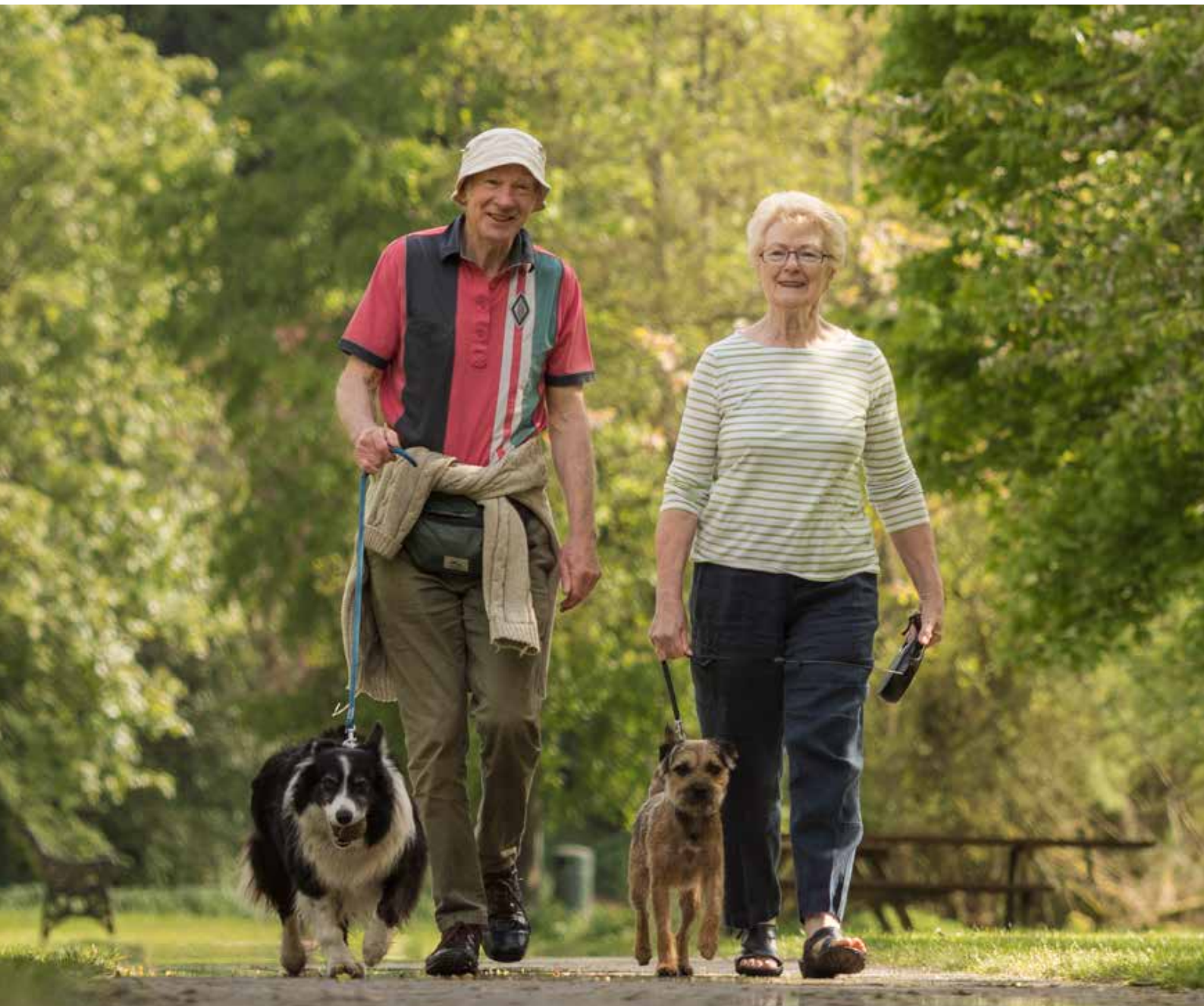




Connecting Communities



Housing at the heart of integrated
health and social care in Scotland



RESIDENTS, WEST LINTON

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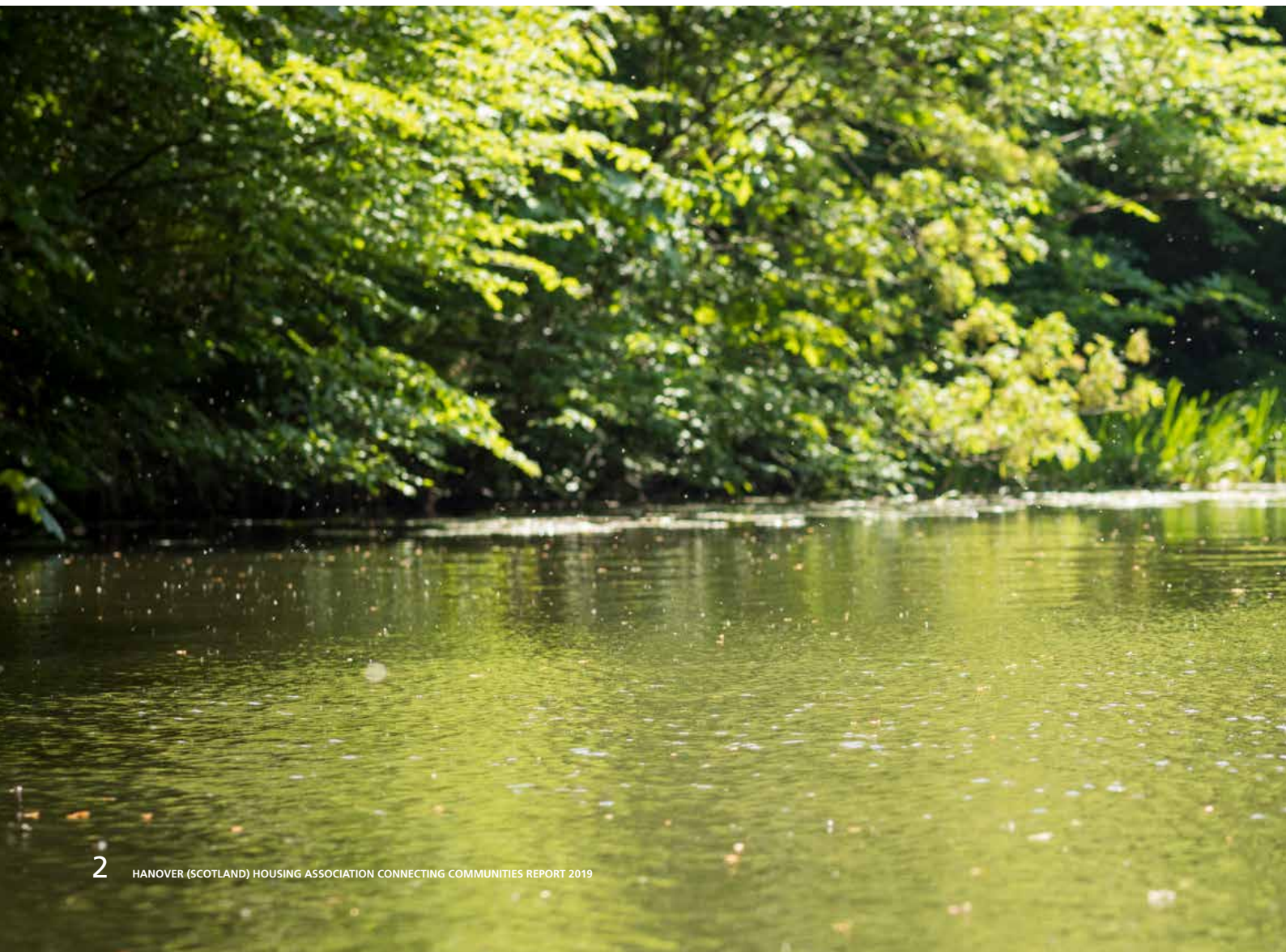
Foreword

For 40 years, Hanover Scotland has pioneered progressive models of housing and care that support older people to enjoy full and active lives. This has continued as we respond to the rapidly changing world in which we operate. We now embrace both digital and social innovation as our residents rightly expect greater choice, coordination and control of services and more opportunities to stay connected and active in their local communities.

“We have a drive for quality which means we never stand still. It is not just about having a roof over your head: it is about providing good quality homes, then helping older people develop a deep sense of belonging, by creating, supporting and connecting residents with vibrant local communities.”

Helen Murdoch, Chief Executive

To continue our success, it is critical we not only respond but lead. To do that that we have to understand what our residents and staff want in the future. This requires not just a tokenistic ‘consultation’ but an ongoing conversation and in-depth analysis to shape the way we work for the next 40 years.



We recently conducted an action research project to understand how our organisation, staff and residents can work together and with local communities to help people live the lives they want. Our Connecting Communities project took place in a mix of amenity, sheltered and very sheltered developments in Clackmannanshire, East Dunbartonshire, Glasgow City, Highland and Renfrewshire.

A group of Hanover staff was trained to use a personal outcomes approach and adopt relationship centred care using the Senses Framework.

The six senses are¹:

- ▶ a sense of security (to feel safe);
- ▶ a sense of continuity (to experience links and connections);
- ▶ a sense of belonging (to feel part of things);
- ▶ a sense of purpose (to have a goal(s) to aspire to);
- ▶ a sense of fulfilment (to make progress towards these goals); and
- ▶ a sense of significance (to feel that you matter as a person).



RESIDENT, BISHOPBRIGGS



RESIDENT, BO'NESS

Introduction

Our action research generated rich learning about what matters to people living, visiting or working in our developments and the many factors that influence well-being, connectedness and participation. It helped us understand the steps we must take as an organisation to ensure our housing and services enrich lives.

