Integrated Care in Small Island Systems

Small Islands…..Big Ambitions

We are delighted to share the report of the inaugural learning exchange of IFICs new Special Interest Group on Integrated Care in Small Island Systems.

SmILE 1, September 25 – 27, was hosted by the Department of Health and Social Care and Hospice Isle of Man, and supported by IFIC Scotland. The broad themes of the three day learning exchange were: Integrated Pathways, Older and Better Island Communities, and Community Wellbeing and Resilience. Partners from Malta, Seychelles, Guernsey, Isle of Man and Scotland shared examples of innovation and considered how integrated approaches can build resilience, strengthen health systems and support islands to make progress on transformational change.

You can access the SmILE 1 slides and resources [here](#).

Join the community of practice and share your experience and case studies to help us build and mobilise knowledge about integrated care in small island systems. You can help to shape our workplan by suggesting topics for future online events and learning exchanges.
Blog by Karen Leach, Head of Community Health & Social Care, Guernsey

I have been re-energized by my visit to the Isle of Man who hosted the inaugural Small islands Integrated Care learning exchange.

This has been a great opportunity to connect and share with people in other jurisdictions around how communities can work together to improve our health and wellbeing. The exchange included people from statutory, third and commercial sectors in Isle of Man and delegates from the Seychelles, Malta, Scotland and my home, Guernsey.

Thank you for hosting an inspirational few days. Lots to reflect on.

My take homes are:

- Keep it simple
- Strong leadership will support & enable change if people feel empowered
- Keep focused on what people have told us the problems are not what we think they are - ask the right questions of the right people and then keep checking in – engagement supports change
- Start with a willing coalition
- Don’t waste energy on the unwilling or uninterested – success will bring others to the party
- Keep it relevant to the community you live in - respect it’s heritage and culture
- A focus on outcomes can stifle creativity and willingness and also risk taking you down a rabbit hole
- Everyone in a community is an asset, some known, some undiscovered – help people to see how they can be useful
- Be kind
- Ordinary is enough and more....

Watch short video reflections from Karen, Matthew and Gylian:

https://vimeo.com/363382050
https://vimeo.com/363381810
https://vimeo.com/363339689
Angela Murray, Interim Chief Executive of the Department of Health and Social Care in the Isle of Man, welcomed delegates to Tynwald for the opening session of the Small Islands Learning Exchange. Angela highlighted the prominence of integration in the recent Independent Review into Health and Social Care on the island and quoted from the report.

The Isle of Man is well placed to make the changes required for its health and care system to become an exemplar of integrated health and care delivery and a model for others to follow. Indeed in terms of integration, the Island’s size is a positive advantage. If it is not possible to integrated services for 85,000 people it cannot be done anywhere.

The full report of the Independent review can be accessed here
More information on the Health and Social Care Transformation programme can be accessed from the Isle of Man Government website here

Honourable David Ashford MHK, Minister for Health and Social Care shared a video welcome: https://youtu.be/LLQG0J6nPfc

His Excellency, Lieutenant Governor, Sir Richard Gosney, hosted a reception in the beautiful setting of Government House in Onchan. Sir Richard spoke of the tremendous opportunities to learn with colleagues from around the world. He challenged the Special Interest Group to expand their community of practice to involve more islands for the next learning exchange.
Delegates visited teams and services across the system and met practitioners and managers from different care groups and pathways – mental health; emergenecy care; integrated community team; older people; palliative care. They also visited innovative examples of wellbeing initiatives led by Third sector and community partners. Common themes were:

- Relationships and trust
- Leadership behaviours at all levels – political, policy and professional
- Simple and clear accountability structures
- Keep the person at the centre – ask the right people and ask the right questions
- Engagement and dialogue with the community
- New models of integrated delivery - simplifying access and enhancing inclusion
- Role of the Third sector and community partners as amazing assets to tap into
- Culture, heritage and arts help create an environment for wellbeing and healing
- Information sharing is key
- Needs assessment – ask what’s right for our island?
- Plan but proceed at pace and exploit opportunities
- Build resilience through education and peer support
- Support wellbeing of staff and carers
- Link with academic partners in action research and evaluation of progress

