Best wishes for a happy, healthy and successful 2020 from IFIC Scotland and our partners at the International Centre for Integrated Care (IC4IC), the Scottish Hub for the International Foundation for Integrated Care. We would like to thank the many friends and colleagues who supported our work in 2019 – whether as hosts, presenters, collaborators, faculty, students or visitors. We can’t do this without your energy, wisdom and experience!

Meet the latest member of our team!
We adopted a Wallaby to mark our ongoing partnership with Hospice Isle of Man and the Scholl Academic Centre. He’s called the Collaboration and has pride of place in the Hospice garden in Douglas.

Please look after our boy - hope to see you soon!

It is great to hear that many of our IC4IC friends and partners will be presenting at ICIC20 in Croatia April 27-29. We look forward to exchanging knowledge and practice as part of IFICs global integrated care community. This is a landmark year for Croatia with the conference positioned as a milestone of their EU Presidency. Good luck Croatia!

If you missed the deadline for abstracts for ICIC20 – fear not! IFIC is organising the 1st North American Conference on Integrated Care in Toronto, October 5 – 7. The conference will be hosted by our friends from IFIC Canada, the Change Foundation and University of Toronto. We are looking forward to Innovation, Inspiration and Integration at NACIC20. Get your abstracts ready!
The **Leading People-centred Integrated Care Masters** at UWS is well into year 2 with a second cohort of postgraduate students. Their different professional backgrounds bring a rich cross sector lens to the programme. They are our future leaders in health and care - watch out for their video on our webpage soon! We look forward to students sharing their reflections with our Reference Network in the coming months.

**Do you have people in your team who would benefit from CPD in Integrated Care?**

Would you like to study with partners in Scotland at the forefront of integrating health and social care?

To discuss full or part time study options contact [Helen.Rainey@uws.ac.uk](mailto:Helen.Rainey@uws.ac.uk)

Our IC4IC team had the pleasure of mentoring three fantastic young professionals as part of IFICs successful international mentorship programme for emerging researchers. We learned a lot from our 3 bright sparks and wish them every success in their careers.

“I really enjoyed our mentorship! I always felt much empowered after our discussions. My mentor provided very valuable advice and feedback and also connected me with several other people. For me, it was very important to get an “outsider’s” perspective in terms of assessing my strengths or writing a motivational letter for PhD studies, for instance. I really hope these mentorship programmes continue as this was a very significant learning experience for me.”

Salla Ruotsalainen, Finland

“Connecting with a highly experienced professional working in integrated care was an opportunity I only ever hoped for until this program. Connecting with like-minded professionals and researchers remains challenging, particularly when you are building your career, and are unsure of the direction you wish to pursue. Receiving practical advice, leveraging additional connections, acknowledging and celebrating your strengths and constructively discussing approaches to work on your weaknesses together has been invaluable to build my self-confidence.”

Hannah Johnson, Queensland, Australia

“IFICs mentoring partnership was a great opportunity for learning and sharing experience with a well qualified mentor. Our discussions emphasised the importance of working with multiprofessional health teams and elaborating activities that make sense in their daily lives within public health, education and health and care systems. It would be great to have more opportunities and exchanges to spread this experience”.

Paula Bertoluci, Sao Paulo, Brazil

We are considering how to expand our support for the mentoring programme so health and social care professionals in Scotland can get more involved. Watch this space.......
**Compassionate Communities** - We are launching a new **Action Learning Programme** to help participants build confidence and capability to improve lives and opportunities *in their own community, with the community*. The co-designed sessions will be delivered over nine months: three face to face study days plus monthly virtual meetings to discuss progress in the local projects. This blended action learning approach will create opportunities for reflection, action, shared learning, peer support and networking with a faculty drawn from an international community of practice. The programme draws on the rich learning from **Compassionate Inverclyde** - an inspirational social movement helping to transform attitudes and everyday practices around loneliness, social isolation, death and bereavement. Participants will take forward a project in their own community and should secure the relevant local sponsorship or partners.

**Contact** [mandy.andrew@alliance-scotland.org.uk](mailto:mandy.andrew@alliance-scotland.org.uk) by 7 Feb to discuss or register interest.

