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About the ALLIANCE

Introduction

A foreword from Professor Ian Welsh OBE, Chief Executive of the ALLIANCE

Health and social care integration provides Scotland with an incredible opportunity to create radical change, innovate and deliver positive health and wellbeing outcomes for those accessing services based on a set of admirable principles.

Working to help ensure those principles are put into action is one of our key priorities at the Health and Social Care Alliance Scotland (the ALLIANCE). We work hard to develop and shine a light on examples where integration is being made real for people.

We know that integration is still in its fledgling phase. And, as reviews over the last year by the Ministerial Strategic Group and Audit Scotland have demonstrated, its introduction has been complex, challenging and multi-faceted.

What these in-depth analyses fail to capture, however, is the good work that is taking place within the third sector – which has a vital part to play if integration is to succeed.

The following report is influenced by these two recent reviews. It follows six themes to carry out its own examination of integration's progress in recent years.

With the help of our partners at Moray Wellbeing Hub, Dumfries and Galloway IJB, Homeless Network Scotland, Engage Renfrewshire, the Coalition of Carers in Scotland, Forth Valley Sensory Centre and Glasgow City HSCP, we highlight some of the good practice that is taking place to deliver truly integrated health and social care in Scotland.

At the ALLIANCE, we like to take a positive approach. We believe that there is much to be gained from looking at what is working well and considering how the learning from successful initiatives can be applied in different contexts or geographical areas.

The ALLIANCE's Integration Support team supports this work via our two new projects: 'ALLIANCE Live' and 'Integration Stories'.

The ALLIANCE Live platform hosts fortnightly webinars showcasing the most innovative and impactful examples of integration. From detailing the Scottish Government's draft framework for integration, to talking with an Aberdeenshire mental health charity about their journey to integrated working, we keep our finger on the pulse and bring the latest news to the fore.

Integration Stories runs regular updates on new developments in integration across the country, uncovering the partnership initiatives that make a difference to the lives of people accessing services. We must remember that integration is not just about services; it is about building relationships and teams to better serve those who access them.

By working together, we can ensure that the case studies included in this report do not remain one-off success stories – but instead, act as a blueprint that we can all follow on the path towards increasingly integrated working.

Case Studies – Integration in Action

Through the ALLIANCE's extensive network, the following projects have been identified which demonstrate the real-life progress that has been made during the rollout of integration in Scotland. These examples should be seen as standard bearers.

The aim of this process was not to take a deficit-based approach and dwell on the challenges that are slowing the progress of integration, but to take a positive approach and identify areas of good practice which can then be transferred across Scotland. As an organisation, we believe that there is as much to be learned by looking at what is working well – and there is a huge amount of knowledge to be gained from the experiences of the following seven projects.

Informed by the themes utilised in both the Ministerial Strategic Group and Audit Scotland's recent reviews into the progress of integration, this report highlights projects which have demonstrated exemplary:

- **Co-production and Leadership**
- **Financial Planning**
- **Strategic Planning**
- **Accountability and Transparency**
- **Information Sharing**
- **Meaningful and Sustained Engagement**



Co-production and Leadership

Moray Wellbeing Hub

Moray Wellbeing Hub CIC (MWH) is an innovative resource that supports the mental health of those living in the Moray community through its Champions. Using a social movement approach, MWH has over 200 Community Champions who sign up to a set of values and become peers of activism, supporting others through recovery and challenging stigma. Delivering self management training, formal and informal peer-support, wellness college courses and more, the enterprise arm of the organisation has huge ambitions for those living in its surrounding areas in terms of mental wellbeing and targeting stigma.

MWH also runs a Community Connectors project which sees people matched up with one another as peers whereby one person who may be further ahead in their recovery is put in place to support someone in need of support in their recovery journey.

The majority of the work of MWH is delivered in partnership. MWH works with the local Health and Social Care Partnership (HSCP), other third sector organisations, Moray Third Sector Interface (tsiMORAY) and with the local council to deliver programmes and training. Heidi Tweedie, herself a Champion and Director at Moray Wellbeing Hub, is passionate about furthering integration and working with other organisations as a key goal.

