

Embedded and emerging good practice in health and social care

Aligned to the [Framework for Community Health and Social Care Integrated Services](#)

| Health and Social Care Partnership: North Lanarkshire | | | | |
|--|--|---|---|---|
| Author and contact details: Gina Alexander, (Gina.alexander@VANL.co.uk) | | | | |
| Name of good practice: Community Solutions Programme – Improving health and wellbeing through community-led support and partnerships | | | | |
| Select (x) all areas that apply to your good practice (select more than one if applicable) | | | | |
| CLIENT GROUP | Children and young people | x | Older adults | x |
| | Younger adults | x | | |
| SETTING | City | | Remote & rural (incl islands) | x |
| | Corporate | | Urban | x |
| SERVICE AREA | Addictions | x | Management team | |
| | Admission avoidance | x | Mental health | x |
| | Community care services incl care at home/care homes | | Physical disabilities | x |
| | Day services | x | Physical health | x |
| | Housing incl Homelessness | | Primary care | |
| | Intermediate Care incl Hospital at Home | | Rehabilitation | x |
| | Justice services | | Social care services | x |
| | Learning disabilities | x | Supported discharge | x |
| | Other – please specify | | | |
| ELEMENTS of FRAMEWORK | Anticipatory care planning | | Live independently at home or in a homely setting | |
| | Assets based approach | | Manage own care | x |
| | Connect with communities | x | Reablement | |
| | First point of contact | x | Seamless working with acute | |
| | Enhanced care in care homes / supported accom | | Short term targeted interv to meet more complex needs | |
| | Fully integrated community teams | | Teams aligned with general practice | |
| | Other – please specify | | | |
| ENABLERS | Agile working | x | Information sharing | x |
| | Aligned plans | | Infrastructure | x |
| | Clarity of vision | | Management information | |
| | Clinical and care governance | | Shared accountability | |
| | Collaborative leadership | x | Strong team ethos | x |
| | Culture and values | x | Technology | |
| | Fit for purpose premises | | Well-developed lead professional roles | |
| | Improvement capacity | x | Well-developed relationships | x |
| | Other – please specify | | | |

North Lanarkshire HSCP

The Community Solutions Programme – improving health and wellbeing through community-led support and partnerships

SITUATION

North Lanarkshire faces a number of challenges in improving the overall health and wellbeing of its citizens including:

- Significant and persistent inequalities impacting on life opportunities and chances
- Helping people to stay health and be supported to live safely in their own homes
- Increasing number of people with multiple health conditions and complex care needs
- An older population who often feel lonely and isolated
- Increasing demand for services

In addition the challenges arising from the recovery from and ongoing impact of COVID-19.

North Lanarkshire has a strong commitment to investment in and working with the community and voluntary sector (CVS) to meet these challenges.

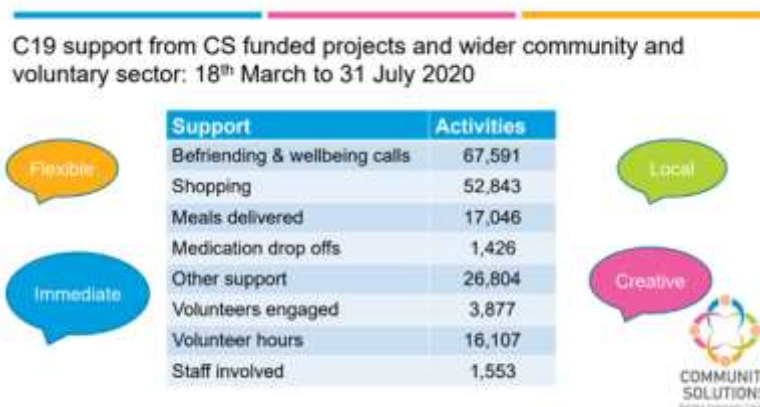
The [Community Solutions](#) programme is an innovative and successful partnership between Health and Social Care North Lanarkshire (HSCNL) and the local community and voluntary sector(CVS) which seeks to develop and strengthen local communities and opportunities for local people to improve their health and wellbeing and reduce inequalities through community-led support and services: that is, provide community solutions.

The CVS has truly demonstrated its value during the COVID-19 pandemic, exceeding expectations.

