Meeting the Needs of a Changing Society

The population in Midlothian is increasing and people are living longer, healthier lives.

As society changes so do the health and care needs of our communities. The integration of health and social care is one of the Scottish Government’s top priorities and is designed to meet these changing needs. Here in Midlothian, this brings a significant reform in the way adult health and social care services are provided. Working together as a Health and Social Care Partnership, Midlothian Council and NHS Lothian have joined forces to strengthen decision making and provide improved care, treatment and support.

In brief, GPs, hospitals, health workers, social care staff, partner organisations, public bodies and others are going to be working side by side and in full partnership with the public to deliver the right services to help people in Midlothian:

- Stay healthy and well
- Get the right services at the right time – wherever possible locally
- Recover or live as well as possible
- Be supported at home, reducing reliance on hospital services
Community Voices

Providing better services for more people in these challenging times isn’t easy. Before the Midlothian Health and Social Care Partnership was even formed, there was a recognition that the views of the community would play an essential part in making decisions and shaping plans.

Three different members of the community were recruited to join the Partnership Board and make sure that all-important community voice is sought and heard. Our Public Involvement Coordinator, Catherine Evans, caught up with our volunteers asking what motivated them to get involved:

Catherine Evans, Public Involvement Coordinator

“The experience and challenge that our three volunteers have brought to the Board have been invaluable. I’d like to thank each one for giving up their time to work with us.”

Jean Foster, public member

“Having worked for the NHS, I felt that my contribution in terms of knowledge and experience would make sure that the public view was taken into account in any decision making.”

Jean’s hopes are that pathways of care will be made easier and more straightforward for everyone, that more emphasis will be placed on prevention and finally, that delivering more local care will ease transport issues for people.

Jane Cuthbert, carer member and the chair of Carer’s Action Midlothian

“As a carer myself, I want people who give up their time voluntarily to look after family and friends to be listened to when it comes to making decisions about the future of health and social care.”

Jane’s hope is that by bringing health and social care together, there is a clear point of contact that a person can go to for support and advice. She also hopes that closer integration will mean better sharing of information amongst professionals.

“It’s difficult sometimes to know who to approach for support, particularly in a caring situation.”

Marlene Gill, deputy member and the driving force behind the Forward MID Disabilities Forum

“My career was in social work and I’m aware of the challenges of moving from hospital care back into the community. Community services can take too much time to organise and that’s something I’d like to work together to get right.”

Marlene hopes that health and social care working together will mean better outcomes for people and their families in future.

Interested in joining?
We’ll be looking for a new carer and a deputy member to join the Board in autumn. Contact Catherine Evans for further information:
T: 0131 271 3411
E: Catherine.evans@nhslothian.scot.nhs.uk
Up and About – Falls Prevention in the Community

We all fall at some point in our lives. As we get older, the risk of falls and falls-related injuries increases.

Midlothian has a rapidly growing population and over the next 20 years, the number of people aged 75 and over is predicted to increase significantly. Falls are not an inevitable consequence of aging but it is a fact that most of those requiring the falls service in Midlothian are in this age bracket.

In 2013, Midlothian officially launched our falls service for uninjured fallers. The service has been promoted widely and has successfully established effective Falls Pathways with NHS 24, The Scottish Ambulance Service, Fire and Rescue Service and Police Scotland. The number of people supported by the Midlothian Uninjured Falls Service has been growing steadily; it currently responds to around 100 people a month. The falls service also offers follow-up support and assessment by a specialist team. The result is a sustainable service in the long-term and better patient care.

Intervention

In Midlothian we have a range of activities to support Active Aging with plans to further develop falls specific rehabilitation. Evidence is showing that with the help of these programmes, we can achieve a substantial reduction in the incidence of falls among older people.

Effective interventions are relatively simple and much can be achieved by redesign and coordination of existing services. In addition, fracture risk can be reduced by targeting effective drug treatments to patients with osteoporosis.

Given the risks from and consequences of a fall on an individual’s health and well being, this is an area requiring ongoing focus.

Taking positive steps to avoid trips and falls has been produced by NHS Health Scotland, Age Scotland and the National Osteoporosis Society. It includes information and helpful advice to those most at risk. An online version of the booklet is available at http://www.healthscotland.com/uploads/documents/23464-UpAndAbout.pdf
Staying Safe Online

Is there any such thing as a free iPad? Is the person you are chatting to online really who they say they are?

Children and young people with a learning disability love using the Internet and Social Media like everybody else. But how can we support people to stay safe using smart phones, social networking sites or buying things online?