Working with the local TSI as one of two IJB third sector representatives, Heidi has a role that enables her to move forward with goals for local people in managing their wellness. As such, MWH is responsible for supporting the local third sector health and wellbeing forum and bringing their experience to the table. With regards to ongoing work with the local HSCP, MWH works to develop the mental health and drugs and alcohol strategies, also putting at the forefront of this the voice of lived experience within the local Integration Joint Board's (IJB) workings. The organisation is also on the HSCP's Strategic Planning and Commissioning group, providing further opportunities to put in

place integrated ways of working. This sees MWH working on health promotion campaigns around suicide and self management, for example. On a practical level, integration allows for premises to be provided to Moray Wellbeing Hub CIC to host events and occasional small funding is granted to support this.

Integration at MWH is an ongoing development and Heidi states that in some areas great progress is being made, whereas in others it can feel like that progress is stalling. What she points to is a greater need for essential elements of integration to be recognised: "It's not about the integration of this service or that sector, it's about people, people being brave enough. A lot of that is down to trust. It's recognising we can't have a transformed system, that it can't truly happen, without realising the core thing we're trading is trust."

On building integrated teams, Heidi advises that relationship building with partners is key: "Be very clear in an agreement about the shared values, do so over a cup of tea, get to meet them, get a feel for them. The trust and relationship are more important than what is written on a piece of paper."

But developing integration goes further than that, it also comes down to funding, says Heidi, and this needs to be recognised. Heidi is funding her current third sector representative role on the IJB through existing short-term funding, and that may not be possible after the first part of the new year. What she's calling for is financial input from the Scottish Government to enable the third sector to have a robust and reliable place at the table.

The journey toward integration for Moray Wellbeing Hub CIC is one that provides insight for other third sector organisations. As Heidi says, "We need to change the system, we also need to reach the very top of where we can locally." This not only requires good will, commitment and energy from all parties, it also requires financing in order to give the third sector the best opportunities to engage.

Dumfries and Galloway IJB

Penny Halliday, now Vice Chair and formerly Chair of Dumfries and Galloway Integration Joint Board (IJB), is passionate about compassionate, collaborative and courageous leadership. In addition, she is passionate about the role of the IJB in civic life. The IJB is innovative in its meaningful engagement with the public and utilises social media to keep people up to date with what is going on in health and social care in the area. In addition, the IJB rotates its meetings around four localities in Dumfries and Galloway to encourage public participation in the events.

The board's communications team is also committed to making the workings of the IJB accessible through its outputs, furthering the message on integration among relevant sectors but also to the public.

This kind of meaningful engagement has formed a major part of the strategic planning for the IJB's 2019 annual review, with the review open to the public. The event has been co-produced by various partners and members of the public including carers and people who access health and social care services. Essentially, the public are invited to take part in the event and are invited to hold leaders to account.

This year's annual review saw five-minute Ted-style talks from services detailing their work, with the event held in the central and accessible location of Dumfries. The Chief Operating Officer presented the review of the previous year with an overview of achievements but also with a recognition of the challenges ahead. After the presentation the audience were invited to ask questions, with questions also coming from social media where the event was live streamed.

Penny states that the public value the opportunity to be involved and to ask questions, especially around what is going on in their local areas like GP numbers and queues for flu vaccinations. Being involved is also an eye opener for the public who learn more about the work of the IJB. However, says Penny, integration itself is not at the top of the agenda for the public,

service is: "I don't think the public are caring whether it's the IJB, the Health Board or the council. What they want is their care, whether it's social care or health care, they want a good experience and they're entitled to a good experience."

Penny cites the vision for the way in which the IJB works as being down to the positive relationships at the heart of the board: "We have fantastic working relationships based on respect, dignity and honesty." Respect, she says is essential and filters down through the work of the IJB.

With regards to meaningful engagement with other sectors, Penny invited the independent sector representative from Scottish Care to deliver a workshop to the IJB board members so they could better understand the challenges in the care sector. She states that the board is getting better at third sector engagement, but her feeling is that no one across Scotland has achieved full engagement yet and the challenge is ongoing.



Financial Planning

Homeless Network Scotland

Homeless Network Scotland (HNScot) is a 'knowledge into action' membership organisation with members who deliver homelessness services across the country. The organisation has several active partnerships including the flagship Housing First Scotland project with Turning Point Scotland, the Scottish Government and Social Bite. Other ongoing partnerships include community-based projects on homelessness prevention in partnership with the Scottish Community Development Centre and Unity Enterprises and a further tenancy sustainment project in partnership with four housing associations in the north of Glasgow. Being a membership organisation, partnerships are crucial to HNScot in terms of making change happen and collaboration is an essential element of the organisation's DNA.

