



Update on Health and Social Care Integration

Integration of Health and Social Care is the Scottish Government's ambitious programme of reform to improve services for people who use health and social care services. It is all about ensuring that health and social care provision across Scotland is joined-up and seamless, especially for people with long term conditions and disabilities.

The Public Bodies (Joint Working) (Scotland) Act was passed by the Scottish Parliament in April 2014 to enable this to happen by law. All NHS Boards and Local Authorities were required to submit their Integration Schemes for Ministerial approval by April 1st, 2015. The new Health and Social

Care Partnerships across Scotland will be up and running by April, 2016. East, North and South Ayrshire Councils, with NHS Ayrshire & Arran, will be the first in Scotland to set up their Integration Joint Boards.

The new Health & Social Care Partnerships are required to involve and engage with the public, carers and Third/ Independent Sectors in strategic planning of Health & Social Care. Many of these Boards are now beginning to look for people to sit on the Strategic Planning Groups.

The Voices Scotland model and training has been highlighted by the Scottish Health Council as being highly relevant and useful within the new integrated structures. We are currently discussing the use of Voices Scotland training in two areas to prepare the public to be actively involved and support meaningful involvement.

If you want to get involved contact your local Third Sector Interface and sign up for their newsletters by googling Third Sector Interfaces, Scottish Government.



IN THIS EDITION:

Updates on:

- Health and Social Care Integration and
- Stronger Voice
- Goodbye to Nicola Cotter
- Voices Scotland developments
- COSMIC Networks
- Useful Documents

A Stronger Voice: ensuring the views and experience of service users and the public define Health and Social Care

In June last year, the then Cabinet Secretary Alex Neil called for the development of proposals that would strengthen the service user and public voice in Health and Social Care. This work has been taken forward by the Scottish Government, Scottish Health Council, The ALLIANCE, Health Improvement Scotland and COSLA. The reports on the various consultations that have taken place across Scotland are now on the Scottish Health Council website.

The plans to hear your voices are set out as follows:

Individual level feedback systems to be put in place and existing routes used.

Local level Development of a Peer Network by end of 2015. This will focus on

- Supporting citizens to participate
- Guidance, tools and techniques to support a range of methods of engagement in local service planning and delivery
- Strengthen local networks – focus on seldom heard
- Develop new and/or strengthen existing successful mechanisms for engagement

National level

There are three main proposals at national level:

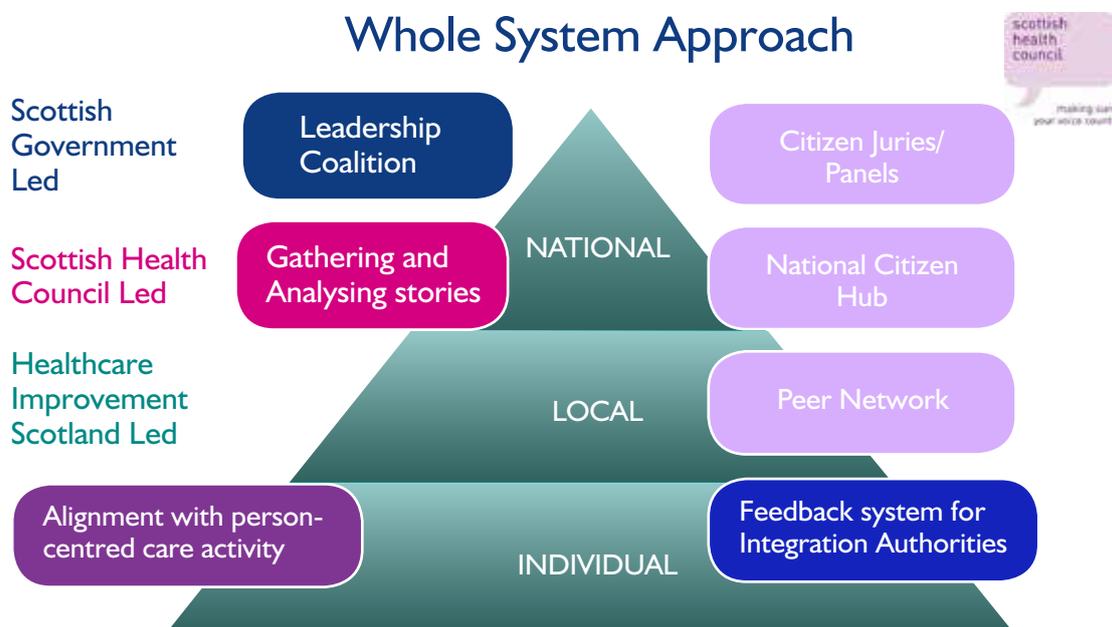
- Citizen voice 'hub' for health and social care (by end of 2015)
- Gathering and analysing stories (early testing by the end of June 2015)
- Citizens' panels or juries

Dave Bertin was videoed at one of the consultations for Stronger Voices on the importance of training and support to help people have their say. To see his response visit the current consultations page on the CHSS Voices Scotland website.



Dave Bertin, videoed at Stronger Voices consultation

Whole System Approach



Voices Scotland Developments

scottish
health
council

making sure
your voice counts



Nicola Cotter Voices Scotland
Lead says goodbye to CHSS

Voices Scotland continues to be seen as a major way of improving public involvement and we are working with the Scottish Health Council (SHC) to increase the availability of the training by supporting the local SHC staff to deliver the material. Pilot projects in three areas (Inverness/ Ayrshire & Arran/Argyll & Bute) have been successful in delivering both “standard VOICES days” and new variations of the course. This work will be reviewed at the end of the summer.



