **local community organisation that has a trusted brand**
- Establish a **courageous guiding coalition that gives permission** to act, purposefully avoids unnecessary bureaucracy and enables risk taking
- Connect as ordinary people, find creative ways to **make it easy for local people to volunteer** and for everyone to be kind, helpful and to have a can do attitude

# Design Principles 2

- **Value and empower all contributors** and ensure they have a strong and equal voice
- **Nurture community volunteers** through peer support, reflective practice and wholehearted facilitation
- **Use the power of social media** as a practical communication and self-organising tool
- Continue to pay attention to what matters to people and **share stories that touch hearts and inspire people to be kind**
- **Plan for a sustainable model of leadership and governance** that can exploit synergies with other developments and minimises unintended consequences
- **Stay curious and keep learning from other compassionate communities**

## ➤ **Integrated Care Matters Webinars and Topic Resources**

[www.integratedcarefoundation.org/scotland](http://www.integratedcarefoundation.org/scotland)

## ➤ **Special Interest Groups (SIGs) hosted on IFIC website:**

- Polypharmacy and Adherence
- Intermediate Care
- Palliative & End of Life Care
- Self Management and Co-production
- Frailty
- Small Islands
- Compassionate Communities



➤ <https://integratedcarefoundation.org/ific-membersnetwork/groups/IFICscotland@integratedcarefoundation.org>



# Thank You