In terms of further activity, HNScot has a social enterprise arm called 'All In' which focuses on participation and co-production. The organisation started an exciting community involvement project in 2016 around participatory budgeting which saw active partnership with individuals and communities. HNScot ran a programme in nine communities in which 57 Community Budgeting Champions were trained to deliver workshops on participatory budgeting in their areas.

These Community Champions have now [produced a toolkit](#), informed by their learning from the successes and challenges they have experienced, which acts as a guide for any local communities with an interest in participatory budgeting.

HNScot then engaged with over 90 community organisations and 1340 community members, furthering engagement in participatory budgeting. Schools were also involved, seeing children as young as five taking part in activities and voting through budget decisions.

Michelle Major from HNScot explains the importance of the participatory budgeting initiative:

"Participatory budgeting is an opportunity for local people to become involved in decisions around local budgets. It's a shift of power to give people more of a say on how money is being spent on what matters to them in their community."

Working in partnership with communities was essential to the success of the project which can be both educational and inspire democratic action. Michelle states: "For some people it can give them a renewed faith in democracy. For young people it seemed it could really encourage buying in to democracy and for older people it gave some faith that they do have some power."

In addition, Michelle says that the most important thing is that participatory budgeting improves the services available in the community, services that people really need and want to use.

Crucial to making the project work is preparatory work with individuals who take part in the budgeting sessions. For some people, confidence needs to be built up, raising self-esteem in order that they can express themselves and their wishes during the sessions. In addition, the team at HNScot have found that attaching the sessions to existing community events such as community cafes or gala days enhances participation.

This partnership between HNScot and local community organisations opens up opportunities for those who have taken part. Michelle feels that participatory budgeting certainly has a role to play in other areas of public life, but only where genuine financial engagement can take place.

The success of the participatory budgeting project lies in partnership working, the strength of which has been shown in this instance. Where community financial planning may seem inaccessible, participatory budgeting turns this on its head and the work of HNScot across communities has shown that, with the right levels of engagement, people will take part and gain from the process.

Strategic Planning

Engage Renfrewshire

Engage Renfrewshire is the Third Sector Interface for Renfrewshire working to support local voluntary organisations to be well managed, well resourced, well connected and well represented. Essentially the TSI works alongside charities, community groups and organisations in the area ensuring they have what they need to succeed.

A main feature of the work of the TSI is in its community and partnership endeavours which focuses on building relationships between organisations. Karen McIntyre, Community and Partnership Manager, leads this piece of work. At present a focus is involvement with the Strategic Planning Group of the Renfrewshire HSCP whereby Karen's aim is to increase the influence of the voluntary sector within the HSCP. This is aiding the third sector to integrate further with other organisations. While the challenges being faced are funding and sustainability, funders and donors are reassured by the collaborative work being undertaken, the sharing of resources and shared learning that is taking place.

Communication is key to the success of the partnership work and a short-life working group has been set up to address this with a recent event taking place for eight charities to showcase their work, educating the head of Strategic Planning, and one another, on their programmes.

One of the main activities to bring together the voluntary and statutory sectors is the Health Networking Breakfast set up by Karen who states: "What I was trying to achieve was to increase the influence of the voluntary sector within the HSCP and do that from a grassroots level, a bottom up approach where colleagues on the ground would know what is going on in the area because they are talking to one another."

Renfrewshire Health Networking Breakfasts take place quarterly and bring together a vast

range of people from the voluntary sector and the statutory sector across health and social care. Each meeting gives different areas an opportunity to showcase their work, but the real communication takes place with 'speed networking' sessions. Karen reports that the initial vision for the events was to bring together staff working on the frontline with services, however that has filtered up to management level staff keen to take part in the relationship building that goes along with the sessions.

The relationship building element is crucial to the furthering of integrated working in the area and the events spark innovative ideas for partnership working as well as being a powerful knowledge sharing environment.

For Karen the power of the networking events is in their simplicity, "for me it really is as straight forward as getting people in a room and encouraging them to talk. The speed networking session is easy, it's easy to get snippets of information and meet lots of people in a 20 minute time frame, people that you might not normally talk to." These events provide an accessible platform to share information locally and, ultimately, the relationship building also builds trust between various organisations, the cornerstone of partnership working.