We are already seeing some Integrated Joint Boards (IJBs) acknowledging the role of the home in delivering care, most recently in Edinburgh. ²In this case there is a drive through budget pressures but it does show that, as well as delivering better care for patients, focussing on the home and community also means this care can be delivered more effectively and efficiently. The Augmented Care Unit (ACU) in Varis Court, Forres, developed in partnership with the Moray IJB, demonstrates one way in which this goal can be achieved in a planned and proactive rather than reactive manner.

This paper describes our commitment to Connecting Communities and why this matters, now more than ever. A series of personal stories illustrates the value that is realised in this way - reduced isolation and loneliness, enhanced well-being, and better outcomes for people, communities and for our health and care systems.

We will help our customers to live the lives they want by providing them with modern and safe accommodation and supporting services. We will promote their well-being, enabling them to live as healthy, independent and secure lives as possible and will encourage and assist their participation and involvement as they choose in their communities.

This work has led us to four initial conclusions and recommendations which will shape our own work and which we believe is critical if key agencies are going to deliver effectively in the future:

- ▶ **The home is fundamental to the well-being of people and the sustainability of communities. Housing is key to all efforts to integrate and improve health and well-being.**
- ▶ **Engagement with older people when shaping services must improve and consider the emotional motivations and needs of individuals to better understand the networks and support which exists within communities.**
- ▶ **Housing organisations are an untapped resource without which it will be more difficult for IJBs to achieve better health and social care outcomes as outlined by Audit Scotland.**
- ▶ **It is essential that housing organisations be offered the opportunity to be fully included in the ongoing integration of health and social care.**

Methodology

The Senses Framework was developed by Professor Mike Nolan and a team of researchers from Sheffield Hallam University. The framework was developed over several years in close collaboration with older people, family carers, practitioners and students. It has been used more widely to understand people's experiences and in this context has built on work done for the My Home Life Scotland project at the University of the West of Scotland³.

Training and evaluation was provided by the International Centre for Integrated Care who supported Hanover staff throughout the project.

The action research took place in three phases:

Cycle 1 - Discovery

Changing the conversation.

The research group was supported to use different approaches to discover what matters most to people living, visiting and working in the pilot developments. These insights were complemented by information on community resources drawn from the earlier survey of our developments and from a comprehensive asset mapping exercise.

The group used emotional touchpoints as the main data generation method, augmented by photo elicitation where appropriate. This involved developing a range of topic or 'touch point' cards. These encompass aspects of everyday living that are known to often 'touch' older people cognitively or emotionally.

Cycle 2 - Envisioning and Testing Out

Imagining and testing out what might be possible together

The core team used the data generated during the discovery cycle to co-create and test simple ways to build connectedness, increase well-being and address the issues that are important to residents. From October 2018, the core team and staff from selected Hanover developments came together as a learning network. Hanover staff participated in a series of workshops and virtual coaching sessions as they developed and tested small changes in ways of working and created opportunities to build community connections in their areas.

Cycle 3 - Embedding

Changing the conversation at every level

Members of the core team, Hanover directors and Board members participated in a workshop to reflect on the learning from the project and to consider the implications for Hanover practices, policies, procedures, resources (physical, personnel, skills and financial) and strategic connections in order to enable, scale up and sustain the approach.

Why Connecting Communities matters

In mid 2018, almost one in five people (19%) in Scotland were aged 65 and over, compared with only 14% in 1983 ⁴. By 2038, one in four of the population are expected to be over 65 years and are more likely to live alone or in smaller households. Many older people have multiple, sometimes complex, long term health conditions. Overall, around 11% of older people in the community are living with frailty ⁵. They, and their carers, require well coordinated, safe, effective and person centred care and support.

The Scottish Government's **Reshaping Care for Older People** programme for change 2011-2021⁶, views high quality care and support for older people as fundamental for social justice and a marker of a caring and compassionate society.

'Older people are valued as an asset, their voices are heard and they are supported to enjoy full and positive lives in their own home or in a homely setting'.

Security, connectedness, activities and purpose are critical elements of a good place and a good life as described by older people in Scotland in the Scottish Government 2018 **Age Home and Community - the next phase** ⁷.

"A warm, safe place where you live with people whom you love or at least like, whether family or friends. Even if you live alone, as long as you are content and can live the life you choose without financial worries. Importantly being fit enough to get out and about and be involved in pursuits you find of interest."

Right Advice, Right Home and Right Support are the key to ensuring older people can enjoy full and positive lives in homes that meet their needs. The right support can come in many forms: from family and friends, a supportive local community, or more formal support and services. For some Hanover residents, particularly those who live in very sheltered accommodation or are frail, community primarily means relationships with close family, friends and other residents. For most of our residents, community encompasses relationships maintained through hobbies and interests, social networks and the local neighbourhood.

Social isolation and loneliness are increasingly recognised as major public health issues. Their impact on physical and mental health is comparable to the adverse effects of smoking or alcohol⁸. Social isolation and loneliness can affect anyone at all ages and stages of life. The Scottish Government's 2018 **A Connected Scotland: Our strategy for tackling social isolation and loneliness and building stronger social connections**⁹ describes a vision where individuals and communities are more connected and everyone has the opportunity to develop meaningful relationships regardless of age, status, circumstances or identity.