**Internship**

We were pleased to welcome Hannah McNeill for an internship as part of her NHS Graduate Management Training programme. Hannah shares two highlights from her time with IC4IC.

*In June I joined 23 delegates from 15 countries at IFICs International Summer School at Wolfson College in Oxford. We learned from international experts how to develop and deliver evidence-based integrated care with seminars on integrating workforce, organising services, and developing innovative IT solutions. I particularly valued Dr Ellen Nolte’s session on measurement frameworks to assess integrated services in order to improve, facilitate choice for individuals and be accountable to local communities. The group work and social programme were fantastic opportunities to bounce ideas off people from different healthcare systems and think about what we could do differently in Scotland. ISSIC 2019 was a great opportunity to take a step back from day-to-day management of services and understand how to deliver truly integrated services that benefit users.*

*At the end of August I had the opportunity to learn about the Catalan healthcare system, hosted by Dr Marco Inzitari at Parc Sanitari Pere Virgili intermediate care hospital in Barcelona. I was struck by the strong focus on prevention in integrated services, the chronic care initiatives in primary care, and by their HC3 portal in which information is automatically uploaded and shared across services. Citizens can also use an interface to directly access their information. More about this in the Integrated Care Matters webinar in June.......*

To discuss a possible internship with IC4IC contact [anne.hendry@lanarkshire.scot.nhs.uk](mailto:anne.hendry@lanarkshire.scot.nhs.uk)
Integrated Care Matters Webinars
January brings our 31st Integrated Care Matters webinar. Thanks to all who have co-hosted or contributed to our webinars to date, not least to Robert Sanders, Information Specialist Iriss Evidence Search and Summary Service for creating the excellent supporting topic resources.

Over 2000 people from 54 countries have participated. The IFIC Scotland pages of IFICs website hosts the complete back catalogue.

If the live broadcast time doesn’t suit, all who register will receive a link to recordings, presentations and topic resources.

Links for forthcoming webinars are below:

- 22nd January, Appropriate Polypharmacy & Adherence: [https://zoom.us/webinar/register/WN_QJIH2MnYQfK_O4YZ0XRNHQ](https://zoom.us/webinar/register/WN_QJIH2MnYQfK_O4YZ0XRNHQ)

- 19th February, What can we learn from innovation in small islands: [https://zoom.us/webinar/register/WN_Bn-oDTgwSbKcW_eCkcQBMO](https://zoom.us/webinar/register/WN_Bn-oDTgwSbKcW_eCkcQBMO)

- 18th March, Intermediate Care and Reablement: [https://zoom.us/webinar/register/WN_oIfwgs6USQotzZpMpbhcEw](https://zoom.us/webinar/register/WN_oIfwgs6USQotzZpMpbhcEw)

- 15th April, Self Management & Co-production: [https://zoom.us/webinar/register/WN_jRd8ODKdQ-6GGtoNFU0yUg](https://zoom.us/webinar/register/WN_jRd8ODKdQ-6GGtoNFU0yUg)

- 15th May, Palliative & End of Life Care: Hospice influenced Care and Community Settings: [https://zoom.us/webinar/register/WN_50M4kX6OQmijwZ67raW18A](https://zoom.us/webinar/register/WN_50M4kX6OQmijwZ67raW18A)

- 17th June, Primary Care and Pharmaceutical Care: [https://zoom.us/webinar/register/WN_XQltQkHT6GnVpNnLs7cA](https://zoom.us/webinar/register/WN_XQltQkHT6GnVpNnLs7cA)

- 15th July, Active and Healthy Ageing: [https://zoom.us/webinar/register/WN_ppASSuYHQ16UHRCeGnxujQ](https://zoom.us/webinar/register/WN_ppASSuYHQ16UHRCeGnxujQ)

If you have evidence, personal insights, or practical tips on people-centred integrated care that you would like to share in a future webinar, contact Marie Curran, at IFICscotland@integratedcarefoundation.org
Small Islands.....Big Ambitions
We were delighted to coordinate the inaugural learning exchange of IFICs new Special Interest Group on Integrated Care in Small Island Systems. Angela Murray, Interim CE of the Department of Health and Social Care in the Isle of Man, welcomed delegates to SmILE1, hosted by the Department of Health and Social Care and Hospice Isle of Man, Sep 25-27. Colleagues from Scotland, Malta, Seychelles, Guernsey and Isle of Man discussed how integrated approaches and partnership with Third sector can build resilience and strengthen systems in small islands. Topics discussed included integrated working in mental health, place based models of care, healthy ageing, and community wellbeing and resilience.

