

Building our collective care future

Karen Hedge, Deputy CEO

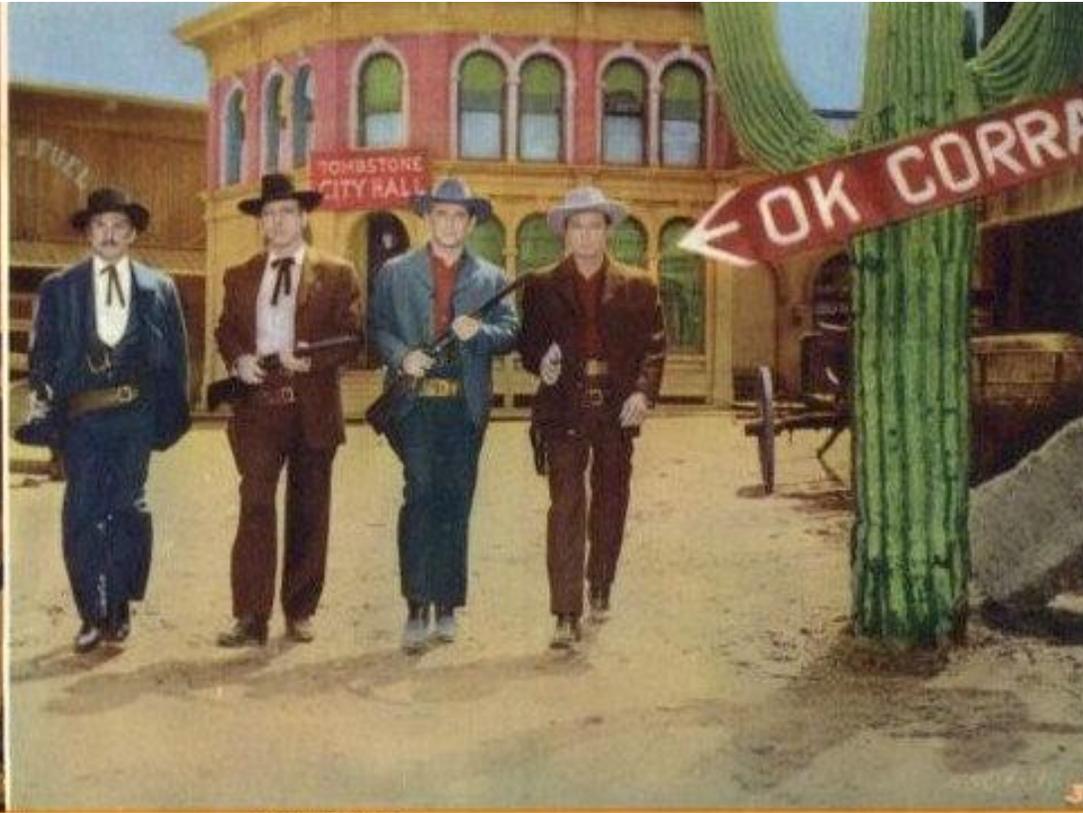
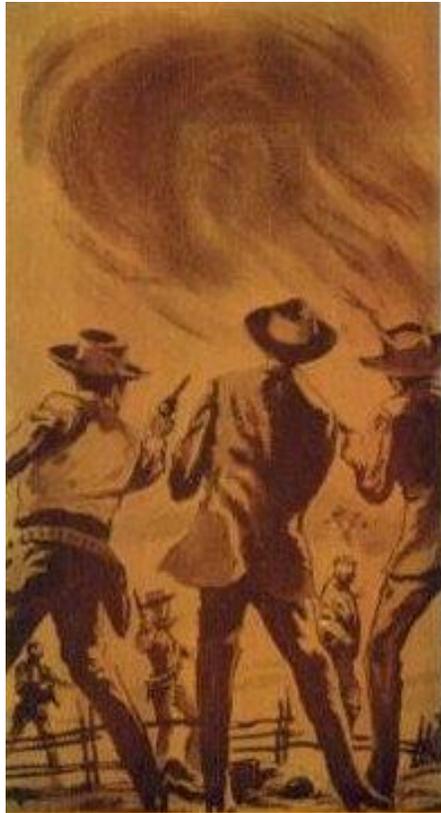
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“Care homes and Care at home services had to remain open and commit to caring under very difficult circumstances, while other partners operated a restricted service. This in turn made partnership working almost impossible at times. This has shown that care homes and care at home services need to be more valued and supported by NHS, primary care and AHP services”