“The reality is that we all have a responsibility to ensure that our communities are more connected and cohesive, and that principles like kindness have greater traction in society. Whether it is saying hello to your neighbour, taking the time to get to know a regular customer at work, reaching out to someone you haven't seen in a while, or just a small act of kindness that can make a stranger's day, all of this can go a long way to helping everyone feel part of their community.”

Christina McKelvie, Minister for Older People and Equalities



RESIDENT, BO'NESS

What creates well-being

The Scottish Government and National Rural Mental Health Forum 2018 Well Connected Communities report¹⁰ on a community approach to mental health and well-being identified what enables well-being in five rural areas of Scotland:

- ▶ Supportive communities that look out for each other and where people do things together.
- ▶ Companionship through groups, support, advice and activities offered at an appropriate time and level for ability, age and interests locally available.
- ▶ Places that are open regularly, welcoming and free to use. A safe place to go, a meeting place where positive interactions occur.
- ▶ One door approach to information about connections and local assets.

The Carnegie UK Trust highlights kindness as an important dimension of individual and community well-being. Their report on the power of kindness and compassion¹¹ considered what contributes to creating kinder communities and what gets in the way.

The Scottish Government's National Performance Framework¹² places kindness at the very heart of the Values that underpin our national purpose.

'We are a society which treats all our people with kindness, dignity and compassion, respects the rule of law, and acts in an open and transparent way.'

The importance of kindness and connectedness resonates with Scotland's public sector reform agenda and the principles that underpin effective, compassionate leaders and organisations¹³.

".....enhances the intrinsic motivation of people and reinforces their fundamental altruism. It helps promote a culture of learning where risk taking is accepted within safe boundaries, and where there's an acceptance that not all innovation will be successful."

Prof Michael West, Kings Fund.

There is an emerging and vibrant global movement around Compassionate Communities. Some examples focus on palliative and end of life care while others embrace an assets or place based approach to participation, well-being and healthy neighbourhoods at all life stages.

They all share an ethos of **'ordinary people helping ordinary people'** where caring for one another at times of crisis and personal loss is everyone's business and not just the responsibility of health and social services.

We have drawn on the rich learning from the evaluation of Compassionate Inverclyde¹⁴. This report illustrates the value of kindness in tackling loneliness and social isolation, fostering belonging, and nurturing a sense of meaning and purpose in the lives of local people. Our Connecting Community project points to similar benefits that can be realised from supporting our staff to listen to what matters to residents and identify, nurture and value kindness that exists in our staff, residents, and local communities. Working in this way helped us understand the steps we can take as an organisation to improve well-being and to play our part in bringing to life a range of public policies.



RESIDENT, BROUGHTY FERRY

How we are Connecting Communities

We work with residents and local communities to design housing services that help our residents find and use solutions and community support to achieve the outcomes that matter now and as their needs and aspirations change.

It starts with listening to the views and aspirations of our residents, then creating the conditions to help people make connections, build relationships and achieve good outcomes. Conversations about what matters to our residents and their families help staff draw on the assets of individuals and local communities so that ordinary people can help ordinary people live the lives that they want.

Seven strides to Connecting Communities:

- ▶ Listen to our residents and enrich connections with local communities
- ▶ Embed values based recruitment and personal outcomes in policies and appraisals
- ▶ Enable volunteering amongst staff and residents
- ▶ Empower staff to share ideas and practice in promoting and supporting well-being
- ▶ Learn about personalisation and well-being from other industries and partners
- ▶ Engage and involve residents who may currently be excluded from community activities
- ▶ Provide development managers with resources to enable local innovation

The changes we are seeing from this way of working are:

- ▶ simple and practical solutions that **make a real difference to the lives of our residents;**
- ▶ **positive and lasting relationships** with our residents and partners;
- ▶ **housing at the heart of an active, healthy and connected community**
- ▶ high quality **personalised services**
- ▶ **community connections that enhance well-being** and quality of life

The New Economics Foundation for the UK government Foresight Project on Mental Capital and Well-being described what we can all do to build well-being into our daily lives¹⁵.

We are placing these **Five Ways to Well-being** at the very heart of our organisation.

The following pages demonstrate how this approach is helping to develop our people and add value for residents, staff, communities, and for our health and care partners.



Connect...

Sense of belonging, continuity and significance

The award winning Linkwood View in Elgin breaks new ground in intergenerational practice.

The children from the adjacent nursery and after school club have had a great interest in the development from the outset. The youngsters at the Magic Roundabout club came up with the name, inspired by their nickname for the nearby burn 'the linky'. Hanover has gifted a small part of Linkwood View's garden to allow the children attending the nursery to grow their own plants and flowers and spend time at the development.

"Seeing the children working on their patch has encouraged some residents to venture out to chat and give advice on planting. This has nurtured a real intergenerational understanding."

