

New Needs, New Challenges, New Reality

How the Improvement Hub will support the health and social care system through the COVID-19 pandemic and beyond

Community models and enabling factors in integration



Over the past few years many Health and Social Care Partnerships (HSCPs) and community and third sector organisations have been exploring new, integrated, models of care that support people in communities.

However many barriers and challenges have been identified that have limited implementation e.g. regulation. There have also been challenges in recognising the value that the community and third sector bring to ensure sustainability.

The impact of COVID-19 on traditional service provision is driving local areas in Scotland to identify new and innovative ways to support people's health, wellbeing and social care needs within their communities. This has brought opportunities for development at pace in this area with significant community responses initiated across the country.



Collaborating with a wide range of stakeholders this work will capture, analyse and share examples of community innovation to better understand:

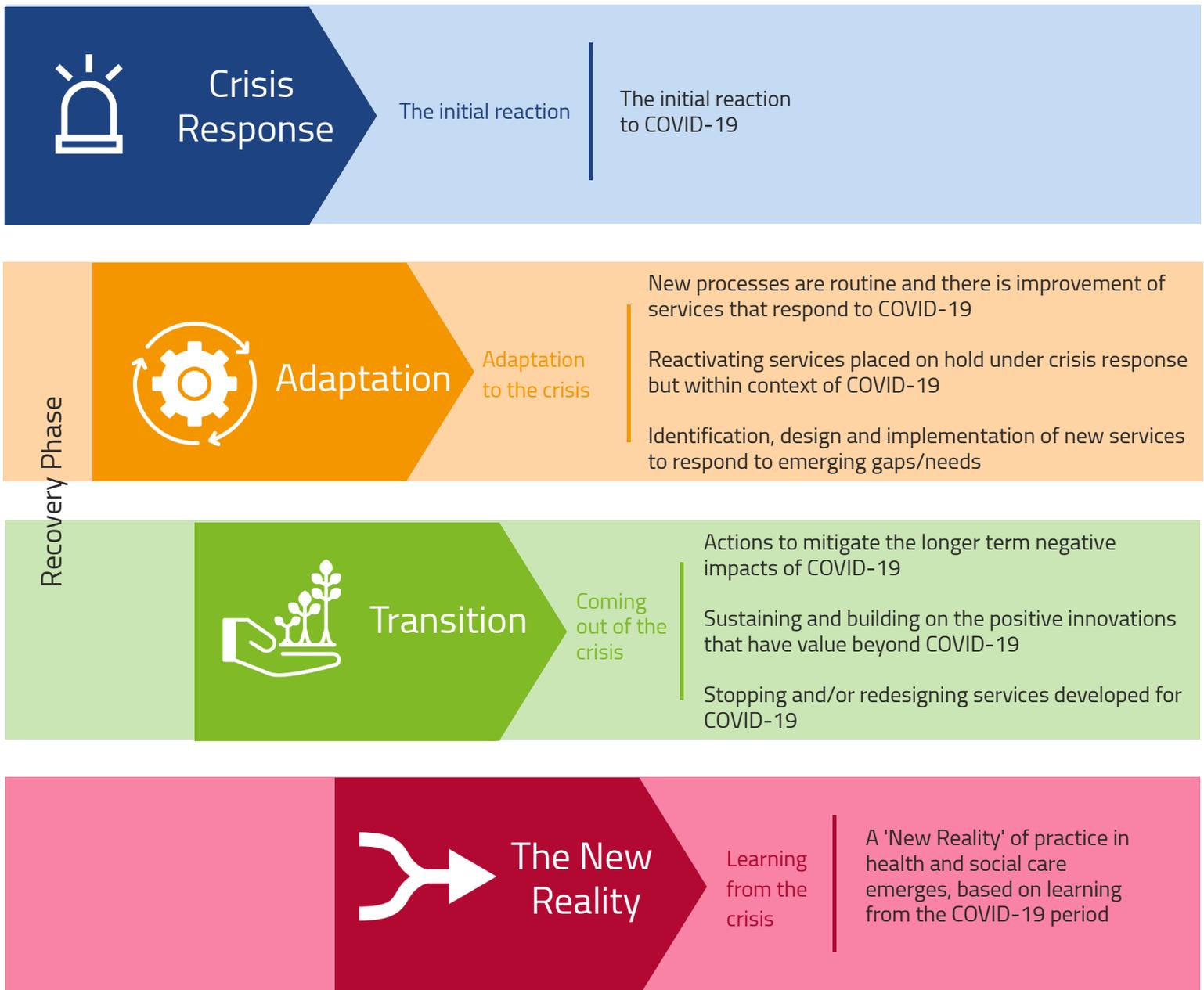
- the conditions that make this possible
- the rules/regulations that are being broken to create flexibility
- changes to risk behaviour, and
- how the community response is integrated with the statutory response.

This work will inform and influence the reform of adult social care and will identify recommendations to support the future spread and sustainability of community models.

The Stages

The Improvement Hub are shaping work related to COVID-19 around a model on how systems are likely to act and evolve in response to the COVID-19 pandemic.

We want to be able to help communities throughout all of these stages. Our objectives and activities focus on how we can learn from what is happening locally and use this to feedback locally across Scotland, as well as look more systematically what we can learn for long term improvement.



Developed from an initial concept by Outside the Box



Healthcare Improvement Scotland

ihub

Our Support



Crisis Response

Understanding the response

To explore **barriers** and **opportunities** to develop **flexibility** in the system during COVID19 at national, local and service level e.g. changes in risk attitude or national regulation/guidance

To capture evidence of integration where the third sector/community response is aligned to HSCP (NHS/LA) response and demonstrates a **joined-up pathway** through health, social care and housing.



Adaptation

Understanding emerging practice

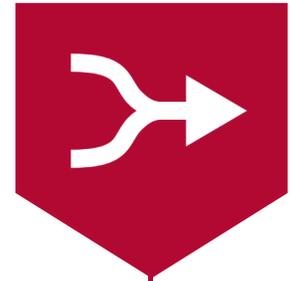


Transition

Building knowledge

To capture local examples that are working well:

- what has been done?
- why is it working?
- how can it be sustained?



The New Reality

Sharing lessons

To raise **awareness** and **recognition** of the value of the third sector/community response to support future sustainability.

To capture and share learning with national and local stakeholders across the statutory, third and community sector

Objectives

Listening to the system

Short reports outlining **emerging (soft) intelligence** capture

Outputs from Red Rules/Blue Rules methodology that help **understand enablers** for change

Developing insights

Feeding into the whole system

Case studies that capture the **detail** of emerging practice and explore how this might be **sustained**.

Consolidating learning

Learning report to share and inform developments going forward

Deliverables

Activities

Across the whole piece, our activity will be guided by the needs of our stakeholders and respond to emerging practice.

However, it will feed into four general types of activity.

Communicate

Utilise existing network of national organisations to identify emerging practice and opportunities for collaboration

Gather

Gather information on examples of emerging practice within communities responding to COVID-19. This will be done through:

- Desktop research
- Intelligence from contacts
- Interviews with community groups

Analyse

Analysis of information to identify good practice for deeper exploration along with identification of common themes and enablers.

Adaptation of the Red Rules/Blue Rules tool as a framework for analysing changes in practice and their enablers.

Share

Consolidate learning and work with partners to share learning insights across the immediate to longer term.