The New Media Project for People with Learning Disabilities supports people with a learning disability, without the technical jargon, to develop the skills to stay safe. The Project Officer, Stuart Caulfield, has developed 10 teaching units covering:

- Friendships
- Money and Shopping
- Chat and Communication
- Security
- Meetings in Real Life
- Taking Photos and Video
- Personal Information
- Smartphone Safety
- Online Gaming and Cyber Bullying

Each unit consists of exercises, teaching notes and guidance that can be used by young people, schools, colleges, families and support staff to develop online protective skills. Each one has been piloted in sites across Lothian and beyond, and can be viewed at http://moodle.borderscollege.ac.uk/course/view.php?id=1234

Online gaming is also a very big thing for young people and its popularity is growing. Stuart is currently working with Glasgow School of Art, Midlothian Council, The Universities of West of Scotland and Edinburgh, and the Midlothian Local Area Coordination Service to develop a demonstration model for an online game that builds on the ten units. This will be used as a learning tool by young people with a learning disability, family members, support staff and teachers to help achieve the positive benefits of using social media whilst avoiding many of the common pitfalls.

For further information on the project, please contact the Project Officer, Stuart Caulfield at Stuart.Caulfield@midlothian.gov.uk

Improving People’s Lives

Joined up care, better future planning, better prevention and an emphasis on community based care. These were just some of the common themes emerging from recent events involving 80 professionals from across NHS Lothian, Midlothian Council and the Third and Independent sectors.

What did they have to say?

- Listening to and hearing what's being said
- Bringing about positives from negatives
- Having a good knowledge of what's available in each community
- Trusting those involved to get it right
- Not losing sight of professional knowledge and experience, in terms of good decision making
- Working closely together with confidence
- A more rounded knowledge needed – at all levels – of services, teams, practitioners – and a good understanding of what each can bring to the table

Connecting across the partnerships

- Better understanding of roles
- Understanding the contribution each professional brings to the person requiring care
- Joining-up knowledge and skills to provide best outcomes

What can you do to make a difference?

If you would like to be part of our quest to strive for better outcomes, contact Tricia Hunter on 0131 277 3373 or email patricia.hunter@midlothian.gov.uk
There are a number of reasons you might need someone to make decisions for you or act on your behalf. It could be on a temporary basis, such as, if you have an accident or an illness. Or you may need to make longer term plans, for example, if you have been diagnosed with dementia.

These are things that we don’t always like to think about or discuss with those closest to us. However, making your wishes known is an important part of planning for the future.

Appointing a Power of Attorney gives you more control over what happens to you when you cannot make decisions at the time they need to be made (you ‘lack mental capacity’). This can help provide clarity and save valuable time when it matters most.

What is a Power of Attorney?

• A Power of Attorney (POA) is a legal document that appoints someone (the attorney) to act/make decisions on behalf of another person (the granter)

• The granter chooses a person(s) to make decisions on their behalf if they lose this capacity

• A continuing Power of Attorney gives power over the granter’s property and finances

• A Welfare Power of Attorney gives power over decisions about the granter’s welfare and health care. It can only start when the granter becomes incapable (loses ability to make decisions).

How do I arrange this?

A Power of Attorney application can be prepared by an individual or a solicitor. The completed application is then lodged with the Office of the Public Guardian, which includes a fee. If using a solicitor, a charge also applies (financial assistance may be available through Legal Aid).

For more information, visit the Office of the Public Guardian website at http://www.publicguardian-scotland.gov.uk/ or contact Shelagh Swithenbank, Planning Officer, Carers on 0131 271 3645 to obtain a leaflet.

Dementia is an illness that affects the brain, making it harder to remember things or think as clearly as before. Dementia can affect every area of human thinking, feeling and behaviour, but each person with dementia is different - how the illness affects someone depends on which area of their brain is damaged.

Effectively tackling the symptoms of dementia requires a coordinated range of health and social care interventions.

A diagnosis of dementia can come as a shock. Even if you have been half expecting it, this will be a worrying and upsetting time. It can also be hard for those close to you. You will all need a great deal of reassurance and support. However, there is much that you can do in the different stages that can help to make life easier.

If you have any concerns or questions, Midlothian’s Dementia Service, a team of professionals, can be contacted on 0131 537 9979 for advice and information.
Our Health, Our Care, Our Future

Callum is one of four ‘typical’ patients that are helping us create a better health and care system. He is a fictitious user of health and social services and is someone that people might recognise and can relate to.

Linda Irvine from the NHS Lothian, Mental Health and Wellbeing Programme, is leading the Callum initiative. She speaks of how the problems experienced by Callum are shaped to a great extent by the social, economic and physical environments in which people live.

“Scotland has significant health inequalities that exist across several areas: different customs; gender; sexual orientation and geographical location. Those reflect social inequality in terms of resources and opportunities.”

Speaking of the need to change to more of a ‘help me’ rather than a ‘fix me’ approach, Linda outlined a few actions that would help achieve this:

- sharing information, building relationships and understanding
- openness, listening and respect
- enabling and supporting people to view and deal with things differently
- building people’s capacity to live well with support systems that can be returned to time and again

What next?
With a clear focus on Callum’s needs (and those of his friends, family and the community he lives in), we’ll be looking at what needs to be done to ensure that the journey of care through the NHS and social care services, for patients like him, is truly person-centred.

