

**Update on Adult Services**

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**1. SUMMARY**

This is a quarterly generic report to update the Area Committee on relevant issues regarding Adult Care within Oban Lorn and the Isles

This report has been broken down into the following areas:

Generic Operational Social Work; Extended Community Care Team; Home Care and other pertinent areas of work including Integration of Health & Social care services.

**2. RECOMMENDATIONS**

That the Committee notes the contents of the paper.

**3. DETAIL**

**3.1 Operational Social Work OLI**

This comprises Oban Lorn and the Isles; figures below show Pyramid reporting as at 1/2/2016.

Team Leaders continue to ensure work is prioritised and urgent cases are allocated promptly.

### 3.1.1 Oban Community Care Team – as at 01/02/2016

<b>Pyramid Measure</b>	<b>Number</b>
<b>Number of Unallocated Cases After 5 Working Days</b>	<b>1</b>
<b>Number of Care Assessments outstanding over 28 days</b>	<b>13</b>
<b>Number of Carers Assessments outstanding over 28 days</b>	<b>7</b>
<b>Number of Adult Care Operational Cases</b>	<b>243</b>

### 3.1.2 Mull Community Care Team - as at 02/11/2015

<b>Pyramid Measure</b>	<b>Number</b>
<b>Number of Unallocated Cases After 5 Working Days</b>	<b>0</b>
<b>Number of Care Assessments outstanding over 28 days</b>	<b>3</b>
<b>Number of Carers Assessments outstanding over 28 days</b>	<b>0</b>
<b>Number of Adult Care Operational Cases</b>	<b>74</b>

### 3.1.3 Tíree Community Care Team – as at 02/11/2015

Pyramid Measure	Number
Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	0
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Operational Cases	22

<b>Number of Adult Care Operational Cases</b>	<b>44</b>
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### 3.2 Adult Support and Protection

The figures below outline the number of referrals and actions since 1 October – 31 December 2015. We normally have on average around 7 per month. There is ongoing work with other statutory and non-statutory agencies to develop and heighten awareness of Adult Support and Protection. The police continue to be the main referral agent. Overall the number of referrals received across A&B has fallen since last quarter.

Referrals completed within the 5 day working timescale. The target is 80%

Late	On Time	Not Complete	Total	% On Time
7	12	2	21	57%

Locally Integrated Team Leadership meetings take place, involving, NHS, Social work, Police and Carr Gorm every quarter to review statistics and address any issues within the OLI area.

### **3.3 Staffing within Adult Social Work Team and Extended Community Care Team**

Pamela MacLeod has been appointed Interim Operations Team Leader for Oban Lorn & Isles Adult Social Work Department. She will also have responsibility for resources for Oban and Community. Jenni Hodgson will continue as Resources Team Leader for Mull and the Islands and is now based on Mull. The Health & Social Care Partnership Planning Department will work alongside managers to ensure a robust integrated team leader structure is put in place for Oban, Lorn and Islands.

Julie Henderson has been appointed as Interim Occupational Therapy Team Leader for Oban Lorn & Isles and Kate Stewart continues to have responsibility for the Extended Community Care Team supported by the community nurses.

At present the Oban Adult social work team are fully staffed, currently some sick leave exists within the team. Interviews are due to take place on 24 February for one vacancy that has been filled by an agency worker presently. If the post is recruited too, then the agency worker will cease.

### **3.4 Care at Home Provision**

The provision of care at home remains challenging, especially within Oban & Lorn. This is mainly due to the high demand and rise in more complex care packages requiring maximum daily visits with limited resources due to staff recruitment/retention for providers. As part of the outcomes from the IRiSS work the Council have formed a Workforce Development Group which comprises members of Adult Care, Independent Sector and Commissioning to take forward the above across the authority.

Providers are now working in partnership with Health and Social Care colleagues to ensure priorities for clients worked collaboratively. Weekly meetings to support discharge from hospital will commence with the private providers from 4 February 2016.

