It’s time to think differently about health and social care. NHS Fife and Fife Council are transforming the delivery of services.

What does this mean for you?

a guide to

Health & Social Care Integration in Fife
NHS Fife and Social Work Adult Services to be fully integrated

Fife Council and NHS Fife are joining up in a new way to improve the way adult health and social work services are delivered.

Put simply it means that over the coming years, GPs, hospitals, health workers, social workers, social care staff and others will work as one team. Putting the individual at the centre will mean information can be shared more effectively. A much more co-ordinated approach will help avoid people having to navigate their way through what can be a bewildering maze of specialist services.

“Integration is about putting people first, especially the most vulnerable in our communities. It won’t fix all the challenges facing health and social work overnight but it will reduce some of the barriers between services and deliver services that are right for Fifers and right for the future.”

John Wilson, Chief Executive, NHS Fife

“By working as one team we can help meet the aspirations of individuals so they can live safely and independently in their own home for as long as possible.”

Steve Grimmond, Chief Executive, Fife Council

For more information visit www.fifedirect.org.uk/integration
Integration in Fife

GPs, health workers, hospital and social care staff are going to start working together more closely in Fife to improve your care and support.

Why are social care and health services integrating?

The rapidly ageing population means many more people will need health and social care support in the future. It is time to think differently about health and social care. We must transform the funding and delivery of services to meet the challenges of the future.

- Fife has a population of around 360,500; the third largest population of the 32 local authorities.
- The 75+ population in Fife is due to increase by 20.4% by 2014 and increase by 64.3% by 2024.
- The number of people living with dementia in Fife is set to increase dramatically over the next 20 years, from 5,700 currently to an estimated 11,000 by 2030.
- At the moment there are around 70,000 with a physical disability and 8,800 people with a learning disability in Fife.
  
  (2010 census statistics)

- It is estimated that in Fife there are around 59,000 people with a hearing loss over the age of 70 and around 11,800 people who have loss of sight, the vast majority of these being over 65 years of age.
  
  (See Hear Strategy, Fife)

Which services will be integrated at this stage?

Services currently identified for integration:

- All adult and older people Social Work Services
- Community Health Partnership services, eg district nurses, health visitors
- Some services provided in hospital, eg medical care of the elderly
- Elements of housing services which provide housing support services to vulnerable adults and disability adaptations.

Together, this equates to:

- around 5,000 staff, and;
- a total budget of £330 million.
- Fife will be one of the largest Health and Social Care Partnerships in Scotland, next to Edinburgh and Glasgow.

What is happening to Social Work’s Children and Families and Criminal Justice Services?

Children and Families

Fife Council is creating a single Children’s Service Directorate. This will bring together Education and Children and Families to help build on existing partnerships.

Criminal Justice

The national review into Criminal Justice services reported in December 2013. This concluded that CJJS will return to local authority management alongside a new national oversight body. The government will undertake further consultation on this in the coming months.
This timeline of events shows the key stages:

### Key timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>December 2011</strong></td>
<td>Intention to establish Health and Social Care Partnerships across Scotland announced by Cabinet Secretary for Health and Wellbeing and Cities Strategies.</td>
</tr>
<tr>
<td><strong>May 2012</strong></td>
<td>Scottish Government consultation on proposals commence.</td>
</tr>
<tr>
<td><strong>March 2012</strong></td>
<td>Fife’s future approach to adult health and social care integration was the subject of a workshop attended by senior staff from NHS Fife and Fife Council.</td>
</tr>
<tr>
<td><strong>June 2012</strong></td>
<td>First Fife joint Integration Board held and partnership workstreams formed.</td>
</tr>
<tr>
<td><strong>September 2012</strong></td>
<td>Scottish Government consultation ends.</td>
</tr>
<tr>
<td><strong>December 2012</strong></td>
<td>Feedback from the Scottish Government on all Council responses.</td>
</tr>
<tr>
<td><strong>April 2013</strong></td>
<td>NHS Board and Fife Council Executive Committee approve recommendations for an Integrated Partnership approach, an Interim Shadow Partnership Board and appointment of Stephen Moore as Interim Director of Health and Social Care Partnership.</td>
</tr>
<tr>
<td><strong>June 2013</strong></td>
<td>Scottish Government put forward the Health and Social Care Bill.</td>
</tr>
<tr>
<td><strong>June 2013 to April 2014</strong></td>
<td>The Scottish Government Bill received Royal Assent on 3rd April 2014 and is now an Act. Fife Council and NHS Fife work in partnership to develop new ways of working, build on existing good practice and develop structures, processes and procedures to support an partnership approach and deliver services wrapped around the individual to meet need.</td>
</tr>
<tr>
<td><strong>From April 2015</strong></td>
<td>Scottish Government Health and Social Care Legislation comes into effect.</td>
</tr>
</tbody>
</table>

The Scottish Government’s Integration and Reshaping Care Division based in St Andrew’s House, Edinburgh have launched a new blog to help keep the public up to date. They will post to this blog: [http://careforolderpeoplescotgov.wordpress.com](http://careforolderpeoplescotgov.wordpress.com) to keep you updated on the Public Bodies Bill, policy developments, and any engagement they plan to undertake.
Who will manage the integration of services in Fife?

