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12 May 2016

SUPPLEMENTARY

HELENSBURGH AND LOMOND COMMUNITY PLANNING GROUP – 17 MAY 2016 AT 9.30A.M. – PILLAR HALL, VICTORIA HALLS, HELENSBURGH

I enclose herewith Item 8b (**FALLS PREVENTION/ REABLEMENT STRATEGY**) which was marked copy to follow on the Agenda for the above meeting and an additional paper in relation to Item 7c (**SCOTTISH ENTERPRISE**) which was not previously circulated with the agenda for the above meeting.

Douglas Hendry
Executive Director of Customer Services

BUSINESS

- (c) Scottish Enterprise (Pages 1 - 6)
- (b) Falls Prevention/Reablement Strategy (Pages 7 - 16)

Report by Linda Skrastin, NHS Highland

HELENSBURGH AND LOMOND COMMUNITY PLANNING GROUP

Councillor Gary Mulvaney (Chair) Morevain Martin (Vice-Chair)

Lorna Elliott – Community Governance Manager

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Supplementary Information To Support Verbal Update

Outcome 1: The economy is diverse and thriving

This outcome focuses on business growth, sustainability and start up. Tourism, marine science, renewables, digital economy and food and drink are the key sectors which will be developed through this outcome

The key strategies and plans supporting the delivery of this outcome at an Argyll and Bute level include: Argyll and Bute Local Housing Strategy; Argyll and Bute Skills Pipeline; Argyll and Bute Youth Employment Activity Plan; Argyll Voluntary Action Strategic Plan; CHORD / CARS programme; TIF programme; Economic Development Action Plan; Scottish Government Economic Strategy; Highlands and Islands Enterprise Operating Plan; Local Development Plan; Opportunities for All Development Plan; Renewable Energy Action Plan; Roads Asset Management and Maintenance Strategy; Scottish Enterprise Operating Plan; Scottish Ferries Plan; Strategic Housing Investment Plan 2013-18; Strategic Infrastructure Plan (proposed).

The following strategic partnerships are supporting the delivery of this outcome: Argyll and Bute Renewables Alliance; Argyll and the Isles Strategic Tourism Partnership; Argyll and Bute Employability Partnership; Third Sector and Communities Strategic Partnership.

Main areas of focus for Helensburgh & Lomond included within this outcome:

- To achieve business growth and additional employment opportunities
- To ensure our towns, villages and rural communities are economically dynamic, sustainable and connected building on their distinct opportunities
- To ensure we have a robust tourism sector with an extended season, a higher value proposition and increased turnover
- To create an environment where levels of entrepreneurship are increased

Outcome 1: The economy is diverse and thriving

SOA Code	SOA Delivery Plan Action	Activity on the Ground	Timescale
1.1.2	Support an increase in international trade through more businesses trading internationally and businesses increasing international turnover	A CPP (A&BC, including Business Gateway activity in the H&L area, and Scottish Enterprise (SE)) collaborated approach to increase awareness, support and opportunities available to businesses.	On-going throughout 2016-2017
1.1.4	Support Business Growth (including social enterprise) through SE account management and Business Gateway (BG)	<p>A CPP (A&BC, including Business Gateway activity in the H&L area and SE) collaborated approach to increase business growth in Helensburgh and Lomond.</p> <p>SE will continue to work with Account Managed companies in Helensburgh & Lomond with a view to further growth.</p> <p>SE will continue to support all companies wishing to grow in Helensburgh & Lomond through the availability of its many products accessible via BG.</p> <p>Business Gateway Local Growth Accelerator Programme will provide</p>	<p>On-going throughout 2016-2017</p> <p>BG stats available quarterly on the number of adviser appointments with existing businesses, workshops held and attendees, number of clients moving into growth advisory services/growth pipeline/account management.</p>

1.1.7	Ensure businesses are ready to take advantage of the opportunities offered by improved Broadband speeds	<p>New courses to be run by Business Gateway in a number of areas across Argyll and Bute, including Helensburgh & Lomond</p> <p>Core Business Gateway ecommerce workshops and new DigitalBoost workshops live in Helensburgh.</p>	On-going support throughout 2016 – 2017.
1.2.1	Expand upon recent investment activity in Helensburgh and ensure readiness for the implementation of the Maritime Change Programme	<p>£5 million LIBOR award for Helensburgh Waterfront Development announced during the UK budget is being utilised for a new swimming pool/pierhead redevelopment which will be match funded by A&BC.</p> <p>This will be a very significant improvement to the urban fabric and leisure offering of Helensburgh, will directly create on-site commercial investment opportunities, and will generally improve the area's attractiveness for further inward investment.</p> <p>Ongoing discussion between A&BC and</p>	On-going.
1.4.1	Increase awareness of marine employment, education and business opportunities through engagement with SAMS and all local stakeholders	<p>Industry and local partners are working together on delivery of a new Aerospace, Defence, Marine & Security sector strategy with a particular focus on marine activity. Being lead by the newly created subgroup chaired by Patrick Carnie of Babcock International.</p>	On-going.

