We are pleased to share the latest news and views from IFIC Scotland and partners from the International Centre for Integrated Care (IFIC), the Scottish Hub for the International Foundation for Integrated Care (IFIC).

On behalf of the Advisory Board we send our warmest wishes and congratulations to Dr Nick Goodwin, IFICs CEO, on his appointment as Professor and inaugural Director of the Central Coast Research Institute, University of Newcastle, New South Wales. We thank Nick for his vision and leadership of IFIC and for his support in establishing IFIC Scotland. We hope to continue our collaboration through our strong links with IFIC Australia. Meantime we look forward to working with Dr Toni Dedeu, IFICs Head of Programmes, as he steps up as interim CEO from mid July. Toni is already well known in Scotland through the European Innovation Partnership Reference Sites Network and his work with the Digital Health and Care Institute.

We were delighted to see Scotland’s high profile at the 19th International Conference on Integrated Care held in the Basque Country in April. IFIC Scotland and partners launched three Special Interest Groups, ran workshops, chaired sessions, joined round table discussions, and hosted a session in the innovation zone. Examples of integrated care were shared by Scottish delegates from health and social care partnerships as well as our national healthcare, social care, Third Sector and housing organisations. They joined around 1300 delegates from across the globe. You can access the event presentations and videos from IFICs website here.

Congratulations to Alison Bunce of Compassionate Inverclyde for winning the best paper award at ICIC19. Inverclyde’s innovative citizen led collaboration is transforming attitudes and behaviours around loneliness, isolation, death, dying and bereavement. The award follows last year’s success by Macmillan Cancer Support with Glasgow City Council, NHS Greater Glasgow and Clyde and partners. What are the odds on Scotland achieving the treble at ICIC20 in Croatia?

If you can’t wait till then to share your work, the 2nd Asia Pacific Conference on Integrated Care, 11-13 November in Melbourne, is still open for submissions until Friday, 28 June. Or you may be interested in sharing your experience at the 1st North American Conference on Integrated Care in Toronto, 5th – 7th October 2020.
The University of the West of Scotland (UWS) offers cross-sectoral education on integrated care in a spiral curriculum that can be delivered to all levels of staff, either as CPD or as formal higher education - from undergraduate to postgraduate certificate, diploma or Masters level. Applications are invited for the second cohort of the Leading People-centred Integrated Care Masters. A range of full or part time study options are available.

*Participating in the Masters course has given me insight into the context and constructs of integrated care enabling me to identify and focus on the aims of integrated care in the developments I am leading in the workplace, and also communicate them to those I am leading and influencing. I have gained in confidence in encouraging debate into the ways of achieving those aims in the knowledge of the diversity of approaches there are to achieving Integrated Care. I have also gained confidence in managing the uncertainty for me and others involved in developing and delivering integrated care through collaborative and innovative approaches.*

**Area Manager South, NHS Highland**

Do you have people in your team who would benefit from CPD in Integrated Care? Would you like to study with partners in Scotland who are at the forefront of integrating health and social care?

Contact Helen.Rainey@uws.ac.uk

Helen participates in IFICs Special Interest Group (SIG) on Advanced Education and Training for Integrated Systems of Care. The SIG is co-chaired by Anne Wojtak (University of Toronto) and Cara English (Cummings Graduate Institute for Behavioral Health Studies). Members conducted a survey in January 2019 of education programmes on integrated care. UWS was the only respondent reporting an undergraduate degree in integrated health and social care, and one of only five Universities that offered accredited postgraduate studies on integrated care. The SIG members plan to work with IFIC to promote existing and new integrated care education and training programs, and to promote global best educational practices.
Emerging Researchers in Integrated Care (ERIC) Network.

UWS integrated care courses offer networking opportunities with international partners and IFIC Academy activities, including the ERIC Network. This is a unique international network of early-career professionals and researchers working, studying and researching in the field of integrated care policy and practice. This fantastic group of young researchers were invited to present at the second meeting of the G7 Working Group of Health Experts. Read the blog about this experience by Nereide Alhena Curreri, Research & Development Lead for ERIC, who is researching integrated care for her PhD in Dementia Studies at the University of Stirling.