On the offer of the voluntary sector Karen states that its responsiveness and agility are key attributes in terms of partnership working. The ambition to work closely with the HSCP is clear. To that end communication and coming together is key, and ongoing relationship building will help to bolster the energy and willingness to integrate services.

Accountability and Transparency

The Coalition of Carers in Scotland

The Carers Collaborative is a forum that supports, evaluates and seeks to improve carer representation on Integration Joint Boards (IJBs) across Scotland. During initial phases of carer representatives' involvement in IJBs, carers' support needs were identified with representatives saying that they wanted a forum to keep in touch with one another. To address this, the Collaborative was set up in 2016 with funding from the Scottish Government.

The Collaborative provides the opportunity for carer representatives to meet, share best practice examples and look at what can be improved across Scotland. Working in a co-productive way, the carer representatives develop their own best practice guidelines and decide on a work plan. Annually, the Collaborative produces a scoping report identifying what has improved, challenges, what can be learned and recommendations for the future.

In terms of ensuring accountability and transparency in health and social care, the Carers Collaborative provides a powerful forum due to its work in furthering the support of carers so that they can play a more meaningful role as members of IJBs. The annual scoping report benchmarks IJBs' progress in terms of carer engagement and has been an important tool which has improved standards. It has been used in the Scottish Government's review of integration and in the related Audit Scotland report.

Empowering carers to better participate in the work of IJBs, the Collaborative has worked in several areas advocating for key standards, including that all expenses are provided, that carers are given a proper induction and that people are able to get their points onto the meeting agendas. Ultimately, the best practice across the country is collected and shared with other IJBs to improve standards across the board.

The issue of expenses is an important one. A good expenses policy can be the difference between a

carer being able to play a part on their IJB or not. It ensures that people are given the opportunity to take a seat at the table, have influential input and are not expected to subsidise costs from their own pocket.

The Collaborative has been able to bear influence in relation to the Carers Act, producing briefing papers for IJBs and prompting good practice around implementation. However, this has varied depending on the extent to which carer representatives are treated as equal partners. On the agenda, in terms of furthering accountability and transparency, is the subject of key performance indicators (KPIs) for IJBs around carers. There is a feeling that KPIs would better chart progress in a meaningful way and the Collaborative will be working on encouraging partnerships to adopt them.

Claire Cairns, Network Development Officer at the Coalition of Carers Scotland, points out that being a carer representative is about much more than an individual's voice being heard. The question is: are their voices being acted on?

"It's about better services, and resources going to the right place is very much the outcome when you do listen to and act on what carers say. It's important to make sure carers are front and centre when it comes to raising awareness."

Ultimately, there is still work to be done. In some areas there is a good system of support and an open-door policy, but this is not so in others where the support is not as comprehensive, and carers are battling to make progress. Claire is positive about the future and is looking forward to a newly funded partnership project with Carers Scotland that will develop training in local areas. This training aims to identify carers who wish to be involved in strategic planning and provide people with the tools to take part in partnership meetings in a constructive and meaningful way.

Information Sharing

Forth Valley Sensory Centre

Forth Valley Sensory Centre is rooted in integration. When it first opened 14 years ago, it did so in partnership with statutory services and the third sector. With Falkirk, Stirling and Clackmannanshire councils originally working together with RNIB, Action on Hearing Loss and NHS Forth Valley, the centre was able to provide a unique offering to those experiencing sensory loss under one roof.

Relationships were built over time and new partners joined the fold with the centre acting as a landlord, renting out space to other organisations who have a vested interest in supporting people with sensory loss. However, as Jacquie Winning, Centre Manager states: "It's about how we can help services join up with one another. My role is getting people to talk to one another, to co-locate people in rooms so there's a lot of cross fertilisation of ideas."

Located in central Scotland, the purpose-built centre is an accessible, friendly and welcoming place. To this day partnership is at the heart of the centre's ethos and a new joint venture with Falkirk Health and Social Care Partnership has recently launched. The partnership with the new Living Well service was borne out of joint working on the steering group for the new offering in which Jacquie took part.

Living Well is an assessment tool, allowing people to assess their own health and social care needs as they age through an online portal. Brought in by Falkirk Health and Social Care Partnership to positively impact the ageing population, the purpose of the tool is to aid people in managing their own health, maintaining wellbeing and retaining independence.

