



Integration of Health and Social Care: Reshaping Care for Older People

Sliding Doors - Making it local Participation Pack

Introduction

Scottish Social Services Council (SSSC) and NHS Education Scotland (NES) are offering learning opportunities to cross agency/cross sector partners in health and social services. We will train facilitators to support Sliding Doors workshop sessions in local areas across Scotland. The workshops are interactive and use actors to present the real challenges facing older people at critical points in their lives.

Participation in these workshops has supported staff to understand a more personalised and outcomes focused approach in practice and to identify their role in changing the way we work individually and collectively.

The Context - Reshaping Care for Older People

The Scottish Government policy Reshaping Care for Older People (RCOP) has a vision that:

‘Older people are valued as an asset, their voices are heard and they are supported to enjoy full and positive lives in their own home or in a homely setting’

To show how this vision will be achieved, Reshaping Care for Older People presented a Programme for Change over ten years (2011-2021). This Programme promotes developments such as community capacity building and new models of care such as self-directed support that shift the balance of provision away from institutional care and towards care at home.

Scottish Social Services Council (SSSC) and NHS Education for Scotland (NES) aim to support partnerships to create a sustainable model to develop the necessary skills and knowledge required by the workforce.

Supporting the workforce

The health and social services workforce needs education, training and support to help them improve the way we work with older people and their families and carers. SSSC and NES have a commitment to workforce development and to giving staff that support. We have developed a number of approaches to this work including engagement events and an online learning resource **The Good Life** as an important starting point informing health and social care staff across Scotland about the Reshaping Care agenda and what it means for them as practitioners. More of that below.

<http://www.knowledge.scot.nhs.uk/home/portals-and-topics/care-for-older-peopleportal/reshaping-care-for-older-people.aspx>

Sliding Doors

The current focus on Reshaping Care for Older People offers the opportunity to integrate some of the joint ambitions and activities of SSSC, NES and the Joint Improvement Team (JIT). SSSC/NES are supporting this agenda through a menu of initiatives, which contribute to the overall programme of improvement

support. Sliding Doors to Personal Futures is one programme of work that has been highly successful.

There are three stages involved:

Stage One - Sliding Doors, to Personal Futures (complete)

NES/SSSC/IRISS delivered a series of regional events which focus on Reshaping Care of Older People with a specific aim to:

- **inform** delegates about the joint work being undertaken by the above agencies
- **engage** delegates in discussion about the contribution of the above agencies to the training, learning and workforce development agenda
- **excite** delegates about the direction of travel.

Six sessions were held in three regions over three days in September/October 2011, over 300 staff attended from across Scotland. Morning sessions were focused on frontline practitioners and afternoons on operational and strategic managers and practice educators. Attendance showed a good mix of staff from across social services and health settings, including private and voluntary sector providers.

The day was structured to interest, include and inform delegates in a variety of creative ways, ensuring staff understand the impact of RCOP and the need for change, which was viewed as a vital first step during the sessions. The policy direction and ethos of RCOP was presented through conversations involving actors playing a RCOP 'expert' and an older couple who represented the experiences of service users. Participants were asked to think about the way they currently practice and the impact they have on a service user's journey. They were encouraged to make personal connections with the policy's central aims and reflect on their own role in taking those forward, thinking differently about the services that they provide, and identifying ideas and ways of working that provide better outcomes for the people they support.

Stage Two – Sliding Doors, 'The Good Life' (complete)

The Good Life is an on-line resource which was developed following the Sliding Doors events. The resource developed our original work with actors and created a series of short monologues and dialogues which illustrate the change in attitudes/behaviours needed to deliver RCOP. For example,

- a. what is possible (and necessary) with regards crossing perceived boundaries between professions and areas of practice;
- b. The approach the workforce needs, e.g. a willingness to try something different, to share knowledge, to be curious and to risk making mistakes;
- c. A move from feeling constrained by the way we routinely think and practice to a more creative approach with a willingness to challenge practice and be challenged;

d. What an outcomes focussed conversation might look like and how it can change our experience of care and support and our expectations about what 'caring' and supporting older people should be like.

Stage Three– Sliding Doors, Making it local (in progress)

NES / SSSC are now bringing together key elements of the above resource and the Sliding Doors events for use in ongoing learning and development activities.

We are already piloting the use of these resources in 3 change fund partnership areas and invite you to be part of the second cohort of local partnerships. The sessions will also provide a mechanism for local partnerships to identify and encourage community connections, and community asset building. NES /SSSC will provide the tools and methods and funding up to £4,000 to enhance an outcomes focused approach to this pilot and will support the partnerships in this work. **We recommend the use of experienced actors in local events and will demonstrate this approach in a briefing session with your local facilitators.**

Our plan is:

- to bring together interested parties in a workshop to consider methods and approaches
- to train facilitators to run sessions with their local groups
- to identify local delivery sites
- to provide support for their ongoing activity
- to review and evaluate this approach

We hope this will continue to encourage the delivery of progressive educational solutions focused on capacity building for improvement and driving forward new ways of working.

Innovative methods will be used to create a connection between the objectives of RCOP and the people whose lives this policy is designed to improve.

Key questions to be addressed in the workshops include:

- What does RCOP look like in practice?
- What does an outcome focused conversation look like?
- How can an outcomes focused approach change our experience of delivering care and support?
- How can outcomes focused approaches change our expectations of what caring and supporting older people should be like?
- How can we support older people to stay connected in their communities?

Aims and outcomes:

Aim: The overall aim of the initiative is:

- To inform, engage and excite the health and social care workforce, using drama, to promote understanding of the impact of Integration, the RCOP

programme and the need for change.

Outcomes: By completing this programme health and social care staff will:

- Understand the vision of the RCOP policy agenda and feel engaged with it
- Recognize the difference that they can make to the lives of older People
- Understand why change is needed
- Understand how they need to work differently
- Identify actions that they will carry out as individuals or as groups to make those changes a reality

Process

Following an initial application and selection process (appendix one) partnerships will be invited to a facilitated workshop to allow them the opportunity to familiarise themselves with the suggested structure of sessions for local staff.

The workshop will focus on:

- creating a positive learning environment
- providing information
- creating relevant group activities
- facilitating discussions
- evaluating the outcomes.

NES/SSSC and JIT have a plethora of resources to offer to partnerships which will support engagement with health and social care staff in the delivery of the reshaping care agenda.

Evaluation

NES/SSSC are keen to enlist partnership support in evaluating this work and we will produce a format for this which will focus on the collection of both quantitative and qualitative data including:

- details of numbers of sessions and participants
- participants' evaluation of session
- facilitators' evaluation of session
- participants' personal action plans as a result of sessions
- partnership action plans as a result of sessions (where relevant)
- plans for future use/development of the sessions.

We hope that this information will also be of benefit to partnerships looking for evidence of the impact of cross sector learning and development activities and engaged in planning for future workforce development.

Appendix One

We will invite partnerships to participate in the programme through consideration of your responses to the following:

1. Please describe your commitment to participate in and undertake full programme planning, implementation and evaluation.
2. Please confirm your commitment to provide the time for staff to participate in the learning sessions.
3. Please outline your commitment to identify relevant staff to attend the sessions, including independent, third sector and relevant other partners.
4. Please outline your commitment to follow through on the outcomes and actions proposed from the sessions.
5. Describe your commitment to evaluation of the pilot programme.
6. Your consideration of involvement of community representatives in this Project.
7. Your plan to ensure that this approach is sustainable within your partnership areas.

For more information and to submit your application please contact:

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