ERIC recently launched a Mentorship Program, matching mentees from 13 different countries to IFIC senior associates from seven countries. The network maintains a reading list of books on various integrated care topics. These are free to order, read and review for publication in the International Journal of Integrated Care (IJIC). The network has hosted a virtual town hall meeting and delivered face to face workshops at ICIC19. These sessions were designed to help emerging researchers develop the skills and confidence to engage with multiple stakeholders and reach out to their peers. They offered career tips from an expert panel and an opportunity to meet the editors of the leading International Journals in the field of integrated care.

Sign up to join the network at ERIC webpage and follow the team @IFCInfo #ERICNetwork. Or get in touch at ERIC@intergratedcarefoundation.org.

IC4IC has its own emerging researcher, Jana Martin, who recently started her Masters on Compassionate Citizenship in later life. Jana is also part time project officer for the Frailty Matters research project, juggling these two roles with great agility – while still working on the nurse bank, moving house and being mum to three children! Jana works closely with Janette Barrie, former Anticipatory Care Plan (ACP) Programme Lead at Healthcare Improvement Scotland. Janette was Nurse Consultant for Long Term Conditions in NHS Lanarkshire and has honorary roles with the University of Stirling, Glasgow Caledonian University and University of Cardiff. We are delighted to have her join our IC4IC faculty.

And a warm welcome to Hannah Macneill, NHS Scotland management trainee, who is working with IC4IC for her summer placement. Hannah has been managing a service in NHS Forth Valley that is embracing new models of interdisciplinary primary care. She will be supporting our Small Islands Special Interest Group and getting out and about to gather case studies of new models of care. After attending IFICs International Summer School in Oxford, Hannah hopes to have a short study visit with our IFIC colleagues in Catalonia. She promises to share her experience in the next newsletter! If you, or a colleague, would like a short work placement with our team, please get in touch at IFICscotland@integratedcarefoundation.org.
 Integrated Care Matters Webinars
On June 10th we hosted our 25th Integrated Care Matters webinar for practitioners, researchers and managers. Over 2000 people from 50 countries have participated to date. Each webinar is accompanied by a Topic Resource of evidence and grey literature. Thanks to Annelies Allcock, Information Specialist for supporting this work. Annelies is now off to pastures new. We wish her well and are grateful to Iriss Evidence Search and Summary Service for their continuing support.

If the live broadcast time doesn't suit, all who register will receive a link to access the recordings, presentations and topic resources on the IFIC Scotland pages of IFICs website. You can also check the website to watch the back catalogue on ‘catch up’ any time.

Many thanks to all who co-hosted or contributed to this Third series of webinars, delivered in collaboration with IFIC Ireland. Particular thanks to Marie Curran for patiently coaching us all to use the technology!

Please let Marie know if you would like to share your insights and good practice in Integrated Care Matters Series 4 from October 2019.

IFICscotland@integratedcarefoundation.org

Special Interest Groups.
IFIC Scotland coordinates a number of Special Interest Groups (SIGs) for IFICs Integrated Care Academy. At ICIC19 we launched three new SIGs led by our IC4IC partners. We are extending our programme of SIG activities to build on our webinars and the face to face gatherings at IFIC conferences. Plans include action learning opportunities and study days - like the successful study days for SIG members that we held in Barcelona and in San Sebastian.

IFIC Scotland
**Intermediate Care and Appropriate Polypharmacy SIGs.**

SIG members from Spain, Scotland, US, Canada and Brazil shared their experience of different models of intermediate and pharmaceutical care for an older person with complex social circumstances, multimorbidty and frailty. Many thanks to IFICs Chair Dr Albert Alonso and to Dr Marco Inzitari and colleagues from Hospital Parc Sanitari Pere Virgili for hosting the day. Delegates particularly appreciated the guided visits to their Intermediate Care facility and to Vallcarca-Sant Gervasi Primary Care Centre.

