Flash report

Person-centred care during a pandemic and beyond - Next Steps

Healthcare Improvement Scotland | ihub

Healthcare Improvement Scotland | Community Engagement

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About the session

A webinar was held on 25 November 2020 to share the insights from work undertaken to compile examples of how health and social care services had provided person-centred support in response to the COVID-19 pandemic. A report was published and the examples of good practice and innovation that were highlighted through this work, along with the outcomes from four webinars held with health and social care staff, were shared and discussed.

This session was held mainly for colleagues from Healthcare Improvement Scotland, The Care Inspectorate and the Scottish Social Services Council (SSSC) to support discussions on how we might use this learning moving forward.

This report summarises the responses to questions posed to participants of this webinar and explores how the ihub's Person-centred Design and Improvement team might action some of the suggestions/ideas.

Key Message.

"We can't let things go back to business as usual"

These innovations were developed through an immediate need, how can we consolidate and make them routine?

What are the opportunities for using this learning?

Informing the development of practical programmes of work

We heard many examples of good practice and specific initiatives happening that can be shared with the aim of encouraging and supporting others to implement new practice.

Feedback from the workshop

Participants highlighted two areas where there is both need and opportunity to develop new things.

Supporting staff wellbeing

- This is likely to be an ongoing challenge and so will require a focus
- There was specific learning around the importance of staff wellbeing, ideas for supporting it and the impact that a positive person-centred culture can have

Use of technology

- We have seen new and innovative ways to use technology, it will be important to explore other situations where this would be supportive – for example where there are other access barriers
- There is a need to consolidate and spread innovations

Opportunities for incorporation into our work

Learning system

- Continue to explore the themes and ideas from the learning system findings and developing the person-centred care learning system

Bespoke support

- Identify/create opportunities to provide support for implementing some of the innovations identified

HIS Person-centred Community of Practice

- Explore how the Community of Practice can spread innovations identified during the learning system
- Through connections in the Community of Practice, expand the number of innovations
- Develop and test practical resources that can support adoption of the innovations identified through the learning system

What are the opportunities for using this learning?

Building capacity and filling gaps

We also identified a number of areas where the findings from this learning system can contribute to existing work and can help build capacity in specific areas.

Feedback from the workshop

Participants highlighted key learning areas that will be important to be aware of in developing our ongoing work.

Adding value to current programmes

- Voices Scotland Training
- Leadership Develop programmes

Building digital capacity

- Sharing good practice
- Training and guidance
- Building understanding around governance

Supportive infrastructure

- It is important that the enabling conditions identified are maintained, however it was acknowledged that it could be challenging to understand how to incorporate changes into routine practice

Opportunities for incorporation into our work

Community of Practice

- Share ideas and encourage involvement around the key themes from the learning report
- Have a focus on digital with the aims of exploring how it can be used in local contexts

Supporting the Virtual Visiting working group

- Share identified innovations
- Gather further information about innovations
- Use the learning around barriers to technology to identify practical solutions/support

Supporting governance in person-centred care

- Include metrics around digital options and staff support in KPIs
- a masterclass on person-centred improvement approaches incorporating the themes from this work and a case example

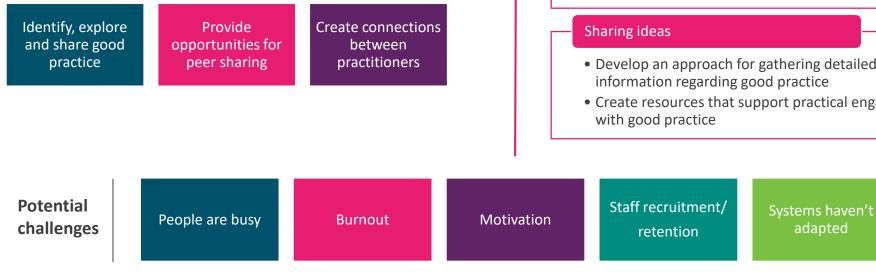# What is the role of national organisations going forward?

Being a collective voice

It will be important to national organisations to provide a collective voice in advancing person-centred practice. There is a need for national organisations to:

Reinforce the lessons learned	Develop a consolidated offer of support	Have unified messages to share with Scottish Government

Sharing ideas and practice

We also identified a number of areas where there was a desire for improvement but there were gaps in capacity, knowledge, infrastructure etc.

Identify, explore and share good practice	Provide opportunities for peer sharing	Create connections between practitioners

Opportunities for incorporation into our work

Collaborating at a national level

- Working to develop a consensus among those involved in this work around key themes and supporting activities
- Seek to explore and utilise synergies across national organisations

Facilitating connections

- Create opportunities for people to share ideas in a safe space
- Be deliberate about connecting people, outside of dedicated sharing spaces, if opportunities arise

Sharing ideas

- Develop an approach for gathering detailed information regarding good practice
- Create resources that support practical engagement with good practice

Potential challenges

People are busy	Burnout	Motivation	Staff recruitment/ retention	Systems haven't adapted