1.5.3	Support the development of the local energy supply chain	Promotional work through Argyll and Bute Renewable Alliance (ABRA) e.g. All Energy Conference.	On-going.
1.6.1	Secure and maintain ongoing sustainability of the Argyll and the Isles Tourism Co-operative Ltd (AITC) (trading arm of AISTP) to further develop the tourism value chain linked to the area's unique heritage, provenance and authenticity.	Business Gateway providing WorldHost workshops for AITC in Helensburgh. Provides training to front line staff to deliver a great customer experience.	On-going.

1.6.2	Create partnership structures with the capacity and desire to develop the culture and heritage sector to maximise the unique opportunities provided by the unique culture and heritage of the area.	Will build on the recent successful NVA Hinterland event	On-going.
1.6.3	Support the delivery of high quality tourism experiences across Argyll and Bute	A&BC's has a new Economic Growth Officer with a focus on Tourism – will develop relationships with appropriate SE staff.	On-going.
1.6.4	Build upon the local food and drink offering	A&BC new Economic Growth Officer with a focus on Food and Drink – will develop key relationships with appropriate SE staff.	On-going.
1.7.1	To provide support business starts in each of the four council administrative areas.	Business Gateway Advisors will provide support and advice to business starts ups within the area.	On-going Business Gateway support throughout 2016 – 2017 Stats available quarterly for number of start-ups support, number of adviser meetings with start-ups/pre-starts, start-up workshops and attendees,

1.7.2	Moving forward with the concept of the Helensburgh Innovation/Entrepreneurship Centre.	On the back of initial scoping exercise, further feasibility work to be advanced with Scottish Enterprise and Women in Business.	On-going.
1.8.3	To optimise public sector employment and training opportunities including work experience, apprenticeships, graduate placements, research, etc.	A study is being commissioned to identify increased opportunities for public sector employment. This is a direct SOA action	Completed and with Argyll and Bute Council's HR and Improvement Service.
1.8.4	Optimise local benefits through public sector procurement process through continued usage of supplier development programme, utilising community benefit clauses where appropriate	PV Panel Installation Education Properties (Non-NPDO): Contractor-led presentations within the relevant schools after completion of the works involved in this contract, to raise awareness of the benefits of Solar PV Panels.	Presentations ongoing.

Argyll and Bute Community Planning Partnership**Mary Lynch Community Physiotherapist
Area Community Planning Group****19-05-16**

Setting up of Helensburgh and Lomond Strength and Balance Exercise classes for Older people

Summary

It is well documented that older people are at risk of falls. One third of people over the age of 65 fall each year (Cochrane 2012) As part of ongoing work Reshaping Care For Older People (Change Fund) there has been much work done to look at support in the community for older people falling. In Argyll & Bute 30% of the population are over the age of 60. There is an NHS Highland flow chart detailing what actions should be taken for someone who has had a fall or is afraid of falling. There is a strong evidence base that balance and strength exercise as a single intervention prevents falls (Cochrane Review 2012)

1. Purpose

The purpose of this report is to inform Area Community Planning Group members about the strength and balance exercise classes for older people which have been developed in the Helensburgh and Lomond area by a local NHS Physiotherapist.

2. Recommendations

Area Community Planning Group members are invited to note the contents of this report.

3. Background

NHS Highland employed a Community Physiotherapist in November 2014 for 4.5 month fixed term contract to work as part of the Extended Community Care Team based at the Jeanie Deans Centre. Part of the role of the Community Physiotherapist was to develop a Strength and Balance Exercise class for Older people modelled on other classes which were already well established in Dunoon, Oban and Campbeltown areas .