*Presentations from the Study Day can be accessed here*

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**Palliative and End of Life Care and Compassionate Communities**

Our new SIG for Compassionate Communities was launched at a study day in San Sebastian following ICIC19 and in collaboration with the established Palliative and End of Life Care SIG. Over forty delegates from Spain, UK, Isle of Man, Wales and Brazil shared their experience of the Compassionate Communities movement. This was followed by a presentation from Eva Salaberria on the inspiring approach to Community Participation in the city. Many thanks to the University of Deusto and to Fundación Doble Sonrisa for hosting the day with Naomi Hasson from the Newhealth Foundation in Spain and with the generous support from the staff of the wonderful San Temo Museum – an inspiring venue for the event. We are grateful to Alison Bunce from Ardgowan Hospice and Anne Mills from the Scholl Academic Centre, Isle of Man, for their leadership of this new SIG. *Presentations can be accessed here*

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To join any of the SIGs select join **IFIC as Community Member**, which is free. Once registered you have access to join and get involved in as many SIGs as you wish. You will receive updates of new postings and can participate in discussion forums and webinars.

*Please share your good practices, evaluations or research articles with the SIGs by emailing Marie at: IFICscotland@integratedcarefoundation.org*
Small Island Systems
At ICIC19 we joined colleagues from Isle of Man, Malta, Ireland and Brazil to launch IFICs new community for people involved in integrated care in:
- **Small island states** (population < 125,000) with high income economies
- **Small island systems** (state / region / municipality ) with population around 500,000
- **Small Island Developing States** (SIDS) [http://unohrls.org/about-sids/](http://unohrls.org/about-sids/)

These islands share challenges such as outward migration and an ageing population; a limited skills base with difficulties in recruitment or retention of some specialist staff; and lack of economies of scale resulting in high costs for energy, infrastructure, transportation, communication and services. IFICs new network will support small islands systems to learn from each other, share innovation and build resilience through integrated care.

Our friends from the Seychelles were the inspiration for the SIG. The Seychelles Minister of Health, Jean-Paul Adam, sent us a digital postcard to mark the launch of the SIG.

“We are happy to join with other small island communities: to share, to learn and to help improve the lives of our people.”

The inaugural Small Islands Learning Exchange (SmILE) will be hosted by our colleagues from the Isle of Man from September 25 – 27.

Click [here](http://unohrls.org/about-sids/) for a taste of the Manx culture and hospitality.

If you work in, or with, a small island system join us at SmILE 2019 to learn about integrated care with people facing similar challenges and opportunities.

To register interest contact Marie at: IFICscotland@integratedcarefoundation.org
Knowledge Exchange Visits

Many thanks to colleagues who generously share their insights with the many visitors who are keen to understand Scotland’s approach to implementing integrated care. Last month Dr Kate Scott, from Capital Coast DHB, New Zealand spent some time with teams from Lanarkshire and Glasgow. Kate shares some reflections below.

“Kia ora tatou tatou! (Hi everyone!) Last month I visited lovely Scotland before going on to join others from NZ aged care sector on a Dementia care Study Tour to the Netherlands. Stepping out of day to day patient work allows deep thinking about the big themes: one of many on this trip was person-centred care. The Netherlands, Health Inspectorate spoke highly of Scotland’s Health and Social Care Standards and ‘My support, my life” values statements, and aspire to develop similar “I” value statements, and users’ experience measures for their own population.

