



TALKING ABOUT INTEGRATION

(Some frequently asked questions)

Q 1. What is integration?

A. From April 1st 2015 The Community Health Partnership (CHP) and Argyll & Bute Council will form a new Health and Social Care Partnership in Argyll and Bute.

This builds on excellent work that has been done over the years by the existing Health and Social Care Strategic Partnership. Many people will already be benefitting from integrated services for example from the Extended Community Care Teams; Dementia Teams; Learning Disability services; Mental Health services and integrated children's services.

Q2. Why are we doing this?

A. The Public Bodies (Joint Working) (Scotland) Act 2014 requires all local authorities and Community Health Partnerships to form a new Health and Social Care Partnership (HSCP). In Argyll and Bute it will build on the very effective integrated work we already have in place and give us real opportunities to change the way we get things done, so that people get an even better service.

As the population in Scotland gets older things need to change. There is not an endless pot of money, or an endless supply of young people who want to work in health and social care services.

Integration is not just about older people though, it's about high quality services for everyone, children and families, all adults – because as a minimum we all use

Primary Care services – as well as people who have specific needs, or are getting older.

All of us need to take some responsibility to stay as healthy as we can; to stay involved with our interests and communities, to avoid loneliness; and to be good neighbours, drawing on the warm and vibrant communities that exist in Argyll & Bute to support one another.

Q3. What will be included?

A. All health services including planning and contracted services, together with all Adult Social Work and Children & Families Social Work.

Q4. Who will be in charge of things?

A. A new Chief Officer is being recruited, we need a strong, vibrant leader, who is keen to live and work in Argyll and Bute. He or she will be responsible to the Chief Executive Officers of NHS Highland (Elaine Mead) and Argyll & Bute Council (Sally Loudon). The Chief Officer will also be responsible to the Integration Board.

Although it is yet to be designed, there will be a new management structure put in place to make sure that the Health and Social Care Partnership delivers what the people of Argyll & Bute want.

Q5. Who is on the Integration Board and what does it do?

A. The Integration Board becomes the legal decision-making body for health and social care from April 1st 2015. The membership includes senior managers from both health and social care, but more importantly 4 Elected Members of the Council; 2 Non-executive Members of the NHS Highland Board plus 2 other Board Members; a Carers' representative; 2 public representatives; a service user/patient representative; Trades Union and NHS Staff side representatives. So, the Integration Board will provide very strong leadership for the new partnership.

Q6. Will any of my services be affected?

A. All front line services will be maintained, so there's nothing to worry about and you don't need to do anything.

Q7. So what difference will it make to me?

A. As we work together in the new Health and Social Care Partnership we will do a number of things differently.

First of all and most importantly, we want to put **you** at the centre of things. This means we'll have to look at all of our processes and if they don't make things any better for you we'll stop doing them.

We will listen to **your outcomes** and make sure that we are working with you, towards whatever is important to you. We want you to have a stronger voice in the care you receive and to tell us how things are going for you.

You will see more integrated and co-located teams, working together to give you a seamless service.

There will be less duplication, as long as you agree your details will be more readily shared amongst professionals, so that you don't have to go through lots of assessments, appointments and waiting. You have said that you only want to tell your story once – we want to work towards that.

You have told us that what you really want is the right service, in the right place, at the right time. That's what we want to deliver.

Services in the future should look completely seamless, from your point of view. No gaps, no fuss, no duplication – just an **excellent, high quality service**.

Q8. Is this just a way of covering up cuts in services?

A. NO, definitely not. There is no intention to cut budgets or services. However, if we work together and avoid duplication of effort we will be able to get better value for money and use our resources to better effect. There's not a lot of money about, so nothing should be wasted.

Q9. Argyll & Bute has different areas with different needs, what are you going to do about this?

A. Localities are at the heart of integration and will become the ‘engine room’, driving forward changes and improvements. Because Argyll and Bute is such a large area, with lots of different communities in remote and rural locations, there are a variety of needs. For example people who live in Helensburgh may need and want very different services from people who live in Oban, or on one of the islands.

At present we plan and manage things in 4 localities: Cowal & Bute; Mid Argyll, Kintyre and Islay; Oban, Lorne and the Isles; Helensburgh & Lomond.

At the beginning of the Health and Social Care Partnership we’ll use the four localities to get things under way. Over time though we will listen to what people want, what you want, and we may need to change, to have more localities in order to meet local needs and wishes. We want you to be part of this, to help us make the right decisions for you.

Q10. Do people get a say in all of this change?

A. YES, of course. Through our work over many years, we have always involved with our communities to ensure that their voice is heard, they are at the heart of what we do and help us make the right decisions. The Scottish Government does require us to involve and engage with our communities, but we would want to do it anyway! There will be lots of opportunities for people to say what they think, share their ideas, tell us what their fears are and what doesn’t work for them. Remember, your voice does count.

There will be events in all the areas for people who want to come along and talk to us, but also contribute to shaping the way services will be delivered in the future

We know that not everyone can come to an event so we’ve got a few other ideas:

- ‘market stalls’ in health centres, hospitals and bigger shops, so that people can get information and talk to staff.
- Home Carers and Care Home staff are well informed so that they can talk to the people they care for and their families.

- Organisations like Alzheimer Scotland, Carers' Centres, Enable, Home Start, Autism Argyll involved so that they can help us to reach specific groups of people.
- Argyll Voluntary Action will work with us to set up, maintain and host an integration website, easily accessible for people who access the internet.
- Argyll Voluntary Action will use all of their many connections with people in Argyll & Bute to spread information and get comments back to us.
- We are going to train and support 50 Change Champions, who will be in all local areas, acting as a conduit to share information as things develop and listen to what local people are saying.
- There will be written information in libraries and mobile libraries, in doctor's surgeries and pharmacies.
- There will be information and staff at local events in your area.
- We will be asking local organisations – Community Councils, Public Partnership Forums, voluntary groups to work with local people to get their views.
- You can email us at SocialCareIntegration@argyll-bute.gov.uk
- If local groups wish us to attend their local meetings, then we would be happy to do this.

If you have other ideas, please share these with us. Remember, we want to hear from you, your voice does matter!