Janette Topp, Operations Manager

The landscaped environment is designed to be dementia friendly and offers opportunities for residents with varying levels of physical disability to interact. Recognising the importance of family and community connections, Linkwood has additional space for family and friends and residents who are continuing an active life within the community.



Each Friday, 10 four to five year olds spend the morning at Claycot Park, an owner occupied development managed by Hanover in Corstorphine, Edinburgh. Each meet up begins with the children singing a welcome song before choosing their 'older friend' for that morning's activities.



CLAYCOT PARK

"It is just lovely to spend this time with the children. While I do still get out and about, having these meet ups is one of the highlights of my week; the children are always so happy and enthusiastic, it makes me feel young again!"

Claycot Park Resident

"The children thoroughly enjoy coming to Claycot Park every Friday and spending time with their older friends. It is rather special that the children keep choosing the same older friend that they chose the previous week, and it has really helped some of the more quiet children come out of their shells. These activity mornings have been so successful that we have a waiting list of pupils who want to come along!"

Gylemuir Primary School Nursery teacher

"This initiative has been a resounding success and has brought the whole community together. There really is nothing like a child's enthusiasm and friendliness to put a smile on everyone's face."

Minister of Corstorphine Old Parish

Be active...

Sense of security, purpose and fulfilment

The Step Count Challenge is a walking challenge for Scottish workplaces. The aim is simple: walk more and feel the difference. The challenge runs twice a year, 8 weeks in the spring and 4 weeks in the autumn.

Hanover stepped up to the challenge and provided free pedometers to teams. This year more than 40 residents joined staff from developments across the country. Together 31 teams walked a total of 29, 598.4 miles, the equivalent of walking the entire UK coastline 3.8 times!

Bill Donald and his dog Gillie are tenants at Hanover Court in Inverurie. Bill has taken part in the step count challenge for the last three years, and this year managed an incredible 778, 256 steps, which is quite an achievement in his 87th year!



MR BILL DONALD, INVERURIE



For the past couple of years, **Mr Phil Salina** from **Baillie Court in Motherwell** has been growing fruit and vegetables in the garden of the development with funding from the local council.

The funding was essential in allowing Mr Salina to purchase the compost, seeds, bulbs and other equipment he needs for his gardening project. Mr Salina sees the project as the most important thing that helps him manage his disability: the exercise and mental stimulation it provides help alleviate the symptoms of arthritis, as well as keep his mood lifted. As he distributes his freshly grown fruits and vegetables to other residents on the development, the positive impacts of his gardening project are felt by many around him.

All of this good work was in danger of coming to an end when the council discontinued the funding for the project. However, Hanover's volunteer co-ordinator Jim Brown stepped in and managed to secure a £300 grant for Mr Salina from an organisation called Gardening for the Disabled. This means that the project can continue this year and Mr Salina and his neighbours can continue to enjoy the fruits of his labours.

Spurred on by the many benefits from this project, Hanover is developing a Hobby Centre within Baillie Court. This is a dedicated space to allow residents to keep active and pursue their own interests, connecting with fellow enthusiasts in the development or in the local community.



RESIDENT, BO'NESS

Development Manager, Susan McInnes, runs a weekly coffee morning with a range of activities, quizzes and community singing in the lounge at Apsley Street in Partick. Susan connected with a local community initiative in West Glasgow and has been able to welcome a group of volunteer befrienders into the development. These community volunteers reach out and support any residents who need help to get down to the lounge. Now more residents participate in the weekly gatherings, and friends from the local community come along too.



RESIDENTS, PARTICK

"This gets the residents out of their flats. They are chatting more and dropping into the office more. It touched my heart, my passion gave me confidence. It is brilliant – I'm really enjoying it."

Susan McInnes, Development manager

Take notice...

Sense of significance, security and belonging

Developed with Moray Health and Social Care Partnership and the Scottish Government, Varis Court in Forres is a stunning development for older people who need varying levels of care and support.

The building is designed to let in as much light as possible and the large central courtyard has plenty of open spaces for residents to connect with each other, relax and enjoy good conversations in the Moray sunshine!

The cinema offers reminiscence opportunities in a dementia friendly setting.



SENSORY GARDEN, VARIS COURT

“The sensory garden is a stimulating space that enable residents to connect with their senses and take notice of their environment. It has a raised bed and is wheelchair friendly to make it more accessible for all”.

Stephanie McNally, Development Manager

When staff notice the small things and take action, it can make a big difference to many lives.

“When I first moved in I had never heard of Sight Action until my manager mentioned it. They came to the house and showed me the different aids I could get to assist me to overcome my poor sight. I joined the Sight Action Group through which I met a lady who acted as a guide with a company taking visual impaired people on holiday. Earlier this year I went with them to Chile and Patagonia.”

“This experience has made me quite motivated and gave me confidence to put forward my ideas of what I think might be good for the area and maybe help other people.”

Resident, Woodside Court, Granton-on-Spey

The Connecting Communities project helped staff take notice of what matters to residents.

“Residents appreciated being listened to. They felt they were being invested in. Previously I only got involved when there was a problem.