My current work focus is on how secondary care Older Persons services can work in a more integrated fashion with primary care: respond better to urgent referrals (sick patients; frail patients at crisis) and respond more proactively - earlier in the Lifecurve. It’s what our people want, as per the NZ Health Ageing Strategy, and I will watch with interest the further work in Scotland, especially how clients respond behaviourally to knowing their own position on the Lifecurve. It was fascinating to hear how 2 OTs working in the Macinnes Medical Centre, North Lanarkshire are doing meaningful interventions in that proactive space right in primary care. In North Lanarkshire the extraordinary and enviable Making Life Easier platform allows clients to self-navigate – chiming in with the new thinking around self-management as a key driver of wellbeing. I’ve since learned that an Auckland group is working on a similar home-grown idea for NZ.

While I was away, my hospital sent urgent emails asking for solutions to the current bed-crisis. Meanwhile I was hearing about the models of Hospital at Home and Discharge 2 Assess. These ideas are disruptive to a naïve audience and the emails I sent back were met with alarm and disbelief! But it is clear that these models are the way forward.”

Dr Salem, Board member/treasurer of the Geriatric Medicine Society of Malta visited the Acute Frailty Unit at Monklands University Hospital. Dr Alistair McVean and the interdisciplinary team in Ward 20 highlighted a number of innovations that have improved flow, reduced length of stay and improved outcomes for frail older people admitted to hospital.

“Thank you very much for the wonderful tour and explanation of services. The experience was very empowering and charging for me in my struggle to develop frailty services in Malta. The Acute Care of the Elderly Nurse practitioner idea is stuck in my mind.”
ADVANTAGE JA

Co-funded by the European Union, **ADVANTAGE JA**, the policy joint action for the prevention and management of frailty, involves 35 organisations from 22 European Member States. Advantage partners from Scotland, Spain and Italy shared updates in three sessions at ICIC19. These sessions encouraged delegates to:

- support the Face up to Frailty campaign #faceuptofrailty
- access resources on ageing and frailty available at [www.advantageja.eu](http://www.advantageja.eu)
- stay updated on the project by registering for the [Advantage JA newsletter](http://www.advantageja.eu)

This month our work with Advantage JA is featured in the Journal of Translational Medicine @ UNISA. Follow the link to the [Special issue](http://www.advantageja.eu) on Multi-actor collaboration in healthcare to address the emerging health needs of an aging population. We are currently working with Advantage JA colleagues and a research team from the University of Galway on a review of Intermediate and Transitional Care for frailty. The ongoing research will feature in the Integrated Care Matters webinar in July and will inform the Frailty Prevention Approach and European Road Map. The outputs of the work will be launched at the final Advantage JA conference in Brussels on November 27. Sign up for the [Advantage JA newsletter](http://www.advantageja.eu) for more information about the project and conference.

**Creating Community Connections**

We were pleased to provide capacity building support for Hanover Scotland housing association in a project that aimed to create or enrich community connections through relationship centred, collaborative and appreciative conversations that focus on personal outcomes. Insights from these conversations and from community mapping were used to co-create and test simple ways to build connectedness, increase wellbeing and address what matters to residents, drawing as appropriate upon individual and community assets. Hanover Scotland colleagues presented the first stage of this research at ICIC19.
**Frailty Matters**

We were excited to join in a two year participatory action research project funded by the Burdett Trust for Nursing and led by the University of the West of Scotland in collaboration with the ALLIANCE and NHS Ayrshire and Arran. We know that community nurses have a vital role in engaging, influencing and mobilising other professionals and community assets to improve the experience of care and outcomes for people living with frailty. The study aims to strengthen their contribution through a combined coaching and educational intervention with patients and carers participating as co-coaches. This will be complemented by education for the whole primary care team on interventions to prevent and manage frailty.

*This is a great opportunity to empower district nurses and recognise their pivotal role in integrated health and social care. This grant by the Burdett Trust for Nursing will help shape the care provided for frail older people in Ayrshire and will form an example across Scotland and beyond.*

**Dr Constantina Papadopoulou, PI and Lecturer**

Person-centered care and co-production is at the heart of what we aim to deliver through our community nursing services. The opportunity for professional learning and service improvement realised from this research will be used to build on and improve the quality of care delivered to those who experience frailty in Ayrshire and Arran.

