



south ayrshire  
health & social care  
partnership

# Team around the Locality Operational Delivery



## **The following *straw man* presentation is designed to:**

As we continue our wide range of engagement activity across our localities one of the key recurring themes has come up is access to information, advice and support.

We are already committed through various strategies to having a focus on prevention, access to information and integrated service delivery.

The focus of this presentation is to build a 'straw man' model that is able to translate our strategic priorities into an operational delivery model.

1. Consider how we operationally deliver information, advice and support that is coordinated, public facing and can deliver the *right support ant the right time in the right place*.
1. Encourage a broader debate around how we can work with partners to improve how we market, coordinate and provide access to information and advice within locality places/spaces for adults across South Ayrshire for e.g. CPP.

# Team Around The Locality



Team Around the Locality connects practitioners and services from health, social care, and the voluntary sector. Working together with a focus on the needs of individuals and their local community. Team Around the Locality is a structured approach for local services and support. To succeed we need:

**A clear vision, empowering leadership, defined roles and purposes and effective local operational arrangement**

Ensuring a wide range of services and supports are available, accessible, and are working together to support our local community. Team Around the Locality aims to improve the wellbeing of individuals, families, and carers by:

**Engaging in meaningful conversations about health and wellbeing.**

**Providing our communities with valuable information, advice, and support.**

**Ensuring services and teams are rooted in the local community.**

## Team Around the Locality Principles

### Person Centred

Engage individuals in thoughtful dialogue and joint decision-making. Providing the information, advice, and support needed to protect their independence.

### Building Local Capacity

Strengthen local community capacity, promoting local responses, including volunteering and developing micro-enterprises.

### Partnership

Foster strong partnerships with the local community as well as with teams, partners and independent organisations.

### Integrated Service Delivery

Strive for coordinated, collaborative services that cater to specific needs and promote the wellbeing of local communities.

### Community Engagement

Active engagement with local residents to collectively shape services and support to address the needs of the local community.

### Improving quality

Integrate quality improvement approaches into our work, ensuring we provide the best outcomes for our communities.

### Preventative

Ensure timely access to information, advice, and support, promoting independence and ageing well.

### Strength & asset based

Build upon the strengths of individuals, their families, and the communities that support them to live well.

Our vision includes integrated hubs serving as convenient point of access for individuals seeking support. These hubs would provide information, advice, assessment, treatment and various support services all in one local location. Our goal is to empower our communities to start well, live well, and age well. With all services and support following the same core values.

**Empowerment**

**Compassion**

**Respect**

**Openness**

**Equality**

**Ambition**



# Ageing Well in South Ayrshire

South Ayrshire is part of the UK Age Friendly Community Network which enables people to age well and live a good later life. To make these improvements, Age-friendly Communities follow the World Health Organisation framework of the Eight Domains.

We are committed to building a grassroots movement to create opportunities for healthy ageing in South Ayrshire that is owned and supported by all sectors and partners – led by our local Community Planning Partnership. **We want communities where older people are:**



**Enabled to live actively, purposefully and independently and have many opportunities to contribute.**

**Supported to use digital technology.**

**Proactively supported in their physical, mental, emotional, social, and spiritual wellbeing.**

**Able to access places and spaces which are inclusive, safe and accessible**

**Part of a culture of partnership rather than dependency.**

**Able to access information, advice and support in different ways, to allow them to feel informed and equipped to live lives as they wish.**

**Supported as early as possible in their health and care journeys to help prevent poor health as they age.**

**Respected, listened to and celebrated and where they can exert maximum choice and control about how they live their lives.**

**Integral to the whole lives of communities and have a good connection with all generations.**

**Experience positive attitudes to ageing and enabled to flourish.**

**Able to have access to supportive social friendship networks and groups as much as they wish to or require.**

**Supported if they are experiencing challenges or hardship.**

**Listened to, and their voice and experiences used to inform the development of health and care services.**

***Working together to make South Ayrshire the best place in Scotland to live and age well.***



# Strategic priorities link with Wellbeing Pledge

## Our Part

Support families to ensure their children have the best start in life.



Provide services around you and your family.



Help communities to connect and care for each other.



Ensure people have the information they need to support their health & wellbeing.



Listen to you and support you to take control of your own care.



Support people to age well by keeping them healthy and in their home for as long as possible.



Give you information on how you can keep active and well.



Be open, honest and friendly.



## Your Part

Help protect children and the vulnerable.

Take time to be supportive parents or carers.

Get involved in your local community.

Be informed about how best to address and manage your health and wellbeing.

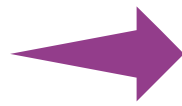
Make your own choices and have control over the support you need.

Support older relatives, friends & neighbours to be independent for as long as possible.