“I now dig deeper to understand the difficulties they are having and help them to make connections with the right people: family, social work, income or benefits help.”

Donna Blain, Housing Officer, Hanover West Area Office

Keep learning...

Sense of continuity, purpose and fulfilment

Mr Iain Stephen, a resident of **Linkwood View in Elgin**, is a wheelchair user who had an accident a few years ago which compounded his disability. Iain has not let this slow him down and has been awarded his Masters from the Open University. As he was unable to attend his award ceremony, the graduation ceremony came to the communal lounge at Linkwood View. Open University Director, Susan Stewart, praised Mr Stephen's "very strong support network". Richard Lochhead, Minister for Higher Education and Iain's local MSP, congratulated Iain, telling him that he is an inspiration for everyone across Scottish education and society.

Iain, said:

"It's a huge honour for me to get this award. I hope it will inspire others who are maybe not so confident. Studying kept me going while in hospital and I've always wanted to study. With luck I'd like to do a PhD in the future, I like a challenge."



IAIN STEPHEN, LINKWOOD VIEW

Mr William Crawford from Elderslie reflects on his experience of Hanover's new digital skills project.

"Over the last couple of years, I had mental problems and sitting about the house I was getting worse. This has really helped me. I've learnt a lot. It's really got me interested in what's happening around the world and maybe watching some movies or listening to some music that I like from the past. I'd never ever thought about this until you come in trying to get us interested in the internet. There's more than likely a lot of other people without any family in complexes around the country. Now, if they could get themselves interested in it like I am, it could get rid of some of the loneliness. I think it would help them, it really, really, would help them. Like it has myself. I've got something to look forward to now. To keep myself busy in more than one way. Now I'll need to learn how to use a Smart TV."



RESIDENTS, ELDERSLIE

Hanover's residents have many talents. Some have learned new skills that support their community.

"I actually got my (tai chi) training from the warden. She started the classes. I have been asked by the Nurse at the health centre would I take another tai chi class for villagers, to get people involved in the activities we've got because they're lonely. It's just to get people involved with Hanover, to see the work that Hanover does, and what we can give the village and what the village can give us."

Resident, The Green, Aviemore

Hanover staff keep learning too - as in the Connecting Communities action research project.



SARA STEWART,
COMMUNICATIONS OFFICER -
HANOVER HOUSING ASSOCIATION

"Simply taking part in the research gave me a huge insight into what is truly important to residents and what relatively small changes or efforts can achieve. It also opened my eyes to the importance of creating different types of community connections. Yes, local connections are important, but online connections and communities are of growing importance and, as a Communications person, creating a sense of a Hanover community is also important. If I were to make any recommendations based on taking part in the research, it would be to get staff out to developments and get them talking to residents, especially using the touchpoints technique. It is a fantastic tool for learning what truly makes a difference to people's lives."

Sara Stewart, Communications Officer

Give...

Sense of significance, purpose and belonging

A group of residents at **Keir Hardie Court in Bishopbriggs** are knitting scarves for the Simon Project a charity that supports people who are homeless. Resident **Mrs Grace Findlay** has organised her fellow knitters and collects the completed scarves to be passed on to the charity.

Pictured are **Mrs Findlay**, **Ms Irene Fox** and **Mrs Freida Lang**, who along with others, get together on a Tuesday to knit and natter and contribute many items to all types of charities.



Mrs Beth Gardner (pictured) of Harley Court in Falkirk has crocheted her 200th Blanket for Adults and Children in Need in Romania.

Mrs Gardner donates her work to the Grahamston Evangelical church locally known as the Millar Hall. She is shown with a picture of a lady receiving medical treatment in her own home in Romania with one of Mrs Gardner's blankets.

The Importance of a Volunteering Programme

“The thrust of a volunteering programme is to support the wellbeing of the community. Connecting Communities has the ability to seed ideas about social activities volunteers could pick up and make happen. Volunteering represents a Win-Win-Win, for the individual volunteer; for the development; and for the team / Hanover when returning from their volunteering stint.”



“We frame volunteering as ‘influencers’, champions of a new shape of service delivery. For head office staff to have first hand experience of what and how the service looks like as it’s delivered, will help form a context for the work they do back in head office.”

“Increased visibility of the wider Hanover purpose, vision and goals projects their work into the future – not what they are doing now but what they have to prepare for doing in the future, creating a mental map of future work.”

Adam Curry, Director of Organisational Services

Realising value

Healthcare, housing and social care providers must work well together, and with their community partners, if they are to realise their potential to co-create well-being. Opportunities and solutions will differ between amenity, sheltered and very sheltered developments and between urban and rural communities.