After the online assessment, depending on need, people may be invited to a centre location for further input. Jacquie identified an opportunity for working together and put forward a proposal for the first Living Well centre to be located at the

Sensory Centre's premises.

The strength of this partnership is built around the needs of the ageing population that sees higher numbers of people experiencing sight and hearing deterioration. Upon being assessed at Forth Valley Sensory Centre by the Health and Social Care Partnership, people can then be signposted onto internal services that can aid them with any sensory challenges, a two-pronged approach benefiting those who access the centre.

Lynette Denovan, Team Manager at Falkirk Health and Social Care Partnership, who is working directly with Forth Valley Sensory Centre, says: "Sensory decline happens in older age often with no diagnosis. We need to be proactive in getting people out and about in their communities and helping people age in a way that keeps them healthy."

To that end the partnership provides a strong function in linking people into the centre community, providing opportunities for socialising and for people experiencing sensory loss to spend time among peers. People can take part in a variety of social clubs, reducing the isolation that often occurs when sight or hearing loss begin to prove restrictive.

The bar has been set high for the new partnership. Lynette is enthusiastic about future developments that may include a drop-in service where people can go to discuss any health and social care needs and be linked into the Sensory Centre, making the offering even more accessible.

This partnership continues the focus on integration at the Forth Valley Sensory Centre present at its inception. As Jacquie states: "working together stops us becoming single minded and stops us from getting entrenched... I'd like to see the model we have here rolled out to other health services. It's a win-win for everyone. We've tried and tested it, and it works."

Meaningful and Sustained Engagement

Glasgow City HSCP

Creating positive change is a key goal of integration. The ALLIANCE has been working with Glasgow City Health and Social Care Partnership to provide sessions to home care staff which aim to empower them in their roles and promote compassionate care. Running since March 2019 and ongoing, the sessions will soon have been delivered 40 times to 1000 staff members as we continue this partnership work over 2020 and beyond

Project Lead at the ALLIANCE, Tommy Whitelaw, brings his expertise to the fore sharing his experiences of caring for his mum who lived with dementia, as well as sharing stories from the many hundreds of carers who have told us of their personal experiences.

Staff attending the sessions span home carers, coordinators, managers, assessors, call handlers, technicians and drivers. They are educated on the principles of intelligent kindness and informed of the wider work that has been undertaken at the ALLIANCE.

Each talk is adapted to fit each particular audience with different groups of staff asked to consider what matters to the people they support. Tommy highlights his experiences around the care he and his mum received from community care services in order to provoke thought and consideration.

Staff attending the talks are then asked to make a pledge, describing how they would lead change with feedback gathered at the end of each session. Some of the pledges included listening to people more, not interrupting people too quickly, being more attentive and understanding and showing kindness and respect. In order to promote values-based reflective practice, Glasgow City HSCP now displays these pledges on a 'What Matters to You?' tree at their offices to encourage staff to reflect on the difference they can make in their roles.

More time, training, engagement and staff support were highlighted as key to turning their good intentions into actions. Feedback from the sessions has been incredibly positive. Of 271 staff surveyed, 91% of said the sessions were very good and a majority said they were informative, helpful and well presented. In addition, 84% strongly agreed that the improvement session would have a positive impact on their work.

The sessions impact positively on home carers who provide support and services to thousands of people across the city of Glasgow and Tommy emphasises the strength of joint working: "It forms the ethos of what the ALLIANCE does, we're a partnership organisation and only by sharing and listening to people's personal experiences and listening together can we turn those shared values and good intentions into purposeful actions."

"We've got this incredible privilege that people we've met, people we haven't met and people we might never meet share their personal stories with us. Our promise was to take those stories out to as many professionals as possible to try and create a change and an environment that is supportive to all."

Julia Donaldson, Assessment Service Manager at Glasgow City HSCP, agreed on the need to share this experience: "We were really delighted to jointly work on this project and felt this was a great opportunity to embed the national health and wellbeing outcomes, particularly 3 and 8 which talk about positive experiences in care for service users and an engaged workforce that is continuously supported to improve the care they provide."

"It was a thoroughly enjoyable time for everyone who was involved with really rich feedback that has been captured and will inform our improvement journey moving forward."

Observations and Recommendations

These six themes are required if integration is to succeed in Scotland. With that in mind, the fact that these projects could fit under multiple themes illustrates why they should be seen as examples to be followed.