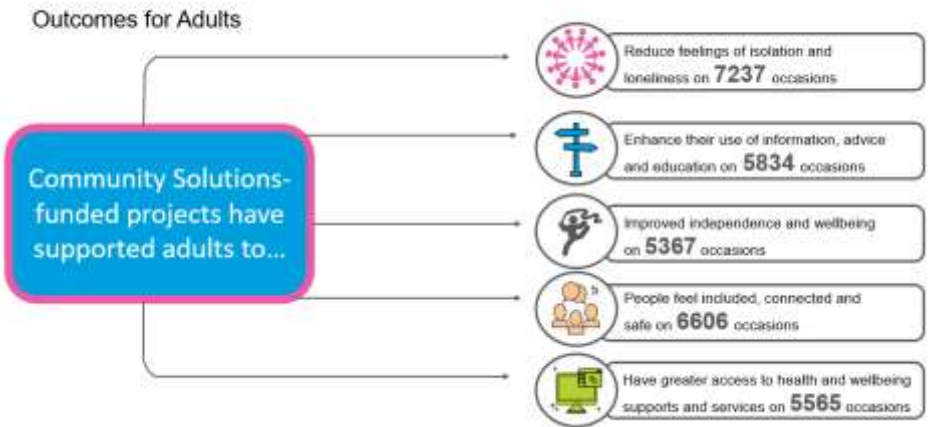
The North Lanarkshire community response during the first wave of the pandemic was possible because:

- a) the CVS was able to mobilise quickly; and
- b) the strong partnership working already in place

Conservative estimates of the support and service provided through community and voluntary groups during COVID-19 the “shielding period” between March-July 2020 are shown below:

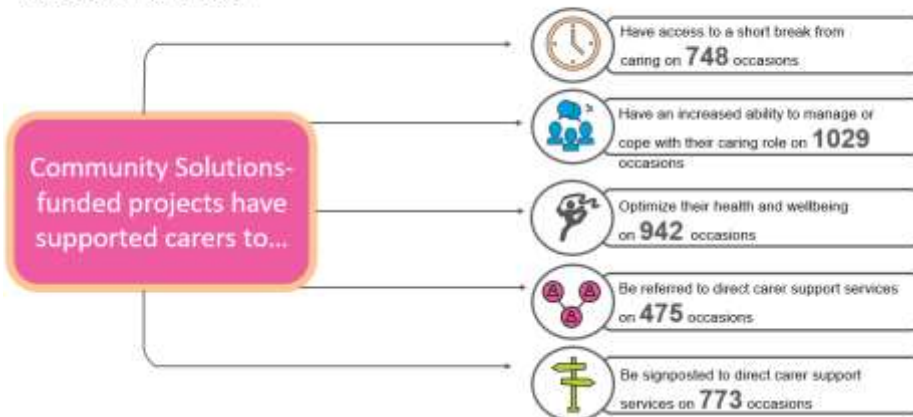


The pandemic has further reinforced the importance the CVS in supporting the health and wellbeing of communities, being best placed to focus on

| | <p>preventative and anticipatory approaches and supporting collective aspirations to ensure support and care are provided close to or at home.</p> | | | | | | | | | | | | |
|---|---|---------|---------------------|---|------|--|------|-------------------------------------|------|--|------|---|------|
| <p>ACTIONS TAKEN</p> | <p>The Community Solutions Programme has been funded through a strategic investment of £1.14 million a year from HSCNL on an annual basis with additional funding from partner organisations and national sources. In June 2021, the North Lanarkshire Integration Joint Board approved a recurring annual budget. This is a step change in the way in which the programme is funded and recognition of the impact the CVS has on the lives of the people of North Lanarkshire as well as further strengthening the collaborative partnership approach.</p> <p>The programme is governed through a partnership Board and Voluntary Action North Lanarkshire (VANL), the third sector interface, hosts and manages the Community Solutions Programme on behalf of HSCNL.</p> <p>The heart of the Community Solutions programme is our community-led locality development programme comprising of six well-established “locality hosts and community anchor organisations” who facilitate a network of local people, CVS groups and HSCNL colleagues to co-produce a development plan informed by and to respond to the needs of local people and communities. These six networks are further supported by a micro fund of £30K each to support capacity building initiatives to local community and voluntary groups to improve lives of local people. View the locality approach here.</p> <p>The Community Solutions programme also funds and supports over 20 North Lanarkshire-wide thematic projects on key issues which support vulnerable groups across North Lanarkshire and also link into and support the locality networks. Funded projects support work on a wide range of issues including: advocacy; anticipatory care planning; community food and health; community transport; volunteering. View one of the thematic projects at work here.</p> <p>Community Solutions is an established and proven systemic approach to co-production which, has been operating strongly since 2012 and which has been strengthened over the course of the pandemic.</p> | | | | | | | | | | | | |
| <p>OUTCOME / IMPACT</p> | <p>Community Solutions has a strong focus on personal outcomes. All projects and activities, no matter, how small are encouraged to assess the impact of the activities on and with beneficiaries.</p> <p>In the year 20-21, in addition, to the range of activities carried out during the first lockdown (see above), projects funded through the Community Solutions programme have reported the following impacts: -</p> <p>The difference made</p> <p>Outcomes for Adults</p>  <table border="1"> <thead> <tr> <th>Outcome</th> <th>Number of Occasions</th> </tr> </thead> <tbody> <tr> <td>Reduce feelings of isolation and loneliness</td> <td>7237</td> </tr> <tr> <td>Enhance their use of information, advice and education</td> <td>5834</td> </tr> <tr> <td>Improved independence and wellbeing</td> <td>5367</td> </tr> <tr> <td>People feel included, connected and safe</td> <td>6606</td> </tr> <tr> <td>Have greater access to health and wellbeing supports and services</td> <td>5585</td> </tr> </tbody> </table> | Outcome | Number of Occasions | Reduce feelings of isolation and loneliness | 7237 | Enhance their use of information, advice and education | 5834 | Improved independence and wellbeing | 5367 | People feel included, connected and safe | 6606 | Have greater access to health and wellbeing supports and services | 5585 |
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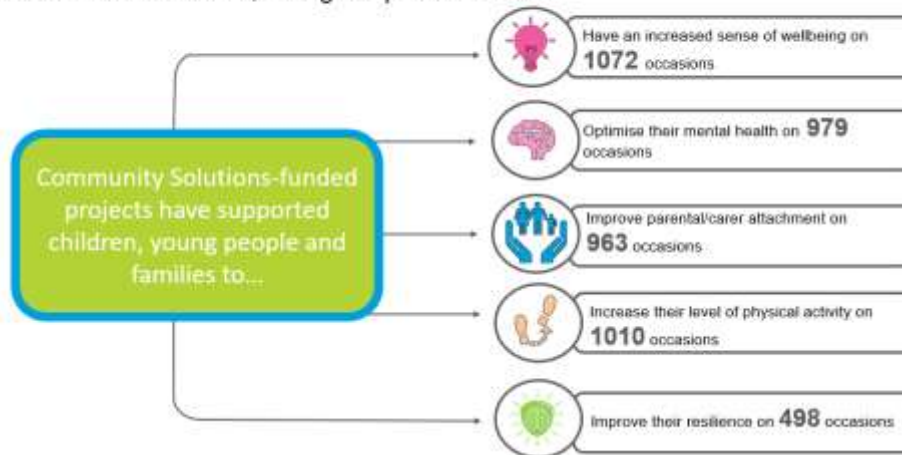
The difference made

