Community Solutions Notes March 2022

These notes go with the set of 3 diagrams showing some of the ways community supports can help people get access to the health and social care they need and take pressure off health and social care services.

We plan to have updates over the next few months. Please get in touch with examples and ideas from your area.

Context

For most people, most of the time, the place they want to be is at home and in their community. The great majority of the support they get is from local sources, including – and often mostly – from people and services that are not thought of as part of health and social care. But our policies and the way services are described tend to place more value on the bigger services and skills that are not part of everyday life, forgetting about the familiar supports that are close by and where people have different skills and experience.

The evidence is that we need both parts of our care and support services, and neither works as well as it could when the other is not there.

- There are better outcomes for individual people, including preventing higher levels of need and the distress that comes with that.
- People's satisfaction with the support and care they get is higher, and they have more choices in their care as well as in their lives.
- There is more capacity overall.
- We make better use of the available resources.
- More people are able to get to the support and care they need at the time they need it.

Community support and the ideas people in communities bring are an important part of many policies and good practice, including:

- People having choice and control in the social care and other supports they use.
- Promoting self-management and good wellbeing for people with long-term health conditions.
- Prevention and promoting good wellbeing for people and for communities.
- Supporting families and unpaid carers.
- Right care right place – new approaches to providing urgent care.
- Hospital at home.
- Discharge planning.
- Local services and 20 minute neighbourhoods.
- Resilient communities.
- Community wealth building and good quality local jobs in care and other services.

All of this has been especially important over the past 2 years, when health services have been coping with the added pressures from Covid-19.

Over the past few years Outside the Box has been working with Healthcare Improvement Scotland to show the impacts of community solutions around social care and related support and their contribution to people's good health and wellbeing. We've also drawn together experiences of what helps community solutions get started and have a good impact and what gets in the way.

About these diagrams

The diagrams bring together examples and ideas in March 2022.
- Many of these ways of working are already happening in Scotland.
- Some are examples from other parts of the UK, where other people have found they make a difference, and people think they could be adapted to work well here.
- Some are ideas – developments that people are working on and hope to get underway soon.

We've included the range to show how different services and ways of working come together to be solutions to problems that are priorities for people in early 2022.
- Each solution can help people get access to health or social care.
- The people who will benefit includes people whose treatment or care was postponed because of Covid.
- Some people have delayed getting help because they were worried about direct social contact or thought that services were too busy caring for other people who needed immediate help.
- They also benefit people working in health and social care services, who worry about people not getting access to care and are coping with increased workloads.

The people who helped us put together these resources want them to be useful to both people in community settings and to people working in health and social care settings or planning wider policy and practice.
- No one community activity is going to solve all of the problems.
- Each one can take off some of the pressure and help some people get better or faster care and support.
- When several approaches and services come together, they will have even more impact – so trying several ideas here is worthwhile.
- Each area will come up with the combination of solutions that is right for there, building on the community services that are already in that community.
- You'll come up with your solutions, and we hope you will share them to benefit other areas.

The diagrams show the impacts and contributions of different types of development.
- Some will have an immediate impact on other services and others will take time to build up, but they all help the people getting or looking for support from the outset.
- Some are responses to the pressures linked to Covid and others are tackling long-standing pressures that have become worse over the past year or so.
- This is also about how services work with each other and about availability and funding of direct support activities.
- It is as much about how the NHS works with the community sector, and partnerships and communication across health and social care teams, as it is about what people in the community sector do.

Ways to use the diagrams

You can use these to think about the way particular services or teams work and how the overall range of services works in your area.

People working in planning or commissioning roles in HSCPs

- Suggestions for the overall range of supports in the area – where the gaps are, what you need to start conversations or plans around.
- Steps you can take to increase the capacity of the community sector and overall system – what do you need to commission? Change what you are asking of services now?
- How can you help build and encourage links between services, to make the overall system have more capacity and impact?
- Where can you create links between direct care services across different sectors?

Staff in direct care settings – A&E, in patient care, clinics, social care services

- The ideas can help you identify the best support from the community for each person.
- Look for ways to explain what support you need from other services in the community.
- See gaps that are not there in your area, and ask staff planning and commissioning services to start filling them.
- Look for ways you can help people and services in the community find the contacts or information that will help them do more.

People and services in the community sector

- Spot gaps that you can help fill.
- Look for ways current services could have more impact.
- Spot gaps that need to be developed in your area, and raise with the people and processes leading commissioning and planning.
- Think about ways the community sector can contribute overall and help individual people.
- Look for opportunities for better communication across the community sector or between community and public sector services.

Other useful resources

This work builds on Community Solutions resources that Outside the Box developed with Healthcare Improvement Scotland in 2020 and 2021. You can see these at:
https://otbds.org/projects/community-solutions/

Healthcare Improvement Scotland's ihub team has brought together useful resources for HSCP staff who commission services as well as for people involved in delivering community services:
https://ihub.scot/improvement-programmes/people-led-care/collaborative-communities/commissioning-for-community-solutions/

CCPS Collaborative Commissioning Resources really useful information for commissioners and for community and third sector organisations about how commissioning could be done.

The Relationship Framework- A Kit for Councils contains a simple set of 9 principles that local authorities (or any public sector organisation) should be using to underpin their relationships with community and third sector organisations. It has over 50 examples of how these principles have worked in practice, including some Scottish examples, and it has a self-assessment tool.

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