



COMMUNITY SOLUTIONS: CASE STUDIES

FREYA YOUNG FREYA@OTBDS.ORG
KATE ROBERTSON KATE@OTBDS.ORG

COMMUNITY SOLUTIONS



Community Solutions is the partnership work between Outside the Box and Healthcare Improvement Scotland (HIS) that we have been developing since mid-2019.

The focus is finding practical solutions to many current challenges and increase the learning and options around community solutions that give people more access to social care and health care in Scotland.

People from organisations across Scotland have been sharing their experiences and examples of what is working and the challenges they face.

We hope our resources and case studies will help to make better use of local resources and services this winter and help communities to get ahead and be better prepared for future demands and pressures.

We know that small changes that positively impact people at a very local level are much easier to achieve – it might not affect as many people as big systems changes, but will make the lives of those local people much better, much faster.

21 HSCP & 11 HEALTH BOARDS

We've drawn together experiences of what helps community solutions get started and have a good impact and what gets in the way.

COMMUNITY SOLUTIONS

The biggest impacts come when there are stronger links between the formal care and support services and the wider community supports that people use. Communities want to help and could do more. Some of the benefits could happen quickly.



Home from
hospital support



Getting to and from
hospital



Keeping people
well

Home from hospital support at SDS Forum

Home from hospital support aims to support those who are fit to discharge but are struggling to get home for various reasons.

The SDS Forum, working alongside the HSCP and an established working group of patients and carers, is working towards a way for patients to get home quicker.

Using a small fund, 'Test for Change' was created. The pilot allocates team members, alongside social workers, to work with individual patients and offer self-directed support. This enables SDS Forum to get in early with patients and provides flexibility.

THE IMPACT SO FAR

The pilot will hopefully give people choice and much more control over their own care. The team help patients look at providers which cuts down considerable time and helps give them real informed choice at hospital stage, so they are aware of what support is available.

SDS Forum can also hold the SDS budget for patients and manage it for them to help with their discharge. They will also help family members get paid as personal assistants which supports both the family member and the patient.

Giving families options and helping them live their lives the way they wish regardless of the care, helps patients get back in their own homes and the hope is for the scheme to progress and be made permanent.

ADVICE FOR OTHERS

The pace of Health and Social Care is evolving, and organisations should be mindful of service users and keep on top of feedback and what patients need and want. Partnership building is so important, and can take a long time to develop, but is essential to the success of programmes like these.

Finally, look creatively at your own resources and see how you can be sustainable whilst also meeting demand.

To find out more

To find out more information you can email SDS Forum at: admin@sdsforumer.org or give them a call on 0141 638 2525.

Hospital Homecoming

Hospital Homecoming aims to enable speedier discharge from Acute Hospital Settings for lonely and isolated patients who require help to allow them to be discharged. It is supported by community groups and volunteers.

It is hoped that Hospital Homecoming will reduce delayed discharge and enable patients to recover quicker in their own homes and reduce the risk of subsequent readmissions.

THE IMPACT SO FAR

The project, whilst not live yet, is raising lots of questions about how different sectors can work together, what the barriers to collaboration are and the potential strengths and opportunities.

There is recognition that there is a need for the project and the Third Sector are well placed to deliver it. In bringing together the NHS, Health and Social Care Partnerships and the Third Sector it is hoped that there will be a greater understanding and acceptance of how these sectors can work together and enhance patient care in the future.

ADVICE FOR OTHERS

The NHS holds the key to enabling change to happen; but there are difficulties for organisations outwith the NHS to navigate systems and processes and communicate with the right people to kickstart change.

The Third Sector feels unequal in the relationship between the NHS and Health and Social Care Partnership and does not operate in the same way, but there is great value in its diversity, flexibility and responsiveness.

For other organisations or groups thinking of doing something similar, ensure that there is evidence of need and support for change. Buy in from advocates in other sectors who have the authority to make change is key. Understand the differences between the sectors and work to your strengths.

