Welcome to the International Centre for Integrated Care (IC4IC) – your window to a global community who are leading people-centred integrated care and support. Hosted by the University of the West of Scotland (UWS), the Centre strengthens the existing partnership between the School of Health, Nursing and Midwifery and the Health and Social Care Alliance, and establishes an exciting new collaboration with the International Foundation for Integrated Care (IFIC), a non-profit membership-based organisation to advance the science, knowledge and adoption of integrated care policy and practice throughout the world.

IC4IC and our IFIC Scotland collaboration will support professionals in Scotland to share their learning with other health and care systems and to benefit from IFICs portfolio of activities – an open-access International Journal of Integrated Care (www.ijic.org), IFIC Academy educational programmes, conferences, collaborative research and knowledge translation.

Professor David Perkins from the University of Newcastle, New South Wales (coordinator of IFICs hub in Australia) and Renee Lyons, Emeritus professor from Dalhousie University, Nova Scotia, joined us at UWS Paisley Campus on May 19th to celebrate the launch of the Centre. Friends and collaborators from around the world sent their greetings by digital postcards – you can view a selection of these on the IFIC Scotland webpage.

“Any change in our health and social care systems requires that there are people willing and able to drive that change – and we are sure that IC4IC will be a fantastic platform to inspire and grow the change makers of tomorrow.” BMC Team, Germany
Our Values

The ALLIANCE Academy developed Five Provocations as a compass for transforming health and social care. Our values reflect our commitment to this approach through:

- Connected, courageous, and compassionate practitioners and communities
- A collaborative culture of learning, innovation and positive relationships
- Rights and respect for all
- Support for people and communities to achieve their potential
- Empowering and enabling people to lead and effect change together

Our Partners

Our Advisory Board contribute policy, delivery and academic expertise towards our aim: *Co-creating a healthier future with individuals and communities by developing courageous and compassionate leaders and practitioners with the knowledge, skills and confidence to design, deliver and evaluate people-centred integrated care.*

Organisations that currently contribute to our work programme include:

- The ALLIANCE
- Digital Health Institute
- East Ayrshire Health and Social Care Partnership
- Healthcare Improvement Scotland
- Hospice Isle of Man
- Information Services Scotland
- Institute of Research and Innovation in Social Sciences
- International Foundation for Integrated Care
- Inverclyde Health and Social Care Partnership
- NHS Education for Scotland - Leadership for Integration team
- NHS Highland
- NHS Lanarkshire
- Queen’s Nursing Institute Scotland
- Scottish Government
- Scottish School of Primary Care
- South Lanarkshire Health and Social Care Partnership
- University of Edinburgh - Global Health Academy
- University of the West of Scotland

Our Priorities

- Leadership, Education and CPD
- Knowledge Exchange and Translation
- Action Research and Evaluation
- System Coaching
Undergraduate
UWS is in the unique position of delivering the BA (Hons) Integrated Health and Social Care programme - an articulated undergraduate programme primarily for people working in care or administrative roles within health, social care, housing or Third sectors. The aim is to enable graduates to support the most vulnerable people in society through evidence-based, integrated, people centred care and support delivered by a flexible, multi-skilled workforce. Entry is at Year 2 with an HNC-relevant subject or equivalent qualification. The programme is offered on both a full-time and part-time basis, giving those already working in a relevant care setting the opportunity to develop, both personally and professionally, and achieve an Honours qualification while continuing to work. For more information contact Elaine Gifford, Programme lead- Elaine.Gifford@uws.ac.uk

Postgraduate
UWS is developing a new MSc Leading People-Centred Integrated Care for anyone in health and social care policy, professional or management roles in the public, voluntary or independent sectors. Expected to commence part time and on line from January 2018, the programme aims are to:

- Critically explore the concept of outcomes based, people-centred, integrated care from an individual, service, organisational, community and global perspective.
- Demonstrate critical awareness of the important role of contextual, cultural and socio-economic factors in improving population health and wellbeing outcomes.
- Apply and critically appraise systematic and strategic skills in planning, designing, implementing and evaluating people-centred integrated care.
- Demonstrate critical understanding of the compassionate, creative and courageous leadership behaviours to support transformational change and improve outcomes with people.

In future, some modules may be able to be adapted for delivery as interdisciplinary and cross sector CPD opportunities, either online or through local or regional system coaching. For more information contact Helen Rainey, Programme lead - Helen.Rainey@uws.ac.uk
Integrated Care Matters Webinars
IFIC Scotland hosted eight webinars between October 2016 and May 2017 – each with ‘home’ and ‘away’ presenters, a Q and A ‘blether’, a digital story illustrating the impact for people, and a short summary of further resources on the topic. To view the recorded Webinars and topic resources, click here. Coming soon……from October 2017, Series 2 will focus on older people and frailty.