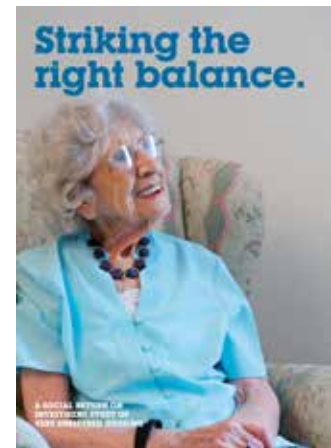
As one of Scotland's largest registered social landlords specialising in services for older people, Hanover manages more than 5,000 properties and provides other services such as community alarm monitoring and housing with care. Our staff and facilities are valuable assets that can enhance continuity, flexibility and co-ordination of care for residents who have more complex care needs. For example, our home care service at Morris Court, Dalry is highly flexible and can quickly adapt as a resident's needs change, working alongside local health and care professionals.

Mrs Irvine, a 77 year old lady with Parkinson's Disease, was temporarily placed within a Care Home for several months when her own home was affected by flooding. She began to suffer from isolation, depression and loss of independence. Following a move to Very Sheltered Housing, her depression improved and she has enjoyed the benefits and independence of having her own home again. Over the years Mrs Irvine's condition has deteriorated significantly and she is now reliant on care staff to provide assistance and personal care. Continuity of care at home, commissioned by North Ayrshire Social Care Partnership and delivered by Hanover's Care at Home service, has helped Mrs Irvine remain well supported in her home at Morris Court.

Mr Cairns, a 56 year old gentlemen who is paralysed from mid chest down, with limited hand movement and no ability to move his head, was previously admitted to a Care Home out-with his local community where his family could only visit at weekends. After three years, Mr Cairns moved to his own flat in Very Sheltered accommodation at Morris Court. Mr Cairns now enjoys continuity of care at home from a designated team at Morris Court where he can spend quality time with family and friends. The care at home staff in the development are trained on how to manage his complex health needs with advice and support as required from the local nursing team. This has maximised his choice, dignity and control and ability to maintain his community connections.

With Bield and Trust Housing, we commissioned a Social Return on Investment study¹⁶ to examine the value created by Very Sheltered Housing. The study reported a total return on investment of £1.50 to £2.00 for every £1 invested, realised through improved well-being and an estimated £19,000 care home costs avoided per annum per unit for residents, families or local authorities.

A report by King's Fund concluded that housing associations improve health and have economic value to the NHS and to society more broadly¹⁷. For example, a three year study by the ExtraCare Charitable Trust and academic partners, reported that 19 % of older residents with access to an on-site ExtraCare Well-being Service for preventive health care and day to day chronic illness support, had reverted to a 'resilient' state from a 'pre-frail' state after 12 months. It was estimated that this helped to reduce overall NHS costs on average from £3,374 to £1,588 per person per year¹⁸.



Enhanced healthcare closer to home

We are keen to contribute to new models of enhanced neighbourhood care as these begin to be designed and delivered in Scotland. These models have great potential to achieve positive outcomes for residents and realise public value. We already contribute to neighbourhood care with health and social care partnerships (HSCPs) in North Ayrshire, Moray and Scottish Borders.

Varis Court, Moray

Our development in the heart of the community in Forres is an innovative partnership with Moray Health and Social Care Partnership. Varis Court has 21 flats for people who need care and support and seven flats that provide extra care, primarily for people with dementia, in a safe, purpose-built area that offers a secure but homely environment. The building is WIFI and SMART technology enabled and the communal facilities encourage social interaction. A dedicated team provides a full range of care and support 24 hours a day, 365 days a year. The Augmented Care Unit (ACU) at Varis Court has five flats to support people from the local community who need short term but complex health care interventions. Through close working with the ACU, community nurses can also provide support when required for the other residents, ensuring early intervention and the right decisions are taken quickly. The service reduces time spent in hospital, reducing risk of delirium, hospital associated infections and releasing vital inpatient capacity. The reablement approach in a homely setting enhances recovery and quality of life.

One of our tenants at Varis Court was recently diagnosed with pancreatic cancer. The manager spoke to her daughter and the discharge team and agreed that the tenant should be supported back into Varis Court for end of life care.

The tenant was transferred to the ACU at Varis Court. The nursing team, MacMillan nurse, Occupational Therapist, Physiotherapist and Hanover Care team were briefed using a 'whole house approach'.

The tenant and her daughter were delighted with the plan allowing her to 'come home' and be looked after by the care team she was familiar with.

Following a decline in her health it was decided that she should remain in the ACU with her family rather than transfer back to her own flat. The Hanover Care Team provided all aspects of personal care with assistance from the ACU nursing team. The family were able to stay with her during this difficult time with no restrictions on their presence.

The tenant passed away in a familiar environment with her family surrounding her.

Scottish Borders

We introduced a Housing with Care service into our sheltered housing developments at Galashiels, Jedburgh and Innerleithen. Care Assistants employed and managed by Hanover provide personal care and support to more than 40 residents. The service recently scored Grade 5 (very good) across the board in an unannounced inspection by the Care Inspectorate. Their report noted a low turnover of staff, consistency of care provided with dignity and respect, and involvement of residents in the decisions about their support. The report of an external survey undertaken in 2016 highlighted many positive views from residents, relatives and HSCP professionals.



