# 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: Scottish Borders |
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| **Name of good practice: Renew Service** |

| *Select (x) all areas that apply to your good practice (select more than one if applicable)* | | | | |
|---|---|---|---|---|
| CLIENT GROUP | Children and young people | | Older adults | |
| | Younger adults | x | | |
| SETTING | City | | Remote & rural (incl islands) | x |
| | Corporate | | Urban | |
| SERVICE AREA | Addictions | | Management team | |
| | Admission avoidance | | Mental health | x |
| | Community care services incl care at home/care homes | | Physical disabilities | |
| | Day services | | Physical health | |
| | Housing incl Homelessness | | Primary care | |
| | Intermediate Care incl Hospital at Home | | Rehabilitation | |
| | Justice services | | Social care services | |
| | Learning disabilities | | Supported discharge | |
| | 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 | | Reablement | |
| | First point of contact | | Seamless working with acute | |
| | Enhanced care in care homes / supported accom | | Short term targeted interv to meet more complex needs | x |
| | Fully integrated community teams | | Teams aligned with general practice | x |
| | Other – please specify | | | |
| ENABLERS | Agile working | | Information sharing | x |
| | Aligned plans | | Infrastructure | |
| | Clarity of vision | x | Management information | |
| | Clinical and care governance | | Shared accountability | |
| | Collaborative leadership | | Strong team ethos | |
| | Culture and values | | Technology | |
| | Fit for purpose premises | | Well-developed lead professional roles | x |
| | Improvement capacity | | Well-developed relationships | x |
| | Other – please specify | | | |

# Scottish Borders HSCP

## Renew Service

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| **SITUATION** | The Renew Service delivers primary care mental health services. It was established in October 2020 as a collaboration between NHS Borders Mental Health Services and primary care. It is a centralised service offering a range of psychological therapies via a 'see and treat' model for people with mild to moderate mental health issues.<br><br>Prior to the service people would present to their GP. For a long time our GP practices were reporting concerns in their ability to cater for a significant proportion of our population with mental health needs who were just below the threshold for acute mental health provision. There was nowhere to refer these individuals to and little that could be offered in provision.<br><br>"Renew" fills this gap, and evaluation to date has been very encouraging. |
| **ACTIONS TAKEN** | The Renew Service was established using Action 15 and Primary Care Improvement Plan (PCIP) funding.<br><br>GPs and primary care can refer patients, aged 18 and over, for emotional wellbeing via using SCI Gateway.<br><br>The Renew Service also uses digital therapies to enable ease of access – the service has been part of a test of change offering Ieso Digital Health, and another with SilverCloud offering digital treatment to children and young adults with anxiety. It also offers two regular groups for anxiety and low mood.<br><br>The business intelligence team in health plan to establish mental health dashboards, including for psychological therapies and Renew Service. |
| **OUTCOME / IMPACT** | The Renew Service triages all patients referred by primary care who require support and treatment for mild to moderate mental health issues. This ensures that patients get the quickest route to the appropriate care and support. |
| **MEASURES/ INDICATORS OF SUCCESS** | The Renew Service was established as a centralised service offering only remote interventions (due to restrictions of COVID-19). To date, there has been strong demand for the service and positive feedback from GP practices. |

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

Renew service originated from the PCIP work, therefore it is focused at present on referrals from GPs, which lessens GP work loads whilst providing a now essential service which was not there before.

It would be even better if this service was now expanded to take referrals from other services or direct from the public.

## 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. | x |

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| 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services. | x |
| 5. Health and social care services contribute to reducing health inequalities. | x |
| 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. | x |
| 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. | x |
| 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 | x |
| 4. Securing a sustainable acute hospital service and specialist care service | |
| 5. Strengthening future partnerships to ensure a modern sustainable workforce | |

| Links to any published reviews/evaluations | |
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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) | Rob McCulloch-Graham, Chief Officer |
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