Our Voice, Our Rights, Our Future

Measuring outcomes that matter

Be Human
Lead Courageously
Reimagine Investment
Share Power
Measure Outcomes
Mission:
Co-creating a healthier future with individuals and communities by developing courageous and compassionate leaders and practitioners with the knowledge, skills and confidence to design, deliver and evaluate people-centred integrated care.

https://integratedcarefoundation.org/ific-scotland
National Performance Framework
Our Purpose, Values and National Outcomes

**OUR PURPOSE**
To become a more successful country with opportunities for all of Scotland to flourish through increased wellbeing, and sustainable and inclusive economic growth.

**OUR VALUES**
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.

We are healthy and active.
We have thriving and innovative businesses, with quality jobs and fair work for everyone.
We are creative and our skills and cultures are expressed and enjoyed wisely.
We value, enjoy, protect and enhance our environment.
We are a globally competitive, enterprising, inclusive and sustainable economy.
We respect, protect and promote human rights and live free from discrimination.
We live in communities that are inclusive, resilient and safe.
We grow up loved, safe and supported so that we reach our full potential.
We are well educated, skilled and able to contribute to society.
We tackle poverty by sharing opportunities, wealth and power more equally.
We have a globally competitive, enterprising, inclusive and sustainable economy.

www.nationalperformance.gov.scot
https://sustainabledevelopment.un.org/
12th Care Outcome proposed and campaigned for since 2021.

‘We fully value and invest in those experiencing care and all those providing it’.

Research identified seven ‘Beacon’ National Indicators, and a range of sub-indicators, which should be used to monitor progress.
1. The quality of life of carers, care workers and those experiencing care
   - E.g. right to breaks, access to mental health services, Life chances of young carers, Social connections, Life-care balance, Respite availability

2. The quality of care for all
   - E.g. Access and affordability of social care and childcare, Safety, Adequacy of the quality of care experienced, Support for unpaid carers

3. The financial wellbeing of carers, care workers and those experiencing care
   - E.g. % of care workers, carers and those experiencing care in poverty; Cost of care as a % of household income; Lifetime earnings gap; The length and level of paid maternity and paternity leave; % of unpaid carers who feel supported towards and within decent work

4. The voice and influence of carers, care workers and those experiencing care
   - E.g. Choice over the nature of care and how it is delivered (from those experiencing care); Care sectoral bargaining & worker voice; policy influence of carers

5. Access to education and training
   - E.g. % of people experiencing care in education; % of care workers in vocational training; % of unpaid carers in education; % of unpaid carers who have received care-based training

6. The adequacy of funding for care
   - E.g. adequacy of social security, level of funded childcare, funding for NCS, funding for 3rd sector programmes

7. The job quality of care workers
   - E.g. pay and conditions for care and childcare workers; holiday entitlement; overtime worked etc.

The full list of proposed indicators and data source mapping is available in the blueprint report by the Oxfam-UWS Partnership.
# Health and Wellbeing Outcomes for Integrated Care

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>People are able to look after and improve their own health and wellbeing and live in good health for longer.</td>
</tr>
<tr>
<td>2</td>
<td>People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.</td>
</tr>
<tr>
<td>3</td>
<td>People who use health and social care services have positive experiences of those services, and have their dignity respected.</td>
</tr>
<tr>
<td>4</td>
<td>Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.</td>
</tr>
<tr>
<td>5</td>
<td>Health and social care services contribute to reducing health inequalities.</td>
</tr>
<tr>
<td>6</td>
<td>People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.</td>
</tr>
<tr>
<td>7</td>
<td>People who use health and social care services are safe from harm.</td>
</tr>
<tr>
<td>8</td>
<td>People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.</td>
</tr>
<tr>
<td>9</td>
<td>Resources are used effectively and efficiently in the provision of health and social care services.</td>
</tr>
</tbody>
</table>
Health and Care Experience Survey

- I understood the information I was given: 95% positive, 5% neutral and negative
- I was listened to: 93% positive, 7% neutral and negative
- I was treated with compassion & understanding: 89% positive, 11% neutral and negative
- I was given enough time: 88% positive, 12% neutral and negative
- I was in control of my treatment / care: 82% positive, 18% neutral and negative
- My treatment / care was well coordinated: 78% positive, 22% neutral and negative
- I was given the opportunity to involve the people that matter to me: 58% positive, 42% neutral and negative
- I knew the healthcare professional well: 50% positive, 50% neutral and 0% negative
What is the Scottish Government doing to align Principles from relevant health and care legislation?

"We should measure success in health and care with personal and rights based outcomes, not just short-term targets”

➢ What changes are needed to future proof our Health and Wellbeing Outcomes as we plan for a National Care Service?

➢ What measures could track progress on empowerment, human rights and equalities as well as the quality and experience of care and support?
Thank you

https://integratedcarefoundation.org/IFIC-scotland-3

@AnnelIFICScot
@IFICInfo
@HSCScotland

Marie Curran  IFICscotland@integratedcarefoundation.org