Common threads run through these seven case studies, including the importance of:

- **Involvement;**
- **Empowerment;**
- **Influence;**
- **Accessibility;**
- **Relationship building;**
- **Innovation;**
- **And the role of the third sector.**

These projects promote greater public involvement in health and social care, putting people at the centre. It is crucial that the voice of lived experience is taken into account in the design of services.

However, people need to be empowered to take part in any decision making. Homeless Network Scotland provide a particularly good example of the need for this preparatory work. They note that, when given a platform, people can still lack the tools and confidence to play a full role in decision making. Building confidence is crucial in order to avoid public involvement becoming a tick-box exercise.

This engagement then needs to be translated into tangible influence.

Accessibility also has to be taken into account. As outlined by the Coalition of Carers in Scotland, integration is not as easily understandable as it could be. Policies need to be made clear and consistent, so that people know their rights and what to expect.

Relationship building is another key aspect of each project's success. Building relationships takes time, however none of the projects outlined

above succeeded alone. They are built upon strong relationships between people, the third sector, local authorities, TSIs, HSCPs and IJBs. These relationships must be based on trust, respecting each party as an equal partner.

Projects need to be given the freedom to innovate and test new approaches. If the health and social care system is to be transformed in Scotland, people need to be trusted to take brave choices. As outlined by Moray Wellbeing Hub, however, this is difficult in a climate where third sector organisations are concerned about their funding arrangements.

The third sector has a key role to play in health and social care. These projects are either led by, or have strong involvement from, third sector organisations. This demonstrates the value that the third sector is able to offer. Organisations such as the ALLIANCE, led by and for their members, should be seen as key partners in the rollout of integration in Scotland.



The ALLIANCE's Integration Support Team

Aims, Objectives and Activities

The ALLIANCE's [Integration Support](#) team aims to support the rollout of health and social care integration in Scotland. It has been commissioned by the Scottish Government to increase the third sector's capacity to contribute to health and social care integration, particularly within strategic decision making processes.

The Integration Support team has three key objectives:

- **To increase the profile and inclusion in national policy of person-centred and rights based principles and approaches and help develop and spread effective, innovative and transformational approaches, using principles of co-production and self management.**
- **To make a range of frequent opportunities available for disabled people, people with long term conditions and unpaid carers to engage and influence policy and practice.**
- **And to help increase the capacity and opportunities for the third sector to influence and engage with health, social care and integration.**

To do so, the team organises regular partnership events across Scotland. This allows the team to hear examples of good practice that is taking place; promote the voice of lived experience by giving disabled people, people with long term conditions and unpaid the carers a platform to share their views; and make local connections, joining the dots across the health and social care sector.

These events are planned and delivered in partnership with local Third Sector Interfaces (TSIs) as well as representatives from third sector organisations, Integration Joint Boards (IJBs), Health and Social Care Partnerships (HSCPs), local authorities and the NHS.



Integration Support

Key examples of this work include the ALLIANCE's [Grampian System Wide Mental Health and Learning Disability Services Review](#), as well as our engagement events discussing:

- [The incorporation of the UNCRC into our domestic law in Scotland](#);
- [Children and young people's experiences of integration](#);
- [Transitions between child and adult services](#);
- And [carers' experiences of integration](#).

To support this engagement activity, the ALLIANCE has started two new projects: ALLIANCE Live and Integration Stories.



ALLIANCE Live

[ALLIANCE Live](#) is a new information and learning portal which delivers a range of online outputs including:



- Webinars that present the innovative work taking place within health and social care;
- Podcasts with panellists who have both professional and lived experience of integrated working;
- And video case studies, to bring the process to life and increase understanding and awareness to a wider audience.

ALLIANCE Live provides an opportunity for the ALLIANCE's members and network to get involved, gain learning and insight and participate in lively discussion in their own office or home. The goal is for people to come away feeling inspired and educated, being able to apply lessons and examples from the stories they hear to their own work within health and social care.

ALLIANCE Live has showcased the work of many organisations, including:

[Together \(Scottish Alliance for Children's Rights\);](#)

[The Draft Framework for Community Health and Social Care Integrated Services;](#)

[The ALLIANCE's Discover Digital events;](#)

[Excellence in Care - Scotland's National Approach to Assuring Nursing and Midwifery Care;](#)

[Pillar Kincardine;](#)

[AbilityNet;](#)

[Third Sector Lab;](#)

And [Glasgow City HSCP.](#)

The ALLIANCE Carer Voices project

The ALLIANCE Carer Voices project, situated within the Integration Support Team, will build on the successful platform of Dementia Carer Voices which promoted human rights based approaches to health and social care utilising the voice of lived experience.

