Background and introduction
The COVID-19 pandemic highlighted changing needs and challenges for multi-disciplinary teams managing frailty services across primary, secondary and community care and third and independent sector. By establishing the Frailty Learning System in April 2021, Healthcare Improvement Scotland responded to the need to rapidly build and optimise learning in different ways. The Learning System supports and provides opportunities for staff to collaborate across Scotland and share knowledge and improvement ideas to enable integrated frailty care.

The Frailty Learning System aims to:
- Share frailty knowledge, resources and best practice.
- Collaborate with health and social care, 3rd sector and independent services.
- Enable staff and services to share learning and network with each other.
- Build an awareness of successes, challenges and similarities across teams.

Change theory
National Frailty Learning System engagement, involvement and access to information to build stronger and more knowledgeable teams across Scotland and test new ideas to improve frailty outcomes.

Methodology:
- Establish an online learning network.
- Identify themes that matter to frailty teams.
- Align topics with national standards, policies and strategy.
- Identify good practice and support teams to present and share their work.
- Host webinars and workshops, facilitate networking and discussion.
- Encourage interaction using online tools.
- Support clinical and professional engagement.
- Share evidence and best practice.
- Encourage staff involvement/engagement in MS Teams channel discussions.
- Signpost frailty resources/education.

We learned:
- Credibility and value of leadership involved in online learning.
- Delegate feedback is crucial to understanding the challenges in the system.
- Importance of linking learning and topics to current needs and requests.
- Flexible platform to participate, view, catch-up later on devices from home or office has been welcomed by users.
- Staff need time out from routine to reflect, share inspiration and experiences or recognise and celebrate success.
- Understanding frailty integrated care components for 90 day learning cycle.

Results and conclusions
Benefits:
- Integrated approach to understanding frailty systems.
- Increased national and local networking across different roles and areas.
- No travel.
- Sharing while in workplace.

"54% of attendees said they connected and networked with other teams and boards due to being a member of the learning system."