Try and understand the systems and processes within the NHS before you start, obtaining a Data Sharing agreement is a lengthy process.

Please contact the below for more information:

Email aimi.bluelman@avashire.org.uk or call 07585 507524 ; email eleanor.hepburn@acvo.org.uk or call 07815008704 ; gill@tsimoray.org.uk or call 07935754637

Edzell GP Practice Patient Transport

Edzell Community Health Transport (ECHT) provides the residents of Edzell, and all patients registered with Edzell Health Centre, with transport from their home to medical appointments in the Tayside or Grampian region.

Patients who are unable to use other forms of transport due to health problems or public transport issues can get transport to dental, podiatry, optical, hospital and other medical appointments from local volunteer drivers. Drivers are provided with full training and 45p per mile from funding and donations.

THE IMPACT SO FAR

With cutbacks to the ambulance service in the area, ECHT provides an integral service for residents.

The service helps prevent cancellation of medical appointments and patients not turning up due to transport problems. The service also provides a formal support system for patients, as opposed to relying on friends and neighbours.

ADVICE FOR OTHERS

For other organisations or groups thinking of doing something similar, try to arrange a parking agreement with companies who operate in hospitals and other medical centres so drivers have somewhere they can wait whilst patients attend their appointments. Encouraging patients to get a blue badge and bring it with them can also help the project run smoother.

At Edzell, patients get in touch with the health centre and the Daily Coordinator sorts out all the details. For bigger projects a separate phone line or way to register may be necessary.

To find out more

To find out more about the project and to read the charity's previous minutes [click here](#).

Or you can contact them at edzellhealthcentre.tayside@nhs.scot or on 01356 648209

Paths for All – Dementia Friendly Health Walks

Paths for All supports a network of over 650 health walks that take place in communities across Scotland. The majority of these walks are led by volunteers and are managed by a range of organisations including local authorities, NHS, leisure trusts and community organisations.

People living with dementia are involved in the development and planning of walks, and volunteer walk leaders are supported through their Dementia Friendly Walk Leader Training.

The Dementia Friendly Accreditation recognises the positive changes put in place by health walk projects to make walks accessible to people living with dementia. Projects working towards the accreditation can access a range of tailored support from Paths for All including Dementia Friendly Walk Leader training, tailored advice and support, resources, and networking opportunities.

THE IMPACT SO FAR

34 Walking for Health projects have achieved the accreditation and are delivering over 145 Dementia Friendly Health Walks each week. Over 750 volunteers have attended Dementia Friendly Walk Leader training.

ADVICE FOR OTHERS

Paths for All advise that a dementia friendly walk is not just about a particular length of walk, a specific path surface or what day or time the walk takes place. A dementia friendly walk is about an approach and ethos within the group itself:

- It is open to the whole community
- It is social and friendly
- It is enabling and demonstrates what someone living with dementia can do
- It is safe and secure, walks have been risk assessed and procedures are in place to maintain the safety of the group
- It is supported by a trained walk leader and the rest of the group take on informal roles to support and look out for the group

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Paths for All – Dementia Friendly Health Walks

TO FIND OUT MORE

To find out more about their work contact: carl.greenwood@pathsforall.org.uk or visit <https://www.pathsforall.org.uk/>

The locations of all their Health Walks, including those that are dementia friendly, can be found on their online map.

There is also a selection of walkers' stories about the impact of the walking groups here. You can also keep up to date with the project by signing up to their quarterly newsletter.



750 VOLUNTEERS

750 volunteers have attended Dementia Friendly Walk Leader training.

Morayshire - Be Active Lifelong groups (B.A.L.L)

These are friendly groups bringing together over 700 older people across Moray who enjoy gentle exercise, hosting events, speakers, outings with coffee and chat and are supported by Health and Social Care Moray.