### **3.5 Extended Community Care Team**

The Extended Community Care Team are currently situated within the Lorn & Islands Hospital. The team are made up of the following staff: Social work, Home Care Procurement Officers, Telecare, Occupational Therapy, Physiotherapy, Generic Support Workers, Advanced Nurse Practitioner and admin and clerical staff. The co-location of staff will ensure better communication between the professional bodies regarding client care.

The purpose of the Extended Community Care team is to:

- Provide rapid response to clients in crisis

- Promote falls prevention
- Reablement of clients
- Provide a response to Falls clients as part of the Scottish Ambulance Falls protocol for non-injured clients.
- Support discharge from Hospital

The team currently work seven days per week, from 8am – 6.30 pm. Our long term goal is to increase the staffing compliment of the Extended Community Care Team and extend the hours till 10pm at night.

### **3.6 Delayed Discharges**

At present Lorn & Islands Hospital have 12 delayed discharges. Work is ongoing to reduce this number.

Models of Intermediate Care (Step up/Step down) beds are currently being explored. Funding approval for Intermediate care beds has been given from the Delayed Discharge fund. This is non-recurring funding but would allow us to trial a model that is suitable for the needs of Oban and community.

A Rapid Process Improvement workshop is being carried out within the Lorn & Islands Hospital the week beginning 8 February 2016. This involves looking at the admission, discharge and transfer of patients over the age of 65 years admitted to the medical wards as an emergency.

A number of staff are involved in this process, from health and social care, we also have a carer representative.

### **3.7 Home Care Monitoring Service**

The Homecare Scheduling and Monitoring System project was initiated in July 2015 when the Staff Plan System was procured from Advanced Health and Care. Within the OLI area the system is live on Tiree and Coll for scheduling and monitoring. Mull will go live in Late November.

It is recognised that that there are still some operational issues to be resolved and as such the Team Leaders have being tasked with looking at options for addressing these. Once this work is complete further discussions will be undertaken with Staff and unions.

### **3.8 Health and Social Care Integration**

As part of Health and Social Care integration a new management structure has been appointed for Oban Lorn & Isles locality as follows:

Interim Locality Manager, Oban Lorn & Isles - Anne Helstrip

Locality Manager for Children & Families - Alex Taylor

Local Area Manager for Mull and islands - Shaun Davidson

Local Area Manager for Oban and Community - Caroline Henderson

Local Area Manager for Lorn & Islands Hospital - Donald Watt

At present Donald Watt is covering the Local Area Manager post in Mid Argyll and Caroline Henderson is covering Lorn & Islands Hospital, Oban. Kate Stewart is Acting Local Area Manager to support Caroline Henderson.

The Locality Manager post for Oban Lorn & Isles has been out to advert and interviews are due to take place on 12 February 2016.

During the transition period the new Integrated Managers will work together to ensure safe cover is provided for the local areas. They will utilise the transition period to produce standard working practices to ensure:

- Staff governance and support
- Quality patient care
- Robust financial management
- Performance reporting
- Communication

Development sessions are being held monthly to support managers in their new Health & Social care posts.

Development of Locality Planning groups has commenced. Two Locality Planning Groups will be established for OLI, one for Mull & the Islands and the other for Oban & Lorn. The first meeting for both areas has been held. The priority initially is to ensure the correct membership of each group is established. Guidance from the Scottish Government is available to support the set up of the groups and the Health & Social Care Partnership Planning Department and Public Health Department will also support localities.

The locality Improving Care Groups will cease and be replaced by the Locality Planning Groups.

The locality integrated care fund allocation has been allocated to various projects. The unallocated funds will be administered via the Locality Planning Groups. The commissioning team and another designated staff member will monitor the projects that have been allocated funds to ensure compliance with agreed outcomes.

#### **4. IMPLICATIONS**

- **Policy**

Health & Social care integration. Joint strategic plan

- **Financial**

None

- **Legal**

None

- **HR**

Recruitment of one vacancy within Adult team will take place on 24 February 2016.

- **Risk**

Lack of home care provision and delays to client care packages being achieved.

Number of delayed discharges at Lorn & Islands Hospital.

1 February 2016

#### **For further information contact**

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