**Craig Stewart, Associate Nurse Director, East Ayrshire HSCP**

**Journal of Integrated Care – Special Issue**

IC4IC partners are pleased to be guest editors for a special issue of the Journal of Integrated Care. This journal provides leading research and practice insights in the field of integrated care. It has a growing international reputation and an editorial board that reflects this global reach. The special issue will address the important topic of palliative and end of life care for the growing number of people who have complex care and support needs associated with frailty or advanced dementia. The call for papers is coming soon!

*If you would like to discuss contributing to this special issue contact the Guest Editor anne.hendry@lanarkshire.scot.nhs.uk*
Isle of Man
Through our strategic partnership with the Scholl Academic Centre we continue to support the implementation of the island’s plan for integrated palliative and end of life care. We were delighted to join the team from the Scholl Academic Centre at the formal launch in March. Largely funded by a grant from the Dr Scholl Foundation, the Centre supports a vibrant Palliative Care Academy and an ambitious programme of research and innovation in new models of care. Anne Mills, Centre Director, and the Scholl research team lead IFICs Palliative and End of Life Care SIG and co-lead the SIG on Compassionate Communities with Alison Bunce from Compassionate Inverclyde. Now also co-leading the SIG on Small Island systems, the Isle of Man are surely punching well above their weight in the field of integrated care.

São Paulo
IC4IC will facilitate the second learning cycle of our Transforming Together educational project with the São Paulo Ministry of Health and four municipalities in Litoral Norte region. Already new relationships are forming between partners from healthcare, social development, education and housing sectors. Staff are embracing new ways of working to improve outcomes for, and with, local citizens. In two municipalities this has a focus on working together to improve the lives and opportunities of young people. A team in another area has introduced an innovative integrated approach for 720 families in a local community with high levels of drug and alcohol misuse and complex health problems. The fourth municipality is developing person centred integrated primary care, working with the local community and alongside professionals from social development, education and different health disciplines. Larissa Verissimo and Fatima Palmeira Bombarda presented a poster at ICIC19 on how they are using an adapted version of Scotland’s House of Care. We shared this story at the recent conference of the Health and Social Care Alliance Scotland. Read more about this national Third sector intermediary organisation here.
News and Views from Partners

Please send us your stories to celebrate your good news and success.

The Information Services Division (ISD – part of NHS National Services Scotland) is breaking new ground in the analysis of health and social care information in publishing a new statistical release that comprises a national report and a companion dashboard of more detailed analyses on people receiving social care support and services in Scotland during 2017/18.

In previous years, statistics on social care were collected and published by the Scottish Government. The changeover to ISD is specifically designed to benefit Scotland’s 31 Health and Social Care Partnerships (HSCPs) as the underlying social care data can now be linked to the extensive healthcare data held by ISD. A key objective of ISD is to support the local requirements for better, more integrated information and intelligence. HSCPs are responsible for planning, commissioning and delivery of many aspects of the health and social care landscape in Scotland and good intelligence and information are essential. Using Scotland’s trusted linkage and analyses infrastructure, including an analytical workforce at local and national levels, ensures that many more insights (‘actionable intelligence’) can be expected from the social care and the linked health and social care data in the future.

The publication can be found here on ISDs website.

“ISD is pleased to have reached this important milestone in health and social care information. Achieving this has involved close collaboration with the Scottish Government and with information staff in every local authority across Scotland. Looking forward, we have built a firm foundation for improving the intelligence needed to meet many of the challenges for health and social care in Scotland.”

Peter Knight, ISD Strategic Lead for Integration and Primary Care

For those interested specifically on the social care dimension, the ISD report and dashboard cover various aspects including: self-directed support, home care, care homes and community alarms/telecare. Some examples of this linkage are included in the report and dashboard that can be found at ISD website.

IFIC Ireland, led by Prof Aine Carroll and hosted by the Centre for Integrated Care and Improvement Studies at University College Dublin, is running a series of webinars on Advancing Integrated Care in Ireland. To register click here.