More than 94% of residents surveyed thought our home care service was good or very good.

“It is important to us that our residents feel safe and secure at home and receive the support they need in order to live independent and active lives. These positive outcomes are also built on the excellent and positive joint working we enjoy with Scottish Borders who commission the service.”

Chris Milburn, director of Customer Services

A 64 year old man was nominated for a flat in 2016 following life changing surgery where both eyes had been removed due to illness. He was in a care facility awaiting more suitable long term accommodation. He was supported to move in by homelessness workers and a Social Worker for the sight impaired. Our staff were given basic training on how to best support him to get around the development and out in the community. He had led a chaotic life style ending up in shelters for homeless or temporary accommodation. He continues to live happily at Glenfield Court in Galashiels, his care needs are met by our on-site team of carers who also support him with his social and domestic needs. He goes on holiday twice a year with a disabled charity and is supported by staff to plan this event. He no longer drinks, smokes or moves in the circle of people he used to and has become a valued member of the community at the development.

Supporting public sector values and outcomes

The 'outcomes tree', adapted from the evaluation of Compassionate Inverclyde, illustrates the many ways that Connecting Communities supports well-being for people, for care services, and for our communities. Housing organisations that create community connections generate well-being and, in turn, help to realise Scotland's national values and outcomes.

We are a society that treats all our people with kindness, dignity and compassion, respects the rule of law, and operates in an open and transparent way.

Scotland's National Outcomes

- ▶ We grow up loved, safe and respected so that we realise our full potential
- ▶ We live in communities that are inclusive, empowered, resilient and safe
- ▶ We are creative and our vibrant and diverse cultures are expressed and enjoyed widely
- ▶ We have a globally competitive, entrepreneurial, inclusive and sustainable economy
- ▶ We are well educated, skilled and able to contribute to society
- ▶ We value, enjoy, protect and enhance our environment
- ▶ We have thriving and innovative businesses, with quality jobs and fair work for everyone
- ▶ We are healthy and active
- ▶ We respect, protect and fulfil human rights and live free from discrimination
- ▶ We are open, connected and make a positive contribution internationally
- ▶ We tackle poverty sharing opportunities, wealth and power more equally



RESIDENT, GALASHIELS

National Indicators

Perceptions of local area	Loneliness	Healthy life expectancy
Places to interact	Confidence	Premature mortality
Work related ill health	Resilience	Mental well-being
Quality of public services	Participation	Healthy weight
Public services treat people with dignity and respect	Social capital	Health risk behaviours
Scotland's reputation	Influence over local decisions	Physical activity
International networks	Trust in public organisations	Quality of care experience

Well-being Outcomes

Community Well-being	Relational Well-being	Individual Well-being
Community values, voice and identity are celebrated	Affirming & enduring friendships	Being as well as I can be
Awareness of community assets	Mutual support, caring, affection	Increased social contact
Community resilience	Respect for diversity	a sense of security
Commitment to common good	Reciprocity and resilience	a sense of continuity
Intergenerational work and respect	Stronger networks of support	a sense of belonging
Increased cohesion and hope	People care and help each other	a sense of purpose
Active participation	Collaboration	a sense of fulfilment
Renewed community pride	Participation in decision making	a sense of significance

CREATING WELL-BEING BY CONNECTING COMMUNITIES

Conclusion

For the past 40 years, Hanover Scotland has been at the forefront of innovation and providing the best possible service to our residents. Our recent focus on extensive and proper engagement with residents, points the way forward for the next 40 years.

Rather than begin with a prescription or an objective to talk about services, we wanted residents to drive the conversations and talk about themselves and what was important to them.

What we found was that whilst providing care and well-being is undoubtedly complicated, we are often blinded by that complexity when the answer is reassuringly simple: **talk to people; support people; create communities.**

By doing this, we found better ways of supporting our residents to engage with their local communities and find activities that can help make a positive difference to their lives and well-being far beyond what formal structures are delivering.

Our experience shows public bodies must work with housing organisations to improve connections with communities and provide better integrated health and social care to deliver the services we all want to see.

We were reminded of the importance of communities just last month when Audit Scotland found that integration between health and social care services, whilst progressing, has been too slow. The report also emphasised the need to improve engagement with local communities, saying: **“More work needs to be done to engage with local communities when making changes to health and social care services.”**

Our approach not only points the way to better engagement with people but shows that the best, and possibly only, effective way to deliver better health and social care integration is to work through housing organisations.

Our experience and the information laid out in this report shows:

- ▶ The home is fundamental to the well-being of people and the sustainability of communities. Housing is key to all efforts to integrate and improve health and well-being.
- ▶ Engagement with older people when shaping services must improve and consider the emotional motivations and needs of individuals to better understand the networks and support which exists within communities.
- ▶ Housing organisations are an untapped resource without which it will be more difficult for IJBs to achieve better health and social care outcomes as outlined by Audit Scotland.
- ▶ It is essential that housing organisations be offered the opportunity to be fully included in the ongoing integration of health and social care.

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