

Joint Improvement Team Reshaping Care and Integration Network Bulletin

‘IT’S GOOD TO TALK!’

AGE SCOTLAND’S NEW TELEPHONE SERVICE CONNECTS WITH OLDER PEOPLE



Silver Line Scotland, the new partnership between Age Scotland and The Silver Line Helpline launched nationally on 25th November 2013. The Silver Line is a 24-hour-a-day seven-days-a-week service offering information, signposting, friendship and the opportunity for a chat. However, because in Scotland the service is being delivered in partnership, older people in Scotland who ring up can also access advice on benefits, care, housing, heating and legal and end of life issues from Age Scotland’s advice team. The line is open from 8am-8pm Monday to Friday. Silver Line Scotland is currently recruiting volunteers for the friendship service. Volunteer friends are trained and then, working in pairs from home, they are matched with older people and make regular weekly friendship calls. The Silver Line already has 85 volunteers who have applied for assessment and training in Scotland.

The partnership has enabled Age Scotland to increase advice hours from 24 to 60 hours a week and to provide advice through a Freephone number **0800 4 70 80 90**.

http://www.ageuk.org.uk/scotland/about-us/silver_line_scotland/

KING'S FUND ENCOURAGES A WHOLE COMMUNITY APPROACH TO IMPROVING PUBLIC HEALTH

Their 'nine key areas that can improve public health and reduce inequalities' can be viewed by clicking on this image:

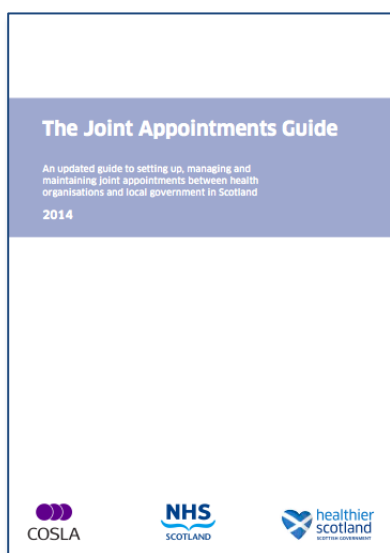
Partnership, planning and health in all policies supporting evidence-based and practical action...



The King's Fund

REVISED GUIDANCE ON JOINT APPOINTMENTS

The Scottish Government's 2014 guide to setting up and managing joint appointments between health organisations and local government in Scotland can be viewed here:



COMMUNITY TEAM WINS PRESTIGIOUS AWARD

A community-based team made up of staff from NHS Lanarkshire and South Lanarkshire Council has won a prestigious national award. The Integrated Community Support Team (ICTS) is part of the Reshaping Care for Older People programme and triumphed at the recent Patient Experience Network National Awards in Birmingham. More information and personal stories can be found here:



EVENTS



A CONFERENCE EXAMINING THE GOVERNMENT'S PLANS TO BUILD A HEALTHIER FUTURE FOR SCOTLAND AND DEBATE THE BEST APPROACH FOR TACKLING HEALTH INEQUALITIES, REFLECTING ON CONCERNS INCLUDING OBESITY, OLDER PEOPLE'S HEALTH, ALCOHOL AND SUBSTANCE MISUSE, TOBACCO AND SEXUAL HEALTH.

<http://p3-media.co.uk/healthier-fairer-scotland/>



**Social Services
Expo & Conference
2014**

18 March 2014

Edinburgh International Conference Centre (EICC)

Marking *World Social Work Day 2014* and showcasing work in Scotland, this event will provide you with an opportunity to share expertise and ideas, learn from others, discuss current developments and encourage innovation. For more info and booking, click on the image above

**DIGITAL HEALTHCARE WEBINAR
26TH MARCH**

[More info here](#)

**REMOTE AND RURAL
HEALTHCARE EDUCATIONAL
ALLIANCE (RRHEAL)
NETWORK LEARNING EVENT, ORKNEY
COLLEGE, KIRKWALL FRIDAY 28TH
MARCH 2014**

<http://www.rrheal.scot.nhs.uk/about-us/rgsw.aspx>

**NATIONAL NEUROLOGICAL
ADVISORY GROUP
CONFERENCE 20 MARCH 2014
NEUROLOGICAL STANDARDS IN
SCOTLAND – HOW ARE WE DOING?**

<http://www.knowledge.scot.nhs.uk/nnagcommunity.aspx>