A Shadow Health and Social Care Joint Board are preparing the ground for legislation coming into force.

Membership is made up from eight members of NHS Fife Board and eight members of Fife Council, along with representatives from the Voluntary and Independent Sector care providers and user groups and carers. Their involvement will help shape and inform decisions. This will be subject to review as the Partnership develops.

Stephen Moore, Executive Director Social Work (Fife Council) and Lead for Health, is Interim Director of Health and Social Care Partnership. He is accountable to the NHS Fife Board and Fife Council, and reports to the Chief Executives of both organisations.

What are the benefits for service users and patients?

At the moment, if someone needs to arrange care from a district nurse, for example, but also needs help to bathe or prepare a meal, they might have two or three different professionals arriving at their door and asking similar questions before help can be put in place.

Over the coming years, GPs, hospitals, health workers, social workers, social care staff and others will increasingly be working side-by-side, sharing information and taking a more co-ordinated approach to the way services are delivered.

By working together, staff will find it easier to identify the people who are most at risk – for example of going into hospital – and then put together a combined package of care, support and lifestyle advice designed to keep them healthier and independent for longer. If someone does require hospital care, staff from the hospital can work with those in the community to help them leave with the right support in place.

Do service users or patients need to do anything?

No. These changes just mean that health and social care staff will be working more closely together to improve care and support.
Involving users of health and social work services

Public Reference Group

In preparing for integration, it was key that service users and community representatives were involved at the earliest stage.

The Public Reference Group was formed in the Autumn of 2012. The group includes a wide range of Fife residents and individuals as well as representatives from existing community organisations such as the Fife Elderly Forum, Alzheimer’s Scotland, Age Scotland and the People’s Panel. Their role is to:

- develop a two way dialogue for views gathered from personal experience and local networks
- assure account is taken of community, patient and public involvement
- provide a forum for the development and management of related information
- advise and assist in the development of communication materials

The Public Reference Group represents the people in Fife who have received care and support or been involved in helping to support others. We all want to live healthy, independent lives. We want to have control of our own care services and be kept informed of changes. This leaflet forms part of the commitment of Fife Council and NHS Fife to inform people about service integration and what it will mean for the people of Fife.

The Public Reference Group is a partner in preparing its content and together, producing what you see here. As integration moves forward, we are going to be the eyes and ears of the community, looking at all of the issues that affect people in terms of the delivery of health and social care now and in the future.

Doreen Bell, member of the public
Chair of Public Reference Group

Tina Chapman, People’s Panel
Vice Chair of Public Reference Group
In 2008, Ian’s wife Allison was diagnosed with dementia. Ian sought help from Social Work and NHS services. Reflecting on their experience, Ian gives his view on what integration could mean for people.

“The two services looking after one person was always a mystery to me, so I think the coming together of health and social work will be very good. As a carer I was surprised at how much duplication there was between the two, both doing broadly similar roles but with access to different expertises and different services. As long as you get the right expertise when you need it, integration will be very beneficial to the person who needs the support.”
Involving Fife Council & NHS staff

Across Fife, all staff working in adult social work services and health services are being asked for their ideas and solutions on how we can work better together, always with the service user or patient coming first.

Change will happen gradually and with full staff and community engagement so we can test out the new ways of working and learn as we go. It will also be subject to quality assurance and careful evaluation.

“I think the key to successful partnership working in the future is open mindedness, a bit of give and take from both disciplines, where you are ultimately agreeing what’s the best path for the patient to give them the best quality of care possible.”

Ann Morrison, Team Leader, District Nurse, NHS Fife

“The key to integration is attitudes. Embrace it. You can learn a lot more about a service user medically from the NHS side of as well as social work.”

Yvonne Bruce, Social Work Assistant, Fife Council’s Older People’s Service (East)
In Fife, health and social work services have a proven history of working well together. You can read more about partnership working in the joint Health and Social Care Partnership plan online at www.fifedirect.org.uk/hscp

Here are some examples of partnership working initiatives and the life changing impact this approach can have:

**Integrated Community Assessment & Support Service (ICASS)**

Occupational therapists, nurses, social workers and home carers have been working together for several years to support people returning home from hospital or a care home.