Dementia Carer Voices has had an incredible outreach, delivering around 900 talks to 200,000 people and collecting 24,500 pledges from health and social care staff and students. Through the use of values based reflective practice, the What Matters to You approach,



Carer Voices

staff and students have been encouraged to continuously reflect on their pledge – producing a long-term and tangible culture change within care settings.

More detail on the work can be found on our [website](#), with an upcoming legacy report to be published in the near future.

Integration Stories

[Integration Stories](#) provides a platform for people to share their experiences of health and social care integration – both from the point of view of those who deliver and those who access services. These stories shine a light on good practice that is emerging within health and social care integration, highlighting progress that has been made and the role the third sector has to play as a key partner.



Integration Stories is beginning to uncover the everyday difference integration can make, with stories coming from Macmillan Cancer Support, Midlothian's Hospital at Home service and Aberdeen's Penumbra DBI Service.

Macmillan Cancer Support:

In partnership with NHS Greater Glasgow and Clyde and Glasgow City Council, 'Improving the Cancer Journey' provides Holistic Needs Assessments to people who have been diagnosed with cancer. The service has provided support to over 3,000 people since 2014, referring those who have received Holistic Needs Assessments onto over 220 services across the city – a truly integrated approach.

These services range from simple health related appointments such as dental and optical check-ups, to referrals for counselling, to support in taking part in physical activity. With over 80% of those who have received a Holistic Needs Assessment saying it has improved their overall quality of life, the positive impact upon individuals is clear.

Midlothian's Hospital at Home Service:

Hospital at Home provides a prime example of best practice in integration, with strong working relationships being a key to success. Designed to provide an alternative to hospital admissions for particularly frail elderly people, the service is offered as an option for those that can be treated at home, reducing the need for admissions.

The team liaises with the main area hospital and the community hospital and works closely with psychiatry colleagues, who are especially involved with dementia patients and who are based in the same building as the core team.

The service is continually evolving with a further partnership with the Red Cross in action, whose staff are now seen as a key part of the team. They work on everything from helping people access benefits to resuming their hobbies and improving their general quality of life.

Aberdeen's Penumbra DBI Service:

The Distress Brief Intervention (DBI) programme is a Scottish Government initiative set up to improve the support to those in distress. In Aberdeen City, mental health charity Penumbra runs the DBI service in partnership with the frontline agencies.

It provides frontline emergency staff – such as police, A&E, primary care and Scottish Ambulance Service (SAS) staff – with an additional mental health support tool which was constructed to fill an identified service gap. It is currently being piloted in four partnership sites.

After the initial referral is taken up, each person accessing the service is supported to develop their own distress management plan following welfare checks. The DBI support helps the person explore ways to manage their current distress and importantly plan for and reduce future episodes of distress. The support is designed to last for around 14 days but can be more or less, depending on the needs of the individual.

About the ALLIANCE

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector intermediary for a range of health and social care organisations.

The ALLIANCE has over 2,900 members including large, national support providers as well as small, local volunteer-led groups and people who are disabled, living with long term conditions or providing unpaid care.

Many NHS Boards, Health and Social Care Partnerships and Primary/Community Care practices are associate members and many health and social care professionals are Professional Associates. Commercial organisations may also become Corporate Associates.

Our vision is for a Scotland where people of all ages who are disabled or living with long term

conditions, and unpaid carers, have a strong voice and enjoy their right to live well, as equal and active citizens, free from discrimination, with support and services that put them at the centre.

The ALLIANCE has three core aims; we seek to:

- Ensure people are at the centre, that their voices, expertise and rights drive policy and sit at the heart of design, delivery and improvement of support and services.
- Support transformational change, towards approaches that work with individual and community assets, helping people to stay well, supporting human rights, self management, co-production and independent living.
- Champion and support the third sector as a vital strategic and delivery partner and foster better cross-sector understanding and partnership.



ALLIANCE
HEALTH AND SOCIAL CARE
ALLIANCE SCOTLAND
people at the centre

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