Food for Thought Quotes

- *Heritage, culture and context influence meaning and purpose for island communities*
- *Every community is different - need to be respectful of the past yet drive innovation*
- *How to incentivise a move to a more preventative model of wellness and team based care*
- *It’s hard to put the person in the middle if you are standing there yourself*
- *Need realistic conversations and education for public and professionals*
- *Leaders as social connectors - people as our greatest resource*
- *Pursuing change through integrated standards and regulation - involving professionals in the paradigm shift to people at the centre.*
- *Remove the silos, strip out hierarchy - turn the pyramid to an empowered flat structure*
It was a great privilege to meet the Project Team, practitioners and managers from the Western Wellbeing Partnership. They shared their fantastic and rapid journey to a One team one budget model where all professionals work together at the top of their licence and value working with community and voluntary partners.

Watch a video of their integrated approach at https://youtu.be/tEQUxGge4OE

A mental health police liaison project has embedded mental health professionals within police headquarters 0700 – 20:00, 7 days a week. This approach aimed to:

- Co-respond to community incidents.
- Undertake early mental health assessments within custody.
- Harvest data to inform service development.

Common themes across both projects are:

- **Improved Relationships** - I’ve got much more faith since in the mental health service since we have had the nurses working with us, the relationship is improving all the time.

- **Improved Access to care** - Having professionals around that know if a person needs help and how to access that help quickly has made a huge difference

- **Model of Delivery** - Telephone advice is ok in some circumstances but you don’t always get a good idea of someone’s difficulties or the risk involved unless you’re there with them, we need to be out with the police to assess thoroughly.

Hospice Isle of Man outlined inspiring work to inform and implement an integrated island plan for palliative and end of life care.
Older and Better Islands

We heard about the European Joint Action on prevention and management of frailty [www.advantageja.eu](http://www.advantageja.eu) and discussed the components of a Frailty Prevention Approach to support island communities to live well in later life.

Hospice Isle of Man are delivering an innovative online education programme to improve knowledge and confidence of staff in nursing homes in managing palliative and end of life care. This is an innovative approach to improve care for people with advanced frailty or dementia.

Community Wellbeing and Resilience

The final sessions highlighted many different ways to create and enhance wellbeing – for people, families, communities, carers and staff. We heard about the power of integrated working with education, sports, culture, Third sector and community partners to improve outcomes through physical activity, community connections, volunteering, and creative arts. See the possibilities from two of the examples:

- Supported employment and recovery opportunities at [brunswick-gardens](http://brunswick-gardens)

We also heard the inspiring story of Compassionate Communities in Inverclyde and on the Isle of Man. You can read the case study and evaluation of Compassionate Inverclyde at [https://ardgowanhospice.org.uk/how-we-can-help/compassionate-inverclyde/](https://ardgowanhospice.org.uk/how-we-can-help/compassionate-inverclyde/)
Highlights and Reflections

- Remain courageous – don’t give up - find ways round the blockers
- Must keep knocking down those silos
- Connect our health connectors and social prescribers to compassionate communities
- Early involvement with the Third sector in projects
- Join some other IFIC SIGs
- To continue to refocus and start small
- To get heritage team on our working groups
- Challenging some of my assumptions

To establish an NGO that will complement the needs that have not been met for chronically and terminally ill patients in Seychelles.
To bring together other NGOs working towards the wellbeing of the elderly with chronic diseases / cancer to better coordinate the care
Planning Ahead

This Special Interest Group (SIG) will enable small island systems to learn from each other, share examples of innovation and understand how integrated planning, financing and governance can build resilience, accelerate transformational change, strengthen health systems and support islands to make progress on sustainable development goals.

Small islands share common issues such as outward migration combined with an ageing population and high levels of chronic disease; a limited workforce skills base and difficulties with recruitment and retention of specific specialist staff; and lack of economies of scale resulting in high costs for energy, infrastructure, transportation, communication and services.

Our workplan will include quarterly online events featuring integrated care in different island systems.

We hope to host a workshop or study day at, or around, ICIC20 conference in Croatia.

Thanks to Matthew Vella, we already have interest from Malta in hosting SmILE 2 in 2020!

If you are interested in Integrated Care in Small Island Systems and would like to discuss how you, your team or organisation can get involved with the SIG please contact us at:

Professor Anne Hendry  anne.hendry@lanarkshire.scot.nhs.uk
Marie Curran  IFICScotland@integratedcarefoundation.org