Standard VOICES day course.

“After 10 fantastic years at CHSS I am leaving in June to take up a post with the General Medical Council as a Liaison Adviser. I will be working with the medical profession and medical students to promote the standards which the GMC set and supporting them to put them into practice. Through the Voices Scotland Programme, I have been listening to what patients think is important in the delivery of their care, therefore I am excited to be able to continue to positively influence the level of care that the people of Scotland receive - although I am obviously very sad to leave CHSS.

I leave you in very capable hands with the rest of the Voices Scotland Team and encourage you to continue the good work of making your voice heard.”

Our ‘COSMIC for Health Professionals’ project is in full swing to find out what support staff need around self management. So far we’ve surveyed 225 staff around Scotland and 42 patients to see what they have to share on the matter. Megan is up to her eyes analysing all of the research at the moment and we hope to draw some very important conclusions soon about the future of self management support for professionals. Watch this space!

Megan Dabb, Voices Scotland team member analysing research.



COSMIC Networks

COSMIC training offers people with long term health conditions an opportunity to gain an understanding of self management. Following this training a group of people recovering after a stroke wanted to do more to promote and support self management. They felt their own experiences of their recovery would help others who were at an earlier stage in their stroke journeys. The group has become what we are calling a “COSMIC Network”.

Lifestyle management course

One of the COSMIC Networks is working with us to design and run a lifestyle course for people after their stroke. The course will help people regain a sense of control over their life and give them the skills and confidence to self manage their condition and their life choices. The course will be piloted over the next few months.

A second “COSMIC Network” has already been both assisting with the delivery of a lifestyle course and exploring other ways of supporting self management for people after a stroke. The Network has been involved in the development of the up and coming **SelfHelp4Stroke** self management web resource to be launched in the summer.



We see great potential for these networks to play an important role in developing person centred self management for people with chest, heart and stroke conditions across Scotland.



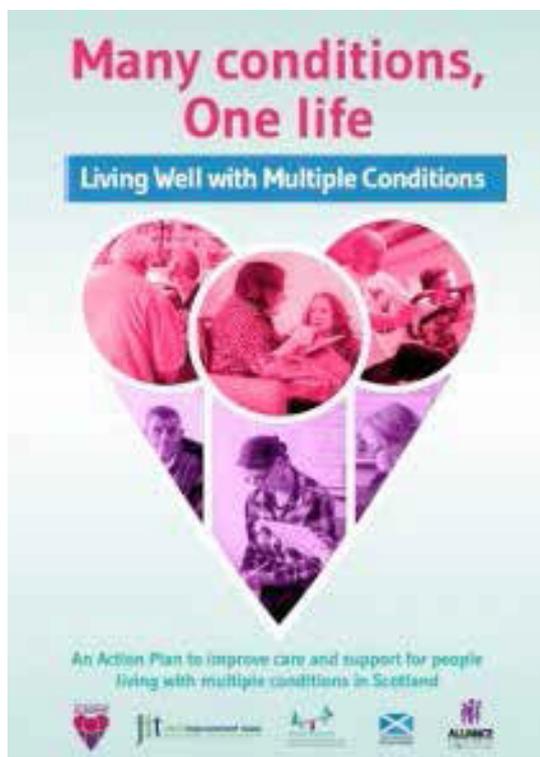
Useful Documents

Many conditions, One life

Action plan to improve care and support for people living with multiple conditions in Scotland

The Scottish Government Action Plan to improve care and support for people living with multiple conditions in Scotland was developed by people from the ALLIANCE's Involvement Network.

'Many conditions, One life' has key actions that need to be taken in health and social care services across Scotland. It describes seven principles that should be at the heart of care and support for people with multiple conditions.



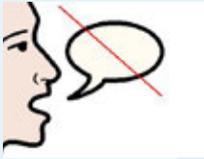
Seven Principles

1. "I am not just my conditions. Take time to understand all about me and my life."
2. "Support me to help myself."
3. "Help me to understand what is happening to my body and health."
4. "Understand that the challenges of managing one of my conditions can place strain and stress on my ability to manage my other conditions."
5. "Understand that I may be struggling with issues that are associated with my condition, but less apparent. Don't treat my conditions in isolation of these."
6. "Understand the value of shared experience and meeting other people who have experienced similar circumstances to me."
7. "Involve my carer/family member as they have an important role to play too."



The Review of NHS Boards' Annual Reporting on Feedback, Comments, Concerns and Complaints 2013/14 is now available on the **Scottish Health Council** website. It includes how they use the information gathered to make improvements to services. The report also includes examples of good practice from all Boards, as well as recommendations for the future.

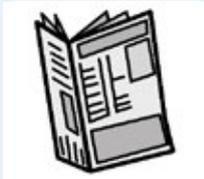
Remember to use our **Useful Documents** page to direct you to the latest documents to support your **Case for Change!**



Communication difficulties after a stroke?



If you would like an aphasia friendly version



of this newsletter,



contact us.

Nicola Cotter
Voices Scotland
Lead



Dave Bertin
Trainer



Megan Dabb
Training Assistant



Juliet MacKellaig
Project
Co-ordinator



Chest Heart & Stroke Scotland, 3rd Floor, Rosebery House, 9 Haymarket Terrace,
Edinburgh, EH12 5EZ. Telephone: 0131 225 6963.

www.chss.org.uk/voices_scotland voicesscotland@chss.org.uk