I have been re-energised 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.

Karen Leach, Head of Community Health & Social Care, Guernsey

You can access the SmILE 1 slides and resources here.

The next small islands event will be an on-line meeting on Feb 19. The session continues the conversation we started at our Islands of Innovation workshop at HSCScotland’s Collaboration, Compassion and Ambition conference in December. You can access the conference slides, blogs and useful updates on integration in Scotland from the website www.HSCScotland.scot

If you work on, or with, a small island system, you can join this SIG. Once registered with IFIC as Community Member, you can get involved in as many SIGs as you wish and will receive updates of new postings and events.
ADVANTAGE JA

We are sad to say farewell to our many friends from Advantage JA – but happy to share the slides, reports and outputs now available at www.advantageja.eu

NHS Lanarkshire led the UK participation in the three year co-financed EU initiative to tackle frailty. Anne Hendry and Mandy Andrew joined representatives from the European Commission, Member State ministries, academic centres, NGOs, professional organisations and civil society for the final conference in Brussels on November 27th.

Anne presented the Advantage State of the Art Review and introduced a new animation that illustrates the integrated model of care for frailty. All 22 participating Member States have made commitments to implement the Frailty Prevention Approach (FPA) and to promote healthy ageing across Europe.

Peter Knight, Head of Information, NHS National Services, Scotland highlighted the importance of tracking rates of institutional care over time. With a rapidly ageing population we naturally focus on what more needs to be done in a system under pressure – and forget to celebrate the remarkable progress made. Each day in Scotland, around 10,000 fewer older people are in emergency or long term care beds compared to the number expected based on previous rates of hospital care. That’s a BIG shift in the balance of care in the last decade!

Pictured are members of AdvantageJA Work Package on models of care - led by NHS Lanarkshire and colleagues in Andalucia. To sustain our collaboration we are launching a new IFIC Special Interest Group on preventing and managing frailty. You can sign up to the SIG here.

The SIG will help mark IFICs support for the World Health Organisation’s Decade of Healthy Ageing. https://www.who.int/ageing/en/

For more information on the Frailty Prevention Approach contact anne.hendry@lanarkshire.scot or follow @advantageja
**Journal of Integrated Care – Special Issue**

Partners from IFIC Scotland, IFIC Ireland, UWS and the Scholl Academic Centre, Hospice Isle of Man are pleased to be guest editors for a special issue of the Journal of Integrated Care. The special issue will focus on integrated palliative and end of life care for the growing number of people with frailty or advanced dementia. are welcome. The call for papers closes Feb 13 – seeking research, case studies, viewpoints or systematic reviews on the following topics:

- Person centred relational practice in end of life care - at home or in care homes
- Anticipatory care planning / advance care planning
- Ethical and capacity issues
- Realistic medicine and reducing harm associated with inappropriate polypharmacy
- Assessment scales for identifying advanced and end of life stages
- Measuring outcomes and quality of life
- Case studies of integrated models of practice
- The role of compassionate citizenship and communities
- Caregiver education, support and experience
- Support for people who have communication and sensory impairments
- Palliative approach to hydration and nutritional support in advanced stages
- Identifying and managing delirium

**Scirocco Exchange**

Thanks to our colleagues from NSS in Scotland and Kronikgune in the Basque Country for the opportunity to support a specific task for the EU Scirocco Exchange project. We undertook a desktop search to identify grey literature from Scotland that relates to the twelve dimensions of the SCIROCCO Maturity Model for integrated care. Having lived and breathed integrated care for many years we thought we knew all the reports, guidance and good practices from different sectors – but we found lots of useful material that we didn’t know about!

