

Community Led Approaches – how they support the Health and Social Care Renewal Framework

This resource forms part of a series by Healthcare Improvement Scotland on community-led approaches.

Community-led approaches are an approach to the design and coordination of the way services operate. They emphasise relational care and support centred on outcomes – finding out what really matters to people and bringing in the care and support from across the system. Community-led approaches better meet people's needs in the community, and by doing so reduce the need for more downstream services. For more information on this series or community-led approaches please contact his.transformationalsystemchange@nhs.scot.

This resource outlines how using community-led approaches can help you achieve the aspirations of the Health and Social Care Renewal Framework.

1 What are the aims of the Health and Social Care Service Renewal Framework?

The Health and Social Care Service Renewal Framework is about changing how health and social care are delivered in Scotland. It outlines a future of person-centred care and support. This will mean shifting towards having more support in communities and looking at prevention, while using specialist services when required. Underpinning the renewal framework are a set of principles:

1. Prevention: prevention across the continuum of care and support.
2. People: care and support designed around people rather than the 'system' or 'services'.
3. Community: more care and support in the community rather than a hospital-focused model.
4. Population: population planning, rather than along boundaries.
5. Digital: reflecting societal expectations and system needs.

Though these principles are specifically written with reference to the health system, they should be considered more in terms of the integrated environment of health, social care and wider community.

2 What are the aims of community-led approaches?

Community-led approaches are clear and evidence-based ways to change practice towards these principles. The changes needed for community led approaches align well with the [enablers for change](#) that support broader system change. Community-led approaches refer to methods for delivering services. They focus on bringing care and support closer to people. This is done flexibly, focusing on strengths and what matters most to people. Community-led approaches focus on creating a system where people can discuss their needs. This helps professionals collaborate and generate innovative ideas to meet those needs.

3 How community-led approaches Contribute to the Vision and Goals of the Health and Social Care Service Renewal Framework

3.1 Prevention principle

‘Health and care is focused on prevention and proactive early intervention to realise long term wellbeing and reduce the burden of disease. All parts of the community and health and social care system will work together to maintain better population health and reduce inequalities and stigma.’

Health and Social Care Service Renewal Framework

The Prevention Principle means that health and social care services work with third and independent sector organisations and communities. They aim to prevent illness and intervene early when needed. All community services will help tackle health inequalities and promote good health.

Community-led approaches support this principle in the following ways:

- community-led approaches help people get early support through local access. This means people can get support for health issues before they become more serious.
- a person-centred approach and good conversations help to quickly identify additional care and support needs linked to health issues.
- support for things like mental wellbeing and housing are provided alongside health services. This helps people maintain better health.

3.2 People principle

‘Health and care is responsive, respects individual needs and delivers outcomes that matter to people. People will be more in charge of their own health and wellbeing as we enable self-care. People will have the information they need to share decision making about their own physical health, mental health and social care, and services will trust their choices. Services will be equitable (i.e. proportionate to need)’

Health and Social Care Service Renewal Framework

This means that health and social care will be person-centred and make a real difference to people’s wellbeing. People will receive clear information and support to manage their health. They can make informed choices about their physical and mental health. Community-led approaches support this principle in the following ways:

- A key part of community-led approaches is building relationships. This relies on having good conversations. These conversations aim to understand the whole person, not just a few care needs. Recognising the needs of the whole person helps us respond better. It allows us to respect people’s individual needs and reach important outcomes for people.
- Community-led approaches help make services and support more visible. This way, people can feel empowered to ask for help and discover what is available to them. People can decide what support they need. They can then work with services to create the right support for them, instead of picking from a fixed list.
- Community-led approaches encourage staff to find extra support from other organisations, not to refer to them. The terms ‘sticky people’ and ‘sticky services’ mean staying with people, not sending them away.

3.3 Community principle

‘Health and care is accessible, seamless, and equitable across settings. People will be able to access more services and support in the community – and hospitals will focus on the most acute and complex procedures or levels of care.’

Health and Social Care Service Renewal Framework

This means that a wider range of care and support will be available to people closer to home. People will have a more joined up experience. Community-led approaches support this principle in the following ways

- Community-based access, hubs and Community Appointment Days help bring care and support closer to where people live.
- Connected to the Prevention Principle, finding out what people need earlier means more can be done in the community. This helps address health issues early. So, it lowers the chances of needing hospital care or specialist visits.
- Community-led approaches promote investing in skills within the community. This way, local professionals can deliver the right screening, diagnostics, and treatments.
- A [learning approach](#) helps people understand how third sector and community services support them to live well at home.

3.3 Population principle

‘Our planning of services will be based on evidence-based, strategic assessments of population needs across Scotland, at national, sub-national and local level.’

Health and Social Care Service Renewal Framework

This means that services will be planned based on a detailed understanding of what support people need in different parts of the country.

Community-led approaches support this principle in the following ways:

- good conversations and strong infrastructure help us grasp what people need to thrive. This leads to a deeper understanding of population needs.
- good conversations and strong support systems help understand population needs better.
- community-led approaches help break down barriers between organisations. This leads to better resource sharing and improves planning for the whole population.
- working together across clinical, non-clinical, and voluntary services creates a stronger system for supporting people with complex needs.

3.5 Digital principle

‘Using technology and innovation to change people’s experiences of how they interact with services and better manage their own wellbeing, whilst simultaneously maximising the use of data and technology to make services as modern, joined up and efficient as possible.’

Health and Social Care Service Renewal Framework

This means that technology will be used to give people greater control of their health through self-management, and better communication with and between services. Community-led approaches support this principle in the following ways:

- Community hubs can help people use digital technologies. They offer digital skills workshops and a place to get help if needed.
- Many digital services focus on health monitoring and technology-enabled care. These are important parts of early intervention in community-led approaches.