**Keeping Independent - Joanne’s story**

I had fallen at home several times. Suffering from unexplained mobility problems and dizziness, I was moved from one hospital to another, before being discharged home where I received an escalating menu of services.

The team worked together to encourage me to be more independent, working with me for 24 days, focusing on mobility and confidence.

I’m more confident now. Instead of meals on wheels I make my own meals, which means I can get what I want, when I want. I’ve got a community alarm which gives peace of mind 24 hours a day, 7 days a week. I’m really pleased.”

*name has been changed but based on a real person’s experience.*
Early intervention

Home care, social work and nursing teams are starting to work as one to provide rehabilitation to keep people independent and safe as possible when returning home from hospital.

Mel’s story

My husband Mel was diagnosed in 1985 with Parkinson’s and he was referred to a neurologist. The pattern at that time was you saw a neurologist every six months if you were lucky. The neurologist prescribed medication, you took the tablets and you saw nobody else in between. Just recently, Mel went into a hospital with a strangulated hernia and he was admitted as an emergency. He was discharged two days after the surgery. His Parkinson’s after the surgery was really, really severe. He just could not move and it was hard work for me physically. I was just about in tears. I just could not cope.

The Parkinson’s Nurse specialist contacted Adamson Hospital and they said that we definitely needed some help. We thought this is carers and that’s all. But, it wasn’t, it was an integrated team. The carers, are employed by Social Work and the rest of the team are NHS Fife who worked together. They communicated with each other. If they saw a problem they would either discuss it with us or refer to a person in the team that could help. The communication between them, the atmosphere and the work they do together is just marvellous.

Hospital at Home

NHS Fife’s Hospital at Home service has been launched in the Dunfermline and West Fife and Kirkcaldy and Levenmouth area. This will continue to roll out to the rest of Fife.

Treating suitable patients at home or in their care home, the service provides the same level of care that would be expected if they were in hospital.

Working alongside partners in Social Work Services to aid independence, the service will enable suitable patients to get back to their own routine and familiar surroundings, to aid recovery while still receiving the same level of care as they would get had they completed their recovery on the ward.

For more information visit www.fifedirect.org.uk/integration
Jargon Buster

A glossary of commonly used terms.

**Adult Care**
Includes all aspects of health and social work services which give care (physical, emotional, mental and medical) and support, including elements of housing and local community services, to all people aged 16 years and over.

**Community Health Partnerships (CHPs)**
These are subdivisions of Health Boards in Scotland. Currently there are three in Fife.

**Home Care**
Home care (or home help) involves someone coming into your home to help you with personal care, like dressing or washing.

**Hospital at Home**
Alternative to hospital admission. Where appropriate, medical care is provided in the person’s home or place of residence by NHS medial team.

**Integration**
Combining. In this case, it means health and social care services working closer together to help achieve better outcomes for individuals and communities in Fife.

**Patient**
A term used mainly by the medical profession to describe a person/s who needs medical care and support.

**Model**
The way in which an organisation/s works so they are successful.

**Reablement**
Time-limited support services that aim to help people learn or re-learn the skills necessary for daily living. Can also be referred to as Intermediate care which is used to describe a range of integrated services to promote faster recovery from illness, prevent unnecessary acute hospital admission, support timely discharge and maximise independent living.

**Service User**
A term used by social work services to describe a person/s receiving care, support, intervention.

**Stakeholders**
Individuals or groups with a particular interest in or who could be affected by an issue or an event.

**Partnership**
Working together to an agreed set of goals and outcomes and shared resources ie people, finances, buildings etc.

For more information visit [www.fifedirect.org.uk/integration](http://www.fifedirect.org.uk/integration)
Contacting NHS Fife

Online
www.nhsfife.org

Phone
01592 643355

Hayfield House
Hayfield Road
KIRKCALDY
KY2 5AH

Contacting Social Work

Online
www.fifedirect.org.uk/socialcare

Phone
01383 441177 (9am to 5pm)

BT Text Direct
18001 01383 441177 (9am to 5pm)

In person
to make an appointment call
01383 441177 (9am to 5pm)

In an emergency
If you have an emergency between
5pm and 9am Monday to Friday
or at the weekend, call 03451 550099

Alternative Formats

The information included in this publication
can be made available in large print, braille,
audio CD/tape and British Sign Language
interpretation on request by calling
03451 55 55 00.

Language lines

03451 55 55 77

03451 55 55 88

Polskojęzyczna linia telefoniczna:
03451 55 55 44

03451 55 55 66

03451 55 55 99

NHS Fife Equality and Human Rights
Department

Phone
01383 565142

The Annex
Lynebank Hospital
Dunfermline
KY11 4UW