There are over 20 groups helping older people experience place-based activities as well as green and blue space activities from archery, to curling to paddle boarding. These activities and groups are all volunteer led. Health and Social Care Moray assist with enabling volunteers to set up a B.A.L.L group in their community from support with the governance and ongoing practical support to ensure sustainability.

THE IMPACT SO FAR

With the introduction of restrictions for indoor meetings, groups had to adapt and together with volunteers, Health and Social Care Moray expanded their group offerings. Blocks of classes and one-off events were put on providing introductions to a wide range of activities. This allowed people to give more things a go and encouraged self-management from users.

Volunteers were able to access training and change services offered like moving from an indoor chair-based exercise class to an outdoor walking group. Volunteers have been making a positive difference and have been easily able to adapt to the needs of users.

ADVICE FOR OTHERS

For other organisations or groups thinking of doing something similar, utilise social media and digital activities and don't underestimate the social media skills of users. Connect with other organisations and funding partners to get devices for users and use volunteers to help identify who might benefit from digital inclusion. Use a trial-and-error tactic of which activities you provide and if possible, circulate polls and surveys for feedback.

Use a very people centred approach, ask communities what is useful and see what support you can offer to break down any potential barriers.

To find out more

To find out more about the groups and what is going on, you can check out their Facebook page here: <https://www.facebook.com/ballgroups/> or email the Development Team: CWDevelopmentTeam@moray.gov.uk

Talking Points East Renfrewshire

Talking Points works to host a network of over seventy organisations, including East Renfrewshire HSCP, that work together to help people get the information they need. Talking Points operates across East Renfrewshire to support you in getting the help you need in any area of health and wellbeing.

Their staff will either help people directly or can signpost people to the right service, organisation or group who can.

THE IMPACT SO FAR

Due to Covid-19, together with Voluntary Action and ERC Strategic Insight and Communities, the Community Hub was formed. The Hub has successfully signposted 443 people to other organisations, made 5,205 wellbeing calls, and answered 2,513 requests for help.

Talking Points' partners are made up of local groups, national groups, third sector organisations and East Renfrewshire Council. They've helped people with issues like housing, mental health, money advice, dementia support, domestic abuse, and everything in between.

ADVICE FOR OTHERS

To find out more about Talking Points you can visit their website page [here](#).

You can phone the Community Hub on 0141 876 9555 or email them: talkingpoints@eastrenfrewshire.gov.uk

Talking Points also has a dedicated, active Facebook page which you can access by clicking [here](#).

Braemar Care

Braemar Care is a SCIO which was set up due to the difficulties in obtaining care for local people who were in need. Braemar Care provides an information and advice service to anyone who could benefit from additional support in their daily lives. Care is provided via self-employed carers from within the community and volunteers offer a wide range of support.

THE IMPACT SO FAR

Braemar Care is now entering its fifth year of operation; independent evaluation shows there are no unmet care needs, and client and carer satisfaction is high. Volunteers are increasingly being used to support the community and have been an asset during Covid and the 2021/22 storms; volunteer support enables people in the community to maintain independence and remain in their homes. Further work is being undertaken to provide additional training for carers and volunteers particularly in relation to Mental Health issues and Dementia to further strength their services and support.

ADVICE FOR OTHERS

Identifying and evidencing unmet needs with case studies, interviews, and data demonstrates scale and demand for the project to communities and statutory bodies. Support from Health and Social Care Partnership and the community (potential clients, carers and volunteers) are required to make a project a success. Speaking to similar projects is a good a starting point, no project or community is the same and having a wide range of experience to draw on is helpful in creating a model that suits your community.

To find out more

To find out more information about the project you can email: Susie@braemarcare.org.uk or call on: 07936 362 724

THANK YOU

Remember that the community sector is a large, diverse range of groups and services, and this is a strength. The health and social care systems has people in many teams and roles too.

Find ways to communicate and work with people across the range. Use the links with related policies and developments, such as support for people living with dementia, promoting equalities, Community Wealth Building and skills development.

Make this part of your planning for reducing winter pressures and building economic resilience.

