## New Needs, New Challenges, New Reality

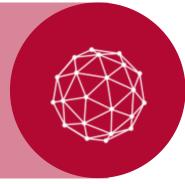
How the Improvement Hub will support the health and social care system through the COVID-19 pandemic and beyond

#### **Emerging Community Service Needs in Integration**



Significant health inequalities have persisted in Scotland and for many years. This means that there are unfair and avoidable differences in people's health and wellbeing across different social groups. Emerging evidence suggests that the COVID-19 pandemic is making these differences more acute and that people's experiences of this public health crisis vary significantly according to these differences. We may be in the same storm, but we are not all in the same boat.

This is a key moment in time for the health and care system and there is a chance to learn about how we have responded to the needs of people at risk of experiencing poor health during this crisis for example, people experiencing homelessness, people experiencing poverty and women experiencing domestic abuse. This learning can then be shared across the system to ensure that the health and wellbeing of everyone is supported as we move into the new reality.





Through the learning system we will identify innovative practice which addresses health inequalities and share this across the health and care system. We will uncover what enabled this practice, how people have been involved in decision making and what can be done by the health and care system to ensure that it is sustained. This will ensure that the health and wellbeing of everyone is protected at this critical time.



## The Stages

The Improvement Hub are shaping work related to COVID-19 around a model on how systems are likely to act and evolve in response to the COVID-19 pandemic.

We want to be able to support planning and commissioning throughout all of these stages. Our objectives and activities focus on how we can learn from what is happening locally and use this to feedback locally across Scotland, as well as look more systematically what we can learn for long term improvement.



Crisis Response

The initial reaction

The initial reaction to COVID-19





New processes are routine and there is improvement of services that respond to COVID-19

Reactivating services placed on hold under crisis response but within context of COVID-19

Identification, design and implementation of new services to respond to emerging gaps/needs



Actions to mitigate the longer term negative impacts of COVID-19

Sustaining and building on the positive innovations that have value beyond COVID-19

Stopping and/or redesigning services developed for COVID-19



Coming

out of the

Learning from the crisis

A 'New Normal' of practice in health and social care emerges, based on learning from the COVID-19 period

Developed from an initial concept by Outside the Box



# Our Support



Supporting an inclusive response

To describe emerging practice which improves the health and wellbeing of people at risk of experiencing poor health in the context of COVID-19



Understanding engagement

To assess the decision making processes behind this emerging practice, with a particular focus on examples of co-production and innovative practice.



Building knowledge

To develop an understanding of the key enablers behind new practice innovations and what is required to sustain them.

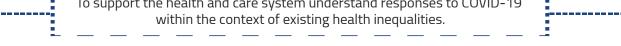


Sharing lessons

To share learning from this work to inform future system improvement within health and care as we transition to the new reality.



To support the health and care system understand responses to COVID-19



Learning from the system

Developing insights

Feeding into the whole system

Consolidating learning

Case study examples of practice which address health inequalities and meet the health and wellbeing needs of people at risk of experiencing poor health



A resource to support improvements in how the health and wellbeing needs of everyone are protected as we move to the new reality

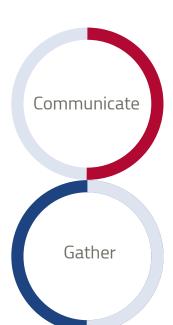
A framework to capture learning across the health and care system.



#### Activities

Across the whole piece, our activity will be guided by the needs of our stakeholders and respond to emerging practice.

However, it will feed into four general types of activity.



Communicate with existing networks of national organisations to identify opportunity for collaboration and to share learning.

Gather information on examples of emerging practice within communities responding to COVID-19. This will be done through:

- Desktop research
- Interviews
- Surveys

Analyse

Analyse this information to draw out key themes which include: inequality, co-production, enablers and sustainability.



Share these examples and the analysis with the health and care system on the HIS website and through webinars and existing networks.

