

2019/20 Overview: Stakeholder engagement

The Department continues to lead programmes and take part in several initiatives to support better engagement with patients and service users. Find below more information on several highlights from the 2019/20 year.

Integrated Care Pilot

The Integrated Care Project has now been running for two years. Integrated Care is designed to improve the delivery of health and social care to improve the experience and outcomes for people accessing them. Overall, it has three core aims:

1. Improve the health of people and populations
2. Improve people's experience
3. Improve cost effectiveness.

Following a successful first year, the 2019/20 year has focussed on implementing the actions identified in the Foundations for Integrated Care paper, including the official launch of the Western Wellbeing Partnership, and Wellbeing Centre. Throughout the year the Integrated Care Project team has continued to consult and engage with the community and practitioners, talking with a further 1,831 people from a further 78 organisations consulted. This brings the total to year end in March 2020 to 3186 people from 252 organisations. The team has also continued to raise awareness of the project with presentations and participation in and for, the Small Island Learning Exchange, Tynwald, Alzheimer's Society Conference, Queen's Nursing Institute, and Guernsey.

This year the team have been focussed on implementation of the Integrated Care model to meet the aims of improving the health of people and populations, improving people's experience of receiving support and care, improving the cost effectiveness of service delivery, and improving the wellbeing of staff.

A key milestone achieved in the 2019/20 year was the Wellbeing Centre in Peel on 24 February 2020, which was attended by the public, practitioners, politicians and invited guests including Professor Anne Hendry, Clinical Lead for the International Federation of Integrated Care, Scotland.

Looking ahead, following the Wellbeing Partnership Model's successful pilot and launch in the West of the Island, the project will be extended across the Isle of Man with the development and implementation of locality-based Partnership Teams in the North, South and East of the Island.



This work will involve a programme of stakeholder engagement, learning from the approach taken for the West in 2018/19, in support of understanding the local context and establishing a clear understanding of the strength, assets, pressures and needs of each local community to formulate and inform the action plans for each area.

Developing the Mockingbird Programme in Children & Families

The Family Placement service which had been externally commissioned by the Department was brought back in house in October 2018 and has been subject to a development plan. Engagement with carers for feedback and, performance relating to the stability of placements indicated a need for significant change. The two key issues were carer support and satisfaction and stability for children. The Mockingbird Family Model, licensed in the UK by Fostering Network addressed these two key issues and evaluations through the social work innovation fund indicated they achieved positive outcomes on these two indicators. The Department entered negotiation with Fostering Network and the programme has been invested in for the Island.

The Mockingbird programme looks to deliver the Mockingbird Family Model. The model centres on a constellation where one foster home acts as a hub, offering planned and emergency sleepovers and short breaks, advice, training, and support, to six to ten satellite households. Relationships are central to the Programme and the hub builds strong relationships with all those in constellation, empowering families to support each other and overcome problems before they escalate or lead to placement breakdown and increasing protective factors around children.

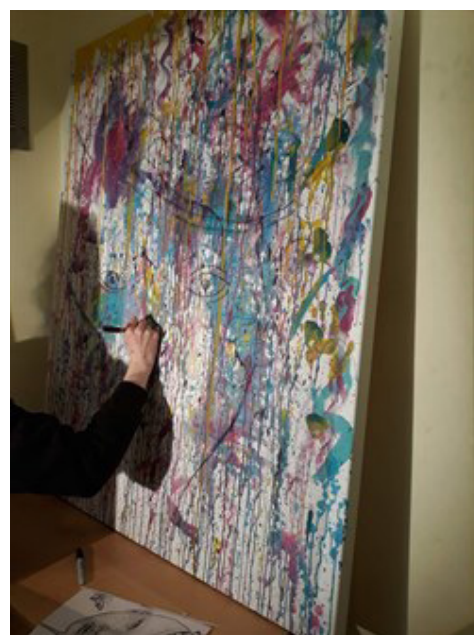
The constellation also builds links with birth families important to the children's care plans and to resources in the wider community, which can provide them with enhanced opportunities to learn, develop and succeed.

The service has resumed the plan for introduction and recruitment for a hub carer from existing carers. Recruitment of new carers will then be the subject of a campaign in conjunction with Manx radio planned in late 2020.

Voices in Participation

The Voice in Participation Council was created as a forum in July 2009 for young people in care aged from 11 to 25. The group meet at Café Laare (Youth Café) every month to discuss their experiences of the care system. Its membership includes young people living in the care of agencies St Christopher's, the Children's Centre and Fostering First. The aim of the group is to monitor and improve the care system and offer policymakers a young person's view when decisions about care provision are made.

In February 2020, the group placed themed art installations in locations across the Island in conjunction with the Isle of Man Arts Council called 'Handmade Superheroes'. The art installations were designed to reflect what care is like for young people, on themes of mental health and emotional wellbeing, inspiration and overcoming barriers. The artworks aim to challenge and change public perceptions of children in care, break the stigma and remind the community that a child is a child whatever their circumstances.



There were seven themed art installations:

- Weight of words – a free standing structure to be read
- Kids with superpowers – a film and original song with audio
- Colours of me – art installation
- Follow my lead – photograph installation
- No limits – handmade patchwork superhero cape
- Rewriting history – story books viewers can sit and read
- Be your own hero – canvas art telling a story through images

The theme of the project is inspired by the author, broadcaster and care leaver Lemn Sissay who visited the Island in 2018 and said "*children and young people in care are like superheroes such as Harry Potter who was fostered, Superman who was adopted and Cinderella who was an orphan - all children without a family who used extraordinary skills to manage extraordinary situations.*"

Connecting with Small Island Communities

Representatives from the Department attended the International Conference on Integrated Care in San Sebastian in April 2019. Attendance at the conference also included facilitation of a workshop to launch a Special Interest Group (SIG): Integrated Care in Small Island Communities, which aims to facilitate collaboration, knowledge exchange and peer support and coaching on planning, commissioning, delivering and evaluating people centred integrated care in small island systems. The SIG will enable small island systems to learn from each other, share examples of innovation and understand how multi-sectoral planning, financing and governance can build resilience, accelerate transformational change and health system strengthening, and make progress on sustainable development goals. Those attending the workshop and launch of the Special Interest Group received a presentation on the Isle of Man's Integrated Care Project in the West, which generated a great deal of interest from delegates from around the world.



This was followed up in September 2019 by the inaugural Small Islands Learning Event (SmILE), which was hosted in the Isle of Man. The event was organised by the Department and the Isle of Man Hospice supported by the International Foundation of Integrated Care (IFIC) Scotland. The broad themes of the three-day learning exchange were: Integrated Pathways, Older and Better Island Communities, and Community Wellbeing and Resilience. Partners from Malta, Seychelles, Guernsey, Isle of Man and Scotland shared examples of innovation and considered how integrated approaches can build resilience, strengthen health systems, and support islands to make progress on transformational change. Part of the three-day event included a visit by delegates to meet the Western Wellbeing Partnership practitioners as well as receiving a presentation by the Project Team about the Integrated Care Project in the West.