

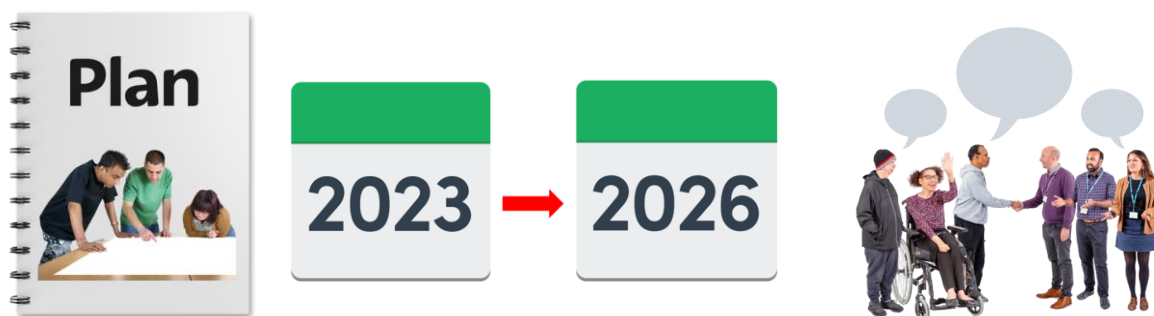


West Dunbartonshire
Health & Social Care Partnership



West Dunbartonshire Health and Social Care Partnership

Strategic Plan 2023 to 2026



Improving lives together



What is this report about?



Improving means to make something better.

Health and Social Care Partnerships were started so that local NHS and Council services work better together.



Social care is services that support people with daily living so they can be as independent as possible.

In the rest of this document we will say 'HSCP' for short, to mean Health and Social Care Partnership.



This document is about the **strategic** plan of West Dunbartonshire HSCP for 2023 to 2026.

A **strategic plan** is a big plan.



Our most important work is:

- making sure more people can get health and social care services in their community
- supporting people to get care in places that are more like a home, instead of being in hospital





- supporting people who are at risk of harm, or who cannot look after themselves to lead healthy and happy lives



Covid-19 had a big effect on our health and social care services, staff and communities.

We say a big thank you to our communities, especially unpaid carers, who worked with us through these difficult times.



The next 3 years will be difficult because of:

- the effect of the pandemic
- planning for:
 - housing
 - the effect of prices going up
 - the effect of the way the world's weather and temperature are changing

All these factors affect health inequalities.

Health inequalities are the differences in health between different groups of people.

They are caused by things like access to education, work and health services.



This plan looks at how the HSCP will work to support the people of West Dunbartonshire to live healthy and happy lives.

How we work



Our services are easy to understand and link well together

Different HSCP services should link together so that it is easy for people to use them.

People will get the right support at the right time from the right person.

Our services listen to what people need, what they are good at, and what they want to happen.

HSCP staff will listen to what people need and want when they work together to develop **goals** – what they are working towards.

They will look to see if people might belong to different groups like:

- **ethnicity** – how they describe their background

People from an ethnic group might have the same language, culture or religion.





- **gender** - if someone sees themselves as male, female or in a different way
- age



Our staff will protect people's rights and treat them with **dignity**

Dignity means being treated in a way that is as thoughtful as possible.

We will listen to what local people need and want when we plan our services



We will work with local communities to make sure that areas get the services local people need and want.



Our services protect people and keep them safe

We will protect and improve the safety of service users if there is any risk.

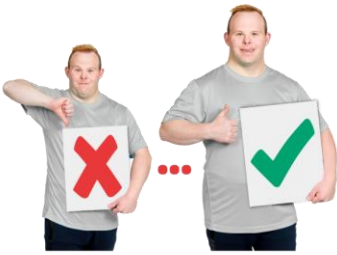
Trauma Informed Care

Trauma is the emotions you feel after a bad or frightening event.

Trauma informed means services understand that some health and social care needs come from people's experiences of trauma.



Our services will always get better



The HSCP uses the information people tell us to make sure that services are always getting better.

We will check and report on the quality of our services in an open and honest way.

Our services learn what communities need and we work to stop problems from happening



We will work with communities and partner organisations to find ways to stop illness from happening or getting worse.

Our services make the best use of our buildings, staff and other resources



The HSCP will change so it can give the services that people need.

Staff and communities



The biggest **asset** in West Dunbartonshire is its staff.

An **asset** is something that an organisation has, that helps it to work better.

Our vision – what we want to see happen



Our vision is that everyone in West Dunbartonshire:

- lives in a place they can call home
- lives in a community that cares
- does things that matter to them
- has a healthy, happy and fulfilling life



The most important things about their care and support are:

- independence
- control
- choice
- recovery

Our mission statement



A **mission statement** is a short, simple sentence that says what we plan to do.