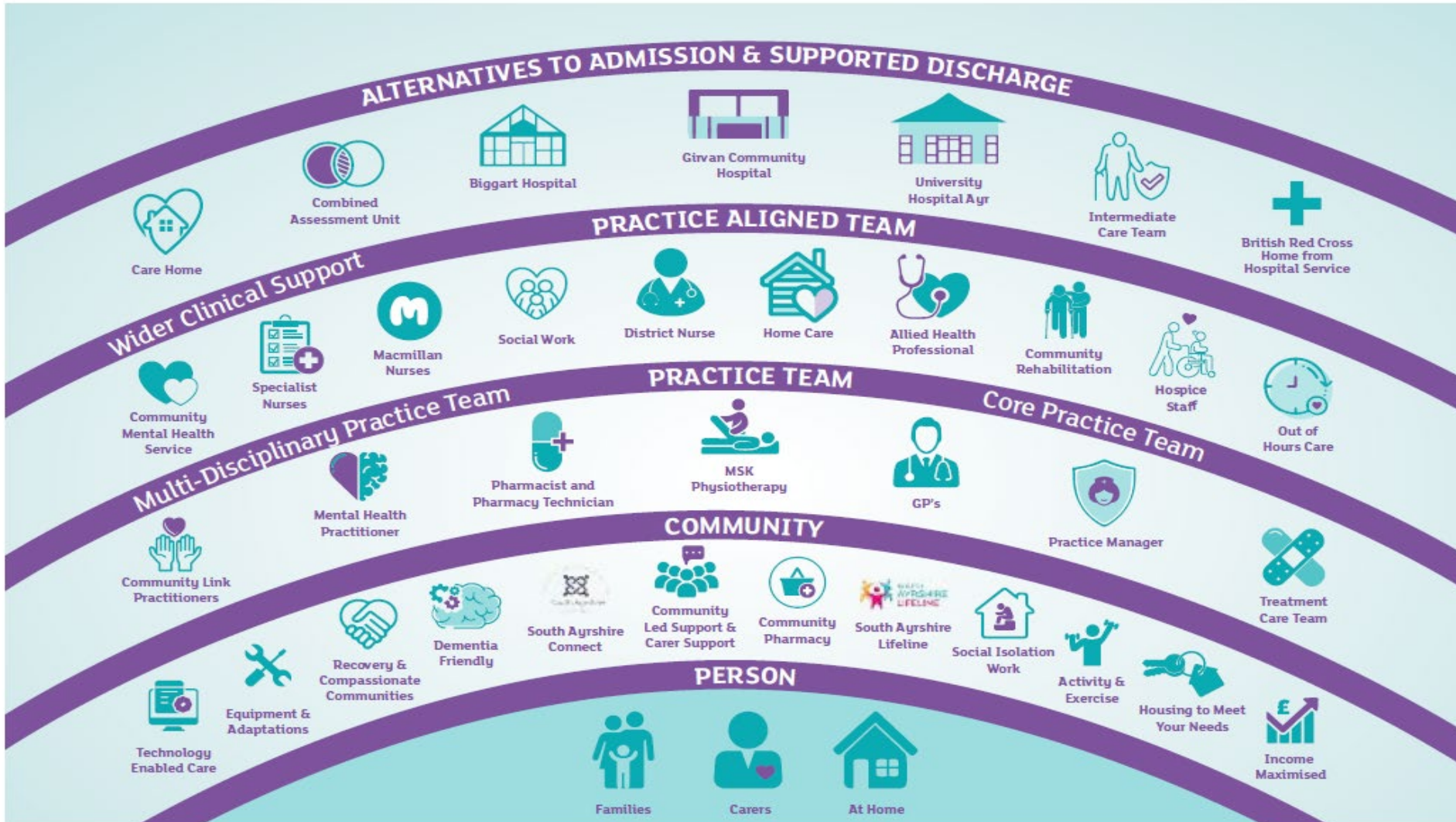
Keep active at whatever stage of your life

Have your say and tell us if we get it right and wrong.