Outcomes for Carers



The difference made

Outcomes for Children, Young People & Families



The impact can also be observed through the stories shared

View a short video from one of the locality hosts/anchor organisations [here](#).

View a short video from one of the thematic projects at work [here](#).

MEASURES/ INDICATORS OF SUCCESS

The outcomes and stories shared are key indicators of the success of funded projects.

In addition, the Community Solutions approach, a collaborative and co productive approach to delivering solutions for and with communities, has been recognised as an enabling structure.

In early 2021, the flexibility and adaptability of the Community Solutions programme has been evident in the facilitation of two key and innovative work programmes:

- The distribution of COVID-19 financial hardship payments to vulnerable people through 9 CVS organisations with funding from Scottish Government via North Lanarkshire Council. £166k was distributed over the course of seven weeks to over 1300 eligible people;
- Collaborative working with NLC Education and Families and four school clusters to support a rapid pilot of activities to support children and young peoples' mental health and wellbeing, to support learning about effective approaches and decisions about ongoing investment.

Even better if ...

(enablers to further the principles of integration and result in even better outcomes if ...)

The Community Solutions programme and approach could be further strengthened by:

- realignment of existing investment in the community and voluntary sector through the programme to enable improved and more integrated strategic decision making and enhance openness and transparency in investment decisions
- increase engagement with the sector and communities in investment decisions to ensure actual needs are being met

NATIONAL HEALTH AND WELLBEING OUTCOMES

| | |
|--|---|
| 1. People are able to look after and improve their own health and wellbeing and live in good health for longer. | x |
| 2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community. | x |
| 3. People who use health and social care services have positive experiences of those services, and have their dignity respected. | |
| 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services. | |
| 5. Health and social care services contribute to reducing health inequalities. | |
| 6. People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being. | x |
| 7. People who use health and social care services are safe from harm. | |
| 8. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide. | |
| 9. Resources are used effectively and efficiently in the provision of health and social care services. | x |

Health and Social Care Scotland's 5 Essential Elements ([click link to listen to statement of intent](#))

| | |
|---|---|
| 1. Transforming the approach to improving health, wellbeing and independence | x |
| 2. Building stronger community care systems and primary care services | |
| 3. Establishing a new focus on mental health | |
| 4. Securing a sustainable acute hospital service and specialist care service | |
| 5. Strengthening future partnerships to ensure a modern sustainable workforce | x |

Links to any published reviews/evaluations

Before submitting this example of good practice please ensure approval and sign-off by your head of service / chief officer.

*Approved for online publication
(signature and position)*

Ross McGuffie, Chief Officer

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