Read more about Scirocco at [www.scirocco-project.eu](http://www.scirocco-project.eu) or contact [Andreapavlickova@nhs.net](mailto:Andreapavlickova@nhs.net)

International Engagement Manager, TEC and Digital Healthcare Innovation
Latin America
Prof Hendry supported her colleague Dr. Luis Miguel Gutiérrez Robledo, General Director of the National Institute of Geriatrics and National Institute of Health in Mexico, in a meeting on “Capacity building for Community-based Long-Term Care.” This was organised with APEC, PAHO/WHO and the International Association of Gerontology and Geriatrics. Delegates from the Asia-Pacific and Americas regions shared experiences of designing and implementing community-based long-term care. By 2050, 80% of the over 60s will be living in low and middle income economies. This is an enormous global challenge– but also a fantastic opportunity to innovate. We hope to track progress in the Americas and Asia-Pacific through our frailty SIG.

Compassionate Inverclyde is helping to twin schools in Sao Sebastiao and Inverclyde around mental wellbeing and suicide prevention initiatives. Alison Bunce will be sharing highlights of this project at ICIC20. Pictured are the amazing Health in Action team at UCP Sao Paulo - cooking up a recipe for spread. Thanks for an unforgettable year working with you all!

To round off our journey Latin America we supported two workshops on integrated care in Argentina, organised around their annual Internal Medicine conference. The hook was chronic disease, multimorbidity and ageing – all growing challenges for Latin America and a driver for integrated care. Our host was our friend and colleague Dr Gaston Perman from Hospital Italiano, Buenos Aires.

Gaston leads ambulatory and intermediate care services and is a champion for integrated care in Argentina – and now, of course, an honorary Scot!
**News and Views from Partners**

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

**Hanover Scotland** has concluded work with IC4IC to understand what matters most to their residents and to test how to build greater connectedness and increase wellbeing. Their new report, *Connecting Communities – housing at the heart of integrated health and social care* describes the methodology for the research, and sets out the lessons for the housing, health and care sectors. Congratulations Hanover for highlighting the tremendous potential of housing in integrated systems. The report is available [here](#).

A must read for 2020 is this wonderful e-book of heartfelt personal insights on living with long term conditions, as a disabled person or as an unpaid carer.

![Humans of Scotland](#)

**Download Humans of Scotland from ALLIANCE website**

**IFIC Ireland Accelerated Learning Programme**

In October IFIC Ireland hosted their first Accelerated Learning Program (ALP) on Valentia Ireland – spectacular scenery, fab hospitality, and home to the first transatlantic cable! Participants worked up their chronic disease projects with support from faculty drawn from IFIC, IFIC Ireland and IC4IC. We were all inspired by a visit to Kerry Hospice to learn about their wonderful integrated Palliative Care services. Follow @IFICInfo #IFICIreland for information about the second ALP in autumn 2020.

**Hospice Isle of Man in Nepal**

In October, Hospice Isle of Man supporters travelled to Nepal to assist a hospice care project in Kathmandu. Twelve volunteers helped with painting, decorating and gardening before setting off on a five day trek through the Nepalese countryside, staying at local Teahouses along the route.

Anne Mills, Hospice Isle of Man Chief Executive, said “It was very humbling to witness the very basic facilities at the Hospice but the care and attention given to patients and their families was in the true spirit of hospice values and philosophy. The trip was a wonderful experience which allowed us to see first-hand how palliative care is provided in Kathmandu and take on a very physically demanding trek in beautiful surroundings. I’d like to thank everyone who travelled with us or contributed towards the staggering £23,220.23 raised towards supporting Hospice Isle of Man patients and their families.”
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.

Strategic Partners
- International Foundation for Integrated Care (IFIC)
- University of the West of Scotland (UWS)
- The ALLIANCE

Reference Network
Organisations that advise or support our work through our Reference Network:
- 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)
- Inverclyde HSCP
- NHS Education for Scotland (NES)
- NHS Forth Valley
- NHS Health Scotland
- NHS Lanarkshire
- National Services Scotland
- Queen’s Nursing Institute Scotland (QNIS)
- Scottish Care
- Scottish Government
- Scottish School of Primary Care
- University of Strathclyde - Centre for Social Care Policy and Practice
- 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:

Professor Anne Hendry
anne.hendry@lanarkshire.scot.nhs.uk

Mandy Andrew
mandy.andrew@alliance-scotland.org.uk

To receive regular updates and newsletters about IC4IC please contact
Marie Curran
IFICScotland@integratedcarefoundation.org