Our mission statement is: **improving lives with the people of West Dunbartonshire**

Health and social care services should work with the community to make the right services happen in the right way at the right time.

Our values – the things we believe are important in the way we work



Our values are:

- **respect** - treating people with kindness and showing that their thoughts and feelings are important
- **compassion** – caring enough to act in a way to make things better
- **empathy** – deeply understanding someone's feelings
- care
- honesty



Working together with people and partners



We will work with our partner organisations to support people to get the services they want and need.

We will encourage and support people to:

- do things that:
 - make them happy
 - promote their health and wellbeing
 - keep them connected to people and their community



We want to encourage and support people to:



- choose the right health care when they need it – including things like visiting their local pharmacist or going to their GP



- take responsibility for their own health and wellbeing by:
 - getting services on time
 - keeping healthy, active and safe
 - looking after their own health



- tell us if they care for a family member or relative
- look after their own health and happiness as well as the person they are caring for



- talk to us about what they need and tell us if we get it wrong
- take part in decisions about their care and support

Our outcomes and priorities – the work we think is most important

Theme: Caring Communities



Outcome: We will work to:

- make sure more people are happy with our services
- increase the quality of care
- make sure anyone can get services



Priorities:

- better support to unpaid carers
- communities will be involved in planning local services
- more community support
- different services will link together
- more services that try to stop problems from happening or stop things from getting worse
- we will make sure we:
 - listen to staff's ideas
 - support staff to check and improve the way they work



Theme: Communities where people are safe and thriving – thriving means to live a full life



Outcome: We will work with our partners and communities to make sure people:

- can look after and improve their own health and wellbeing
- live in good health for longer
- are safe from harm



Priorities

We will work with people to live safely and independently at home in their local community.

We will support people to get the services they need.

• We will support people to recover from illness by:

- stopping people from being admitted to hospital when they could be treated in other ways
- stopping people from getting long-term care too early in their illness
- supporting people to leave hospital as soon as they are well enough
- supporting independent living





- we will use **technology** so people can control their own healthcare and look after their health in a way that is right for them

Technology is machines, equipment and information.



- we will protect adults and children who are at risk and keep them safe
- we will work to have more choice of specialist housing
- we will make sure that people are supported to stop breaking the law and live happier and healthy lives

Theme: Equal communities



Outcome: Things in society that affect people's health include:

- where they live
- if they have enough money
- if they can go to school, college or work
- the quality of education and jobs

We want people to be less badly affected by these things.

Priorities



- we will work to have less violence against women and girls and support people affected by it



- we will work to have less people who die from drugs or from taking their own life



- we will support people in poverty to deal with things in society that affect their health

Poverty means not having enough money to buy basic things like food or clothing.



- we will make sure children and young people who need care away from their family home have choices that meet their needs



- we will make sure everyone can get support when they need it and we will provide services to people in most need
- we will protect people's rights and work to improve mental health and wellbeing

Theme: Healthy communities



Outcomes:

- people have better mental and physical health
- people are more independent and can cope with difficult things
- community services make sure less people stay in hospital or need health and social care services

Priorities



- we will do work to stop people getting ill or stop illnesses getting worse like supporting people:
 - to stop smoking to prevent cancer
 - to exercise to prevent health problems and becoming overweight



- working with partners we will:
 - make it easier for people to walk, wheel or cycle
 - use green spaces well



- we want to reduce the effect of highly stressful or traumatic events that happen to people in their childhood

Things that will help us to make this plan happen



Workforce

We need to:

- find better ways to advertise jobs, choose and keep staff
- find new ways to get staff, like working with colleges to help students get experience in different jobs
- train and develop our staff and make sure they are supported to have good health and wellbeing

Money

We know that:

- more people will need health and social care services
- more people will be living with more than 1 long term health condition
- we will have less money for these services and that we do not always have enough staff

Services must:

- work well and be good value for money
- use resources in the best way

Use of data and digital technology



Data is facts, figures and information

Digital means things that use the internet like computers or smart phones.

Use of data and digital technology can:

- connect people and support them to be independent
- help us know what services are needed
- support people with things they are good at



Partnerships

We must use **co-production** to design and deliver our services.

Co-production means everyone involved has an equal level of power and helps to make decisions.

We must co-produce with:

- people in the local area
- people who have a common interest like a youth group or church group
- people with **lived experience**



Lived experience means what people know based on the things they have experienced.



Infrastructure

The property and assets we use must do what we need them to do and be what services need.

The HSCP will work in ways that are good for the environment.



We need good transport links so that people can get to services easily if they need them and so they can live healthy and happy lives.

How we will check if the plan is working



We have a delivery plan that shows what work will be done and when it will be done by.

It also shows how we will see if things have changed.

We will check how well the work of the plan is going.

Our Annual Report goes online each year.