Relative



PARAMOUNT PRESENTS
BURT LANCASTER · KIRK DOUGLAS HAL WALLIS'
PRODUCTION OF
GUNFIGHT AT THE O.K. CORRAL
TECHNICOLOR®
CO-STARRING
RHONDA FLEMING · JO VAN FLEET · JOHN IRELAND · Directed by JOHN STURGES · Screenplay by LEON URIS · Music Composed and Conducted by DIMITRI THOMAS · A PARAMOUNT RELEASE

“I think because everybody (care service and HSCP) has just been so keen to help each other out, you know, we’ve helped them and they’ve helped us... there’s a lot more trust there, and also because so many are working from home we’ve actually got more of an insight into each other’s sort of personal lives as well and it makes these people at the end of the phone seem more human and I think they feel the same way about us... I think everybody realised how stressed everybody is and you know we’ve just been trying to support each other to do the best we can for everybody.”

Care provider

“The biggest risk would be that as people migrate back to their old job plans etc, that the innovative ways of working can’t be maintained... I think it’s more the fact that perceived benefits from more traditional ways of working will supersede this innovative way and it will just be seen as something we do during covid. It won’t be that people don’t think it’s important, it’s just the fact that other things will start to become important again, the more traditional ways of meeting and making decisions and feeding up through more hierarchical spheres so that for me is the biggest risk. You can’t just have an innovation unless it’s actually embedded.”

HSCP representative

“You do not
rise to the
level of your
GOALS.



You **FALL**
to the level of
your **systems.**”

–James Clear



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Shared
Goals

Communication

Appreciation



Respect

Dialogue

Transparency

Leadership



Honesty



Next phase Recommendations:

1. The Leadership Group agree and articulate purpose and value of a total system Improvement Collaboratives
2. Clarify the role, function, and governance of the Improvement Collaborative ensuring no duplication or contradiction with regulatory bodies
3. Identify national strategic issues and have a strategic priority plan
4. Create a brand and create strong communication channels within care homes and across all stakeholders
5. Recognise and build on the models that are in place and providing positive impact investing in building the key relationships, clarifying values and objectives and clarifying the care home context. Ensuring all partners are equal stakeholders and encouraging Care Home managers to lead where possible
6. Identify, celebrate, and share care home expertise and good practice across the system
7. Develop support and development for care home managers

The Social Care Context in Scotland



Diverse Sector



36K care home
67K home care



Increasingly Specialist



Increased demand



Workforce shortage



Regulation & Oversight



New models of care



Technology & Data



Politics & the media



Relationship with Acute



Economic Value
£3.4 Billion

National Care Service

Independent Review of Adult Social Care



Old Thinking	New Thinking
Social care support is a burden on society	Social care support is an investment
Managing need	Enabling rights and capabilities
Available in a crisis	Preventative and anticipatory
Competition and markets	Collaboration
Transactions	Relationships
A place for services (e.g. a care home)	A vehicle for supporting independent living
Variable	Consistent and fair

“Everybody said if you could invest in one thing, make it the workforce”

*Derek Feeley,
Independent Chair*

What could ethical commissioning look like?

Space for vulnerable conversations...



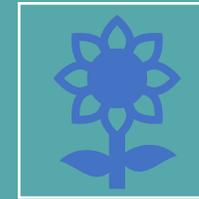
Collaboration not
competition



Respect not trust



Progress not
perfection



Outcomes not
time & task

Underpinned by...

Human Rights



“Never doubt that a small group of thoughtful, committed people can change the world.

Indeed.

It is the only thing that ever has.”

– Margaret Mead



Scottish Care

Voice of the independent care sector

Thank you

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