IFIC Ireland
The Personal Outcomes Network was set up in 2015 by people who share a passion for implementing personal outcomes in practice: ensuring that what matters to people informs decision-making at every level. The network meets quarterly with topics selected by members from health, social care, housing or Third sector. The May 2019 meeting focused on support and supervision for staff. Julie Gardner (Thistle Foundation) spoke about the parallels between outcomes focused practice and outcomes focused supervision, including the need to listen to the person, to encourage them to find solutions and to build on their strengths. Gail Nash reported research showing significant benefits to Allied Health Professionals from dedicating time for supervision, with no detriment to waiting lists. Mig Braid (NHS Practice Education Lead) modelled outcomes focused supervision through a role play with Audrey Taylor. Heather Tyrrell (Swansea University) talked about her current doctoral research on co-production and supervision which includes connecting personal wellbeing outcomes for citizens and professional practice outcomes for practitioners.

You can find out more about personal outcomes and the network here
Contact: emma.miller@talk21.com

Lifecurve™, developed by Newcastle University Institute of Ageing and ADL Smartcare Research, illustrates the hierarchical order of functional loss in age related decline. The model reflects how loss of function is ‘compressed’ into the very later stages of an individual’s lifespan and is articulated through 15 activities of daily living (ADL) and instrumental ADL. It aims to make people aware that ageing is malleable and it is possible to take steps at each Lifecurve™ stage to prevent, halt and reverse decline for as long as possible. The STILL Going Project, a partnership between Scottish Government, Strathclyde University and ADL Smartcare Research, will use the newly developed Lifecurve™ App to gather evidence of how this approach can be used to support early intervention to prevent and manage frailty.

For more information contact: philip.rowe@strath.ac.uk or susan.kelso@nhs.net

EURORDIS, the voice of patients with rare diseases in Europe, recently launched their important position paper Achieving Holistic Person-Centred Care to Leave No One Behind. On behalf of IC4IC and the ALLIANCE, Mandy Andrew joined EURORDIS members, colleagues and friends from across Europe for the launch event in Bucharest, attended by HRH Princess Maria of Romania. Mandy worked with our colleague and friend Raquel Castro to support EURORDIS members to prepare their pitches to policy makers and to develop action plans aligned to the three pillars that aim to improve the everyday lives of the 30 million European people living with a rare disease, and their families. Raquel leads the EURORDIS Open Academy and training programmes and is a moderator for IFICs Self Management and Co-Production SIG, led by the ALLIANCE. You can read more about the workshop here.

IC4IC June 2019
About the International Centre for Integrated Care

Our Aim: to be a global centre of excellence on leading people-centred integrated care

Our Values reflect the Five Provocations for transforming health and social care 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 Mission

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.

Our Partners

Organisations that advise and / or support our work through the Advisory Board:
- The ALLIANCE
- Digital Health and Care Institute (DHI)
- Hanover Scotland
- Health and Social Care Scotland
- Healthcare Improvement Scotland (HIS)
- Hospice Isle of Man / Scholl Academic Centre
- Information Services Division Scotland (ISD)
- Institute of Research and Innovation in Social Services (Iriss)
- International Foundation for Integrated Care (IFIC)
- Inverclyde Health and Social Care Partnership
- NHS Education for Scotland (NES)
- NHS Forth Valley
- NHS Health Scotland
- NHS Lanarkshire
- Queen’s Nursing Institute Scotland (QNIS)
- Scottish Care
- Scottish Government
- Scottish School of Primary Care
- University of Birmingham - Health Services Management Centre
- University of Edinburgh - Global Health Academy
- University of Strathclyde – Centre for Social Care Policy and Practice
- University of the West of Scotland (UWS)
- University of Toronto
If you would like to discuss how you or your organisation can get involved with the International Centre for Integrated Care and IFIC Scotland contact us at:

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