“We’re already working better together. The Substance Misuse Team and the Joint Mental Health Team have introduced a Model of Collaborative Care for Dual Diagnosis in Midlothian.”

Martin Bird, Mental Health Planning Officer, Midlothian Council

We’ll be continuing Callum’s story in the next edition. We’ll tell you about some of the recommendations and actions for improving Callum’s pathway. We’ll be using these to help shape our plan to provide high quality care at all times and create a better health and care system for all users.
Bringing Local History to Life

Midlothian Voluntary Action (MVA) is proud to announce the launch of their new Local Community Activism website, a joint project between MVA and local community activists.

Funded by the Heritage Lottery Fund, this new website is a rich resource of historical information on the important role that local people play in the day-to-day life of Midlothian – be it through necessity in times of hardship or through involvement in clubs, leisure and sporting activities. Containing a wealth of information on Midlothian’s interesting and colourful past, it also features some great photographs and videos, as well as interviews with local volunteers. MVA Deputy Manager, Lesley Kelly said:

“The Community Activism website celebrates the vibrant history of Midlothian people taking an active role in public life. We hope everyone in the community will take the time to look at the website”.

Tom Welsh, Integration Manager said:

“This is a great example of what can be achieved by working together. Our Vision is to provide quality care, treatment and support, and reduce health inequalities in Midlothian. We believe one of the best ways to achieve better outcomes is by working side-by-side with local voluntary organisations to engage with local people through the many and varied community groups in which they participate”.

The website can be found at: http://midlothiancommunityactivism.org.uk

A Rich Tapestry

As part of this exciting project known as “A History of Community Activism and Voluntary Action”, a fantastic piece of artwork made by local volunteers working with a local artist has been created. This artwork, in the style of a traditional marching banner depicts the meaning of Community Activism. It will be on display at the museum in Dalkeith Corn Exchange, once opened.

Hospital Services

In May 2015, staff in the Midlothian Health and Social Care Partnership met with Information Services Division (ISD) Scotland and Health Care Improvement Scotland to look at how people in Midlothian use hospital services.

We learned that half the budget went on community prescribing and hospital services for around 1700 individuals out of an overall population of 85,000. Making up only 2% of people living in Midlothian, this is about £24,000 per patient over one year.

Factsheet

- Most of the admissions to hospital by this group were unplanned (85% of all bed-days)
- 75% of this group were over 65 and almost everyone in this group had at least one long-term condition. Most had multiple long-term conditions
- 14% of hospital admissions were fall related
- 20% of unplanned bed days happened in the last six months of life
- 9% of admissions were due to substance misuse

This source of information will be used to help Midlothian Health and Social Care Partnership to improve community services and support, in particular, to help avoid unnecessary admissions to hospital.
The Art of Conversation

Dialogue is an exchange of ideas or opinions in the form of a discussion. Sharing, listening, questioning and acknowledging what’s being said are all key ingredients of an open and honest conversation.

It’s also an important part of understanding situations and identifying opportunities to improve the health and well-being of individuals, their peers/carers and their communities.

David Kantor, a family systems therapist, developed a Dialogue approach based on his research into the art of ‘thinking together’ and effective communication.

The Joint Management team has been working with colleagues from NHS Education for Scotland to learn more about the concept of Dialogue and using this to get better outcomes.

Kantor’s four player model holds that in all interactions between people, there are four, and only four, roles.

- **MOVER** Initiates Action Proposes Ideas
- **OBSERVER** Reflects Gives Feedback
- **SUPPORTER** Appreciates Adds, Expands on
- **CHALLENGER** Opposes Adds different views Plays devil’s advocate

Many communication problems occur when people become “stuck” and over-use one of the four actions. All four have a part to play:

- Without Movers there is no Direction
- Without Supporters there is no Completion
- Without Challengers there is no Correction
- Without Observers there is no Perspective

You can find out more about the Midlothian experience: [https://vimeo.com/channels/workforcescotland/128888850](https://vimeo.com/channels/workforcescotland/128888850)

Our Vision:
People in Midlothian will lead longer and healthier lives by getting the right advice, care and support, in the right place, at the right time.

To Recap…

Why is the ‘integration of health and social care services’ happening?
The population is increasing and people are living longer, healthier lives. As society changes so do the health and care needs of our communities. Recognising this, the Scottish Government introduced a new law to join Adult Health and Care Services to help meet these needs.

In a nutshell, what does it mean?
Integration means that the skills, expertise and resources of health and social care are combined, shared and that plans are made jointly to help achieve better outcomes. The main aim is to improve the health and well-being of the people in Midlothian.

How will this happen?
In brief, GPs, hospitals, health workers, social care staff, Third sector, voluntary organisations and independent care providers, and others are going to be working side by side, will share information and take a more joined up approach to planning and delivering services - putting people first.

Don’t forget, you can share your views and experiences by getting in touch. Contact Michelle Kennett; Tel: 0131 271 3411 / Email: Michelle.Kennett@midlothian.gov.uk