Local



Basic Strategic approach

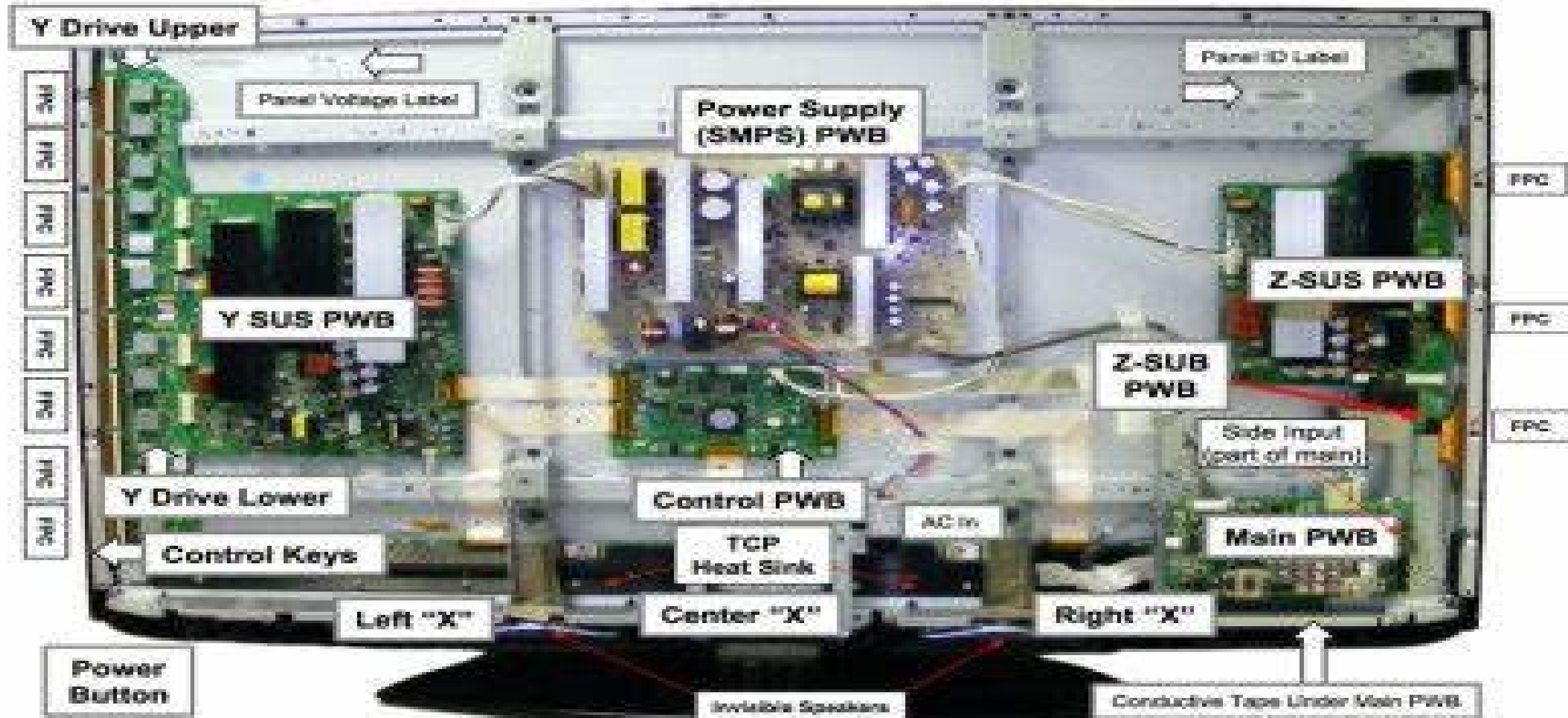


*Starting with the person in their locality and providing access to information online, via a SPOC and a community hub/access point.*

Model of Care for: Older People & Adults With Complex Care Needs

# Team around the Locality

*Circuit Board Layout*





**Lived experience feedback:**

*“Perhaps additional care and attention for people once they can no longer go out on their own. Effectively boosting the amount of social interaction, they experience”*

*‘There are a lot of services, but not advertised/ marketed well enough’*

*Positive re hub – can ask questions, representatives from other services. Build trust, build relationships. Hub great*

*“A central number to access services would be helpful particularly regarding dementia and Alzheimer’s services”*

*Communication and the flow of information was a key theme running through much of the feedback – a need for communication and information to be more accessible and inclusive, fit for purpose and delivered at the right time.*

*“Befriending and doing small tasks for the housebound. Guidance/information and advice line for the Troon area as I found it difficult to find out what local services were available for the above-mentioned services. Help with hearing problems for those who can’t use phones with text or complicated technology”*

*Once good advice, support and care was in place – the positive impact was often immediately significant.*



Online access: a website providing information, advice and opportunities. Informing the public what we do and providing info/advice and support, setting expectations with a clear a focus on safety/wellbeing/self-management/TEC and community connection. 'The SA Offer'



Telephone access: single point of contact by locality providing the same consistent information and advice.

# The Proposed Model

A physical place/space/hub with a triage system.: This first point of contact will have a fundamental role in the success of the Hub providing a timely response.



- Locality Planning Partnership
- Housing Department
- LD & MH Services
- Scottish Fire and Rescue
- Care Homes
- Sheltered Housing Units
- Police Scotland
- Community Pharmacy
- Optometry and Dentistry
- Income and benefits
- Home Energy Scotland
- Sensory Impairment

# Summary of Key Points

**What:** As we move to a more locality-based approach to delivering proactive and preventative health, care and community services in South Ayrshire it is fundamental that the clear strategic vision and objectives can be delivered through an effective operational delivery model that includes:

## **Why:**

1. Provide access to information and advice to live as healthily as possible, both mentally and physically
  2. Consequently, reduce the use of health services, including primary care, emergency services and hospitals
  3. Preventing or reducing the escalation of health issues and deconditioning.
  4. Maintain independence and maximise current functional abilities.
- Reduce Social Isolation and Loneliness- build community connections.
  - Delay/and or reduce the need for formal care and support.
  - Deliver population based proactive and preventative messaging information and support.



**How:** Ensure access to support and advice is available and coordinated for all residents across South Ayrshire.

Place: a physical front door that is a touch point/hub for information/advice and support.

Improved digital access to information/advice promoting health and wellbeing messaging and links to wider partner services

A linked single point of contact that gets you to the right person at the right time.



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# Thank You