4. Detail

Guidance and support was provided by NHS Highland Physiotherapy Lead local Clinical Services Manager and Dr Christine McArthur NHS Highland Coordinator Prevention and Management of Falls, to develop this service. The Physiotherapist spent time shadowing the classes being run in Dunoon both for active elderly and frail elderly. These classes in other areas of Argyll & Bute were run in very close partnership with community support from a few paid staff and mostly volunteers from AVA (later to become Argyll TSI), Cowal Befrienders and Lorn and Oban Healthy Options. These volunteers and paid staff undertook a period of training in Otago Method which developed their skills and experience in taking Strength and balance exercise classes. It was suggested that this same model be used for the Helensburgh and Lomond area. This model has not been successful in Helensburgh and Lomond as despite working closely with other agencies no volunteers have been recruited.

In March 2015, the Community Physiotherapist post became permanent. The Physiotherapist continued to work in the local community reaching out to all groups of older people in supported living, warden controlled residences, senior citizen groups, stroke clubs, bingo groups, informing and sharing information tailored to offer support ie., Falls Box. A close working relationship with Alison Gildea Argyll TSI has been extremely beneficial.

It was decided that NHS Highland would employ a local skilled exercise trainer to deliver the exercise classes accompanied by a NHS support worker who had completed Otago training. One class began in Helensburgh November 2015, followed by another there in January 2016 and a further class in Garelochhead in January 2016. The exercise class lasts for one hour. The class is free for the first 6 weeks. The classes, held in a community setting also include a tea/coffee afterwards which is managed by a volunteer and this brings a social, supportive feel to the group. It is hoped to extend this small half hour to incorporate a suitable speaker in time. Plans are in place to evaluate these classes by having attendees complete a questionnaire. This has not begun yet. There has not been a need to advertise the classes at present (people can be transferred to them after a period of rehabilitation in the community). The Physiotherapist is looking at developing a resource for GP surgeries and public places, working alongside Communications Manager.

5. Conclusions

It is recognised that falls among older people are a major and growing concern Strength and balance exercise classes for older people can

make a significant contribution to supporting people to look after and improve their own health and well being and reduce the risk of falls.

6.0 SOA Outcomes

Which outcomes of the SOA does this report relate to?
SOA 5 People Live Active, Healthier and Independent Lives

Name of Lead Officer

Name Mary Lynch
Tel [01436 655052]

For further information please contact:

Mary Lynch
Community Physiotherapist
Tel 01436 655052

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May 2016

Agenda Item [for office use]

Reablement

Summary

This report highlights the work happening in the Helensburgh and Lomond area for Reablement. Reablement is not a new concept, but there has been increased drive to push this forward across Argyll and Bute. The main emphasis is to promote independence and ensure care providers take a more “hands off” approach, enabling people to achieve their potential in the community. This also ensures appropriate use of social care, ensuring good use of the budgets, whilst enhancing people’s quality of life. Work is needed to further enhance the model of care ensuring reablement is everyone’s business.

1. Purpose

The purpose of this report is to inform Area Community Planning Group members about the progress of reablement work which is underway within the Helensburgh and Lomond area.

2. Recommendations

- To help drive the reablement agenda widely to ensure reablement is everyone’s business.
- To ensure funding of reablement care packages is considered from a multi-disciplinary approach. We may need to invest money to save money.
- To help set up local reablement meetings, which are essential to driving this agenda forward. Key people are needed to take responsibility for change and progress.
- Joint working across all sectors is vital and communication is key.
- Better systems of communication are essential for reablement to work. For example, social work teams and health teams, although integrated, are still using different patient recording systems, which causes confusion, duplication of work and is more time consuming for all involved. This must be something that is actioned quickly and swiftly to ensure continued success of reablement and the

- general health and social care work in the community.
- Reablement training and embedding a reablement approach to all areas of care where possible is essential from day 1.
 - Work is needed to ensure Argyll and Bute are working in line with other areas in Scotland and nationally. There is some excellent work and processes elsewhere which we need to tap into and share, for example the reablement SVQ module in Dumfries and Galloway.
 - The reablement pathway needs to be shared widely so everyone is clear on this and working towards it.
 - Admin support is required locally to ensure efficiency of the reablement service and freeing up the Occupational Therapist and support worker to see more people and move forwards with more joint working with the independent sector. Too much time is spent on administration. Tasks include: recording all referrals on a monthly spreadsheet, recording outcomes measures, collation of outcomes across A&B, organising training dates and paperwork, printing and co-ordinating relevant paperwork such as reablement leaflets, and other paperwork. Spending time doing these tasks means less people are seen in the community.
 - To secure long term funding for the reablement agenda. Currently funding is temporary. It is felt this should be permanent as the reablement approach will save money and free up care, and mostly importantly will enhance people's quality of life in the community.
 - Ways to ensure involvement and input from the independent sector is key. Innovative ways to do this should be brought forward.
 - Streamlining the reablement intervention for people coming out of hospital working in conjunction with discharge team is required. Work with our colleagues in the local Glasgow hospitals is key.
 - Further resources to carry out assessment and treatment of people in the community is required to embed reablement further. Items such as a kit used for reablement training, resources to promote rehabilitation in the community for people with who have had a stroke, such as upper limb resources. This would benefit the rest of the Extended Community Care Teams too.

