



Masters: Leading People-Centred Integrated Care

IFIC Scotland Reference Network partners welcomed Helen Rainey, University of the West of Scotland, to discuss the Masters Programme, now in Year 3. A short video on the blended learning programme can be viewed [here](#).

Aims

- ◆ Critically explore the concept of outcomes based, people-centred, integrated care from individual, community, service, organisational and international perspective
- ◆ Develop a critical awareness of the important role of contextual, cultural and socio-economic factors in improving population health and wellbeing outcomes.
- ◆ Apply systematic and strategic thinking skills in planning, designing, implementing and evaluating people centred integrated care.
- ◆ Demonstrate a critical understanding of compassionate, creative, courageous leadership behaviours required for transformation and to improve outcomes with people

Ten health and care professionals at various stages of the programme shared their motivations and reflected on their learning experience. They come from many different disciplines and sectors and work in a wide range of care settings and services across Scotland. They were asked *What difference do you see in yourself, team or service?*

I have more confidence in understanding and applying the principles of integrated care and encouraging innovation and creativity in my teams.

For Rhiannon Pitt

interim Head of Community Services, NHS Highland, now in Year 3 of studies, the appeal was the practicality of the course – *being able to take my Masters learning to my work and take learning from my work on integration in NHS Highland into the academic world.*

I'm more comfortable in strategic conversations and contributing to strategy and planning



If I radiate confidence staff at the front line are a bit braver in putting the patient first and in continually adapting and Improving after failed attempts, like our experience of Discharge to Assess

Eilidh Smith, a Service Support Manager for Older People's and Stroke Services, NHS Greater Glasgow and Clyde considered doing a MBA or MPH but was excited to learn about the relationships and processes of integrated working



I feel more confident and assertive knowing the background to new ways of working
I could always see the merits but now I understand the 'why'.
My line manager in acute services has noticed the difference in me!

I can see the difference integration can make to the lives of individuals, particularly those with disabilities.
In my role in Debra I can see the 3rd sector needs to be listened to

Victoria Bruce, Area Community Support Manager (Scotland) for the Third Sector organisation Debra UK, had been passionate about integration from previous experience with children's services.

see the
DIFFERENCE

John McVeigh, Lecturer & SVQ Co-ordinator Faculty of Education and Humanities, City of Glasgow College, the motivation was the opportunity to influence the next generation.

Social care was – and still is – the poor relation. I wanted that to change.
Integration was spoken about but not really done in practice



Eleanor Crawford, Technical Instructor, Intermediate Care Team, NHS Ayrshire and Arran moved from the undergraduate programme into Masters studies

The theory is helping me see gaps in services and what is needed to address these in my work in Ayrshire. It is helping me and my team be honest about what is not working so well – like the lack of anticipatory care for people who end up in a recurrent cycle of Intermediate Care



Jennifer Duffy, Family Nurse, NHS Lanarkshire, was mainly motivated by the challenging issues of child protection.



I'm working with teenagers who are becoming young parents. We use a strength based and people centred approach. The child protection course opened my eyes to integrated working.

There is so much more that can be done with GIRFEC

My main driver was experiencing a lack of integrated care and seeing that as detrimental for people. Little had changed from the perspective of social care since the legislation. I wanted more knowledge to be a stronger advocate for the value of social care

Anonymous

Emma Smith, Clinical nurse manager, NHS Ayrshire and Arran, is a graduate of the Scottish Improvement Leaders programme and has recently started Year 1 of the Masters

I'm passionate about Compassionate care and working to enhance community focused end of life care. This course will enable me to understand the 'why' behind what we do and help me to empower our teams to better integrate at point of care

I wanted the opportunity to network with other professionals and get the knowledge I need to tackle the gaps in care. The people centred Module excited me. There's a lot of focus on policy and structures but the real driver for change is a focus on people and building up from there

Rachel Tardito, is NHS Management Trainee, based in NHS Forth Valley Child and adolescent Mental health service, currently doing an elective on staff wellbeing and communication



Susan Duffy has a degree in hospitality and retail then worked as a care worker before becoming a practitioner for Sense Scotland. She now has a new role as Scottish Care Development Officer for Dumfries and Galloway Region

This programme has allowed me to hold my own in conversations.

The feedback I got from the interview for my new position was that my knowledge and understanding of integrated care was exactly what they were looking for.



Confidence
Innovation
Leadership Knowledge
StrengthBased
Gaps Skills
PeopleCentred
Honesty Courage
Improving Practice Principles
Passion Creativity
Integration
Empowering