Special Interest Groups (SIGs)
These offer a platform to share international experience, highlight good practice, signpost practical resources, agree and collaborate on research, education and evaluation priorities. To join a SIG, you first need to join IFIC – for FREE – then use your login details to access the topic discussion area and resources. IFIC Scotland is coordinating four SIGs:
- Intermediate Care - now live
- Polypharmacy – now live
- Palliative and End of Life Care - launching September 2017
- Complex care – launching October 2017

We facilitated workshops on these the 16th International Conference on Integrated Care in Dublin. Please share your resources, good practices, evaluations or research articles on these topics by emailing Marie Curran, Coordinator, marie@hmcic.uk

Study Visits
Colleagues from Ayrshire, Lanarkshire and Inverclyde helped us host four nurse specialists from Tan Tock Seng Virtual Hospital and Transitional Care Service, Singapore. They went home with lots of ideas to test – and a few Scottish phrases!

In April, we welcomed colleagues from England, Ireland, N Ireland, Australia, New Zealand and Canada for IFICs Three Countries Study Tour. Highlights were an inspiring morning at the Forth Valley Sensory Centre and an engaging workshop by the sea at Aberdour in Fife. Thanks also to the City of Edinburgh partnership, Thistle Foundation, House of Care team, the Farr Institute and St Columba’s Hospice for hosting and facilitating creative learning sessions for BMC, a German NGO promoting innovative, patient-centred health care, and for the Swiss Managed Care Forum who visited us for three memorable days in May.
NHS Lanarkshire, supported by UWS, is representing the UK and leading one of eight work packages in **ADVANTAGE** - a three year Joint Action involving 35 organisations from 22 European countries ([www.advantageja.eu](http://www.advantageja.eu)). The project aims to identify effective strategies for prevention, diagnosis, assessment, care and support for frailty, and key issues for further research and education. Our main role is to review and analyse models of chronic care and conclude how to best prevent or delay progression of frailty and enable people to live well with frailty. Alpana Mair, Head of Effective Prescribing and Therapeutics at the Scottish Government, is advising our role in reviewing pharmaceutical care for frailty, building on the learning from the recent European project Stimulating Innovation Management of Polypharmacy and Adherence in The Elderly (Simpathy) [www.simpathy.eu](http://www.simpathy.eu)

Scotland hosted a frailty study day on June 9th for our UK and European partners. We shared our learning from many aspects of Reshaping Care for Older People and Focus on Dementia. Thanks to the City of Edinburgh’s Provost and piper for giving our guests such a warm welcome to Scotland.

Our coordinator, Marie Curran, has been supporting IFICs contribution to the **Sustainable tailored integrated care for older people in Europe** (SUSTAIN) project involving 13 partners from nine EU Member States: [www.sustain-eu.org](http://www.sustain-eu.org) The next series of Integrated Care Matters webinars will invite partners from the ADVANTAGE and SUSTAIN consortia to share their emerging learning on models of care for older people and prevention and management of frailty.
**International coaching**

IC4IC partners are keen to share our learning with other health and care systems. We will share what works and - just as important - what we have learned doesn’t work so well! Our approach is as a trusted critical friend – we hold up the mirror, offer authentic peer support and challenge, and affirm that transformational change is HARD and TAKES TIME. It is a privilege to learn with colleagues across the globe - and to come home with some great ideas and innovations! This year, in partnership with IFIC, we are contributing to system coaching work in Brazil and in Australia.

**Brazil**

In 2016 we supported the International Development Bank (IDB) and the Metropolitan Region of Salvador to develop recommendations for a new model of Intermediate and Long-Term Care Hospital to meet the demands of a growing population with chronic care and support needs. This was part of a larger project to develop an integrated approach to health promotion, prevention, recovery, and rehabilitation services in a strengthened system.

IC4IC is exploring work with the State of São Paulo as part of their ambitious project to strengthen their health care system and improve the quality of care. We visited São Paulo in March to meet with senior leaders and Family Health teams to discuss capacity building for Integrated Care. We look forward to continuing this dialogue when our Brazilian colleagues visit the UK in September.

**Australia**

IFIC Scotland is supporting IFICs work with North Coast Primary Healthcare Network in New South Wales: Transformers workshops, advice on their winter strategy, and on transitional care and community led health initiatives. The My Home Life Scotland team are supporting appreciative inquiry and relationship centred care in hospitals along the North Coast.

We have a Scottish pincer movement in NSW as we are also supporting the [Centre for Rural and Remote Mental Health](https://www.butterflycentre.com/) in a formative evaluation of integrated care in Central Coast – one of three NSW integrated care demonstrators. Through this work we have an exciting opportunity to collaborate with the University of Newcastle as they plan educational and research programmes for their new medical school and research institute in Central Coast. We hope to strengthen the links with our IFIC Australia friends through the first [Asia Pacific Conference on Integrated Care](https://www.butterflycentre.com/) that will be held in Brisbane in November.
If you would like to discuss how your organisation can get involved with the International Centre for Integrated Care please contact Professor Anne Hendry
anne.hendry@lanarkshire.scot.nhs.uk

To receive regular updates and newsletters about our work please contact Marie Curran marie@hmcic.uk