3. Background

Prior to May 2015, there was no existing Reablement service in Argyll and Bute. Although Reablement is not a new concept, the approach had not been formally launched. In this area, Lucie Johnson the Occupational Therapist for Reablement has been

working closely with the independent sector to try and drive this approach forward. Reablement is an approach which sits very closely to the core philosophies and practice of Occupational Therapy.

The reablement service in Helensburgh and Lomond differs to that across the rest of Argyll and Bute. Helensburgh does not have its own hospital or in-house carers as such to provide care in the community. Provision of care in the community usually falls to the independent provider. This means, joint working across all sectors is vital and communication is key.

Since May 2015, 116 people have been referred for reablement. Although not everyone has been appropriate, there have been some real success stories.

Care packages have been reduced (and money saved), people have achieved their goals and reintegrated into their local communities, and close links are forming across the third and voluntary sectors.

4. Detail

The main emphasis of reablement is to promote independence and ensure care providers take a more “hands off” approach, enabling people to achieve their potential in the community. This also ensures appropriate use of social care, ensuring good use of the budgets, whilst enhancing people’s quality of life.

When ensuring a reablement approach, people may require longer with a carer to ensure they can independently manage tasks, rather than the carer “do it for them”. This will be closely assessed by the team. It is important social care managers and people with control of the budgets realise we may need to spend money to save money.

Goal setting is key to reablement working. Individual goal plans are discussed with each relevant person and shared with the client, family and the carers.

Key factors for consideration include:

- Raising awareness of reablement agenda widely to ensure reablement is everyone’s business.
- To ensure funding of reablement care packages is considered from a multi-disciplinary approach. We may need to invest money to save money.
- To help set up local reablement meetings, which are essential to driving this agenda forward. Key people are needed to take responsibility for change and progress.
- Joint working across all sectors is vital and communication is key.
- Better systems of communication are essential for

reablement to work. For example, social work teams and health teams, although integrated, are still using different patient recording systems, which causes confusion, duplication of work and is more time consuming for all involved. This must be something that is actioned quickly and swiftly to ensure continued success of reablement and the general health and social care work in the community.

- Reablement training and embedding a reablement approach to all areas of care where possible is essential from day 1.
- The reablement pathway needs to be shared widely so everyone is clear on this and working towards it.
- Admin support is required locally to ensure efficiency of the reablement service and freeing up the Occupational Therapist and support worker to see more people and move forwards with more joint working with the independent sector. Too much time is spent on administration. Tasks include: recording all referrals on a monthly spreadsheet, recording outcomes measures, collation of outcomes across A&B, organising training dates and paperwork, printing and co-ordinating relevant paperwork such as reablement leaflets, and other paperwork. Spending time doing these tasks means less people are seen in the community.
- To secure long term funding for the reablement agenda. Currently funding is temporary. It is felt this should be permanent as the reablement approach will save money and free up care, and mostly importantly will enhance people's quality of life in the community.
- Ways to ensure involvement and input from the independent sector is key. Innovative ways to do this should be brought forward.
- Streamlining the reablement intervention for people coming out of hospital working in conjunction with discharge team is required. Work with our colleagues in the local Glasgow hospitals is key.

Further resources to carry out assessment and treatment of people in the community is required to embed reablement further. Items such as a kit used for reablement training, resources to promote rehabilitation in the community for people with who have had a stroke, such as upper limb resources. This would benefit the rest of the Extended Community Care Teams too.

5. Conclusions

Reablement should be everyone's business. This is a new approach to care for the independent providers, and so it is key to ensure there is a joint up approach to this.

Reablement where appropriate will help to ensure that people are supported to live active, healthier and independent lives.

Staff such as Occupational Therapists, Physiotherapists, Nurses support staff and the third sector are key to working alongside their social care colleagues to providing care and support needed to people in their communities.

Case studies are a good way of showcasing the ethos and outcomes of reablement intervention.

6.0 SOA Outcomes

Which outcomes of the SOA does this report relate to?

SOA 5 People Live Active, Healthier and Independent Lives

Name of Lead Officer

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