

BUTE AND COWAL ADULT HEALTH AND SOCIAL CARE

1. EXECUTIVE SUMMARY

The purpose of this report is to provide an ongoing update to the Area Committee on relevant issues regarding Health and Social Care within Bute and Cowal.

This report focuses on a number of regularly reported areas such as delayed discharge and adult support and protection and in addition provides information on new areas of work, such as Integrated Care Fund allocations and progress on the establishment of local integration management arrangements.

2. INTRODUCTION

As off the 1st April 2016 Argyll & Bute Health & Social Care Partnership is responsible for all Health and Social Care provision within Argyll & Bute. This new responsibility changes the relationship and reporting structures required from those previously in place.

In addition to a new management structure, localities are in the process of setting up Locality Planning Groups which will be responsible for reviewing and monitoring our performance and delivery against the HSCP 3 year Strategic Plan.

This report provides information on a range of areas that are regularly updated and others that are new areas of activity.

3. RECOMMENDATIONS

It is recommended that members note this report.

4. DETAIL

There are a number of developments taking place during the evolution of the Health and Social Care Partnership and this report focuses on the following aspects:

- Integration
- Locality Planning
- Service Redesign
- Delayed Discharge
- Adult Support and Protection
- Home Care Provision
- Balance of Care
- Local Care Homes
- HSCP savings plans
- Review of Argyll & Bute in-patient capacity

4.1 INTEGRATION

HSCP is now in operation from the 1/4/16. As previously noted Bute and Cowal's adult services management structure consists of Viv Hamilton Locality Manager for Bute and Cowal Jane Williams Local Area Manager Bute and Jayne Lawrence-Winch Local Area Manager for Cowal.

4.2 LOCALITY PLANNING

Effective local service delivery requires successful participatory decision making at a local level. This can only be achieved by empowered individuals and communities. In Argyll and Bute we are committed to preparing and supporting our locality planning and operating arrangements to ensure that we are skilled in our ability to *"plan, own and deliver"* services that are required within our communities.

We have established Locality Planning Groups for both Bute and Cowal. Both groups are currently jointly Chaired by Mark Lines, Locality Manager Children & Families Bute and Cowal and Viv Hamilton Locality Manager Adults Bute and Cowal.

The groups are currently studying locality profile data which will start to inform the Locality Plan and local priority setting.

4.2.1 COWAL LOCALITY PLANNING GROUP

This group has met several times and is scoping out the areas that will be included within the Locality Plan. Membership is still evolving. A workshop was held using a coproduction approach and resulted in agreement of the priorities for the group workplan. A draft Locality Plan will be produced by October 2016.

4.2.2 DUNOON SERVICE REDESIGN

This group is responsible for developing the Strategic Assessment for a new Primary Care facility in Dunoon and , scoping out the local requirements for the provision of facilities for Primary Care services and other linked services such as health and social care in a co-located base.

A workshop was held with the 3 Dunoon GP surgeries and patient representatives which have informed the Strategic Assessment. This will be submitted to the Scottish Government shortly and if successful we will move to the Initial Agreement stage.

4.2.3 BUTE SERVICE REDESIGN & LOCALITY PLANNING GROUP

The two groups are working closely together to develop the business case for a new facility and working towards having a draft Locality Plan in place for October 2016.

A workshop was recently held which included the Bute Locality Planning Group, Bute Service Redesign Group and other stakeholders. The Strategic Assessment was completed and will be submitted to the Scottish Government shortly. If approved we can move to the next stage of the bid which is the Initial Agreement stage. This stage will require a much wider review and engagement with all stakeholders including local independent service providers and care homes. The intention is to design a new facility informed by the demographic data we have for Bute for the first time, shaping

the model accordingly and bringing relevant services onto one site. The detail will emerge as the Initial Agreement takes shape.

4.3 DELAYED DISCHARGE ACTION PLAN

We continue to have a good record in Bute and Cowal regarding delayed discharge and currently have no breeches at the time of writing. We are drafting a bid for Delayed Discharge monies to build additional capacity to support our good practice as the Scottish Government target will increase to 72hr discharge in April 16 for patients who are medically fit for discharge.

4.4 ADULT SUPPORT & PROTECTION (ASP)

Under the Adult Support and Protection Act 2007 we have a duty of care to safeguard and investigate cases that meet the following 3 point criteria.

- The adult is unable to safeguard their own wellbeing.
- Are at risk of harm and...
- Because of a disability, mental disorder or illness of physical or mental infirmity, are vulnerable to being harmed than an adult that is not affected.

The latest activity data Jan-March 16 is shown below:

Unusually for this quarter Helensburgh received the highest number of referrals and Bute and Cowal fell below MAKI in the numbers received. The total increased from last quarter's report of 105 to 129.

Area	Number of AP referrals	% of AP referrals
B&C	31	24% (30.4%)
H&L	39	30.2% (17.1%)
MAKI	35	27.1% (30.4%)
OLI	24	18.6% (21.9%)
Total	129	

Maintaining agreed timescales

The number and percentage of referrals where adult protection inquiries have been completed within the agreed timescale of 5 working days has stayed above the target at 80% once again with Bute & Cowal achieving 97%:

	Late	On Time	Not Complete	Total	% On Time
B&C	1	30	0	31	97%
H&L	14	24	1	39	62%
MAKI	1	34	0	35	97%
OLI	5	18	1	24	75%
Sum:	21	106	2	129	82%

The Bute & Cowal Locality ASP Forum is very active and is hosting a multiagency ASP Conference on 18th May 2016 raising awareness of ASP, examining case studies and sharing examples of good practice.

4.5 HOMECARE PROVISION

We have continued to achieve a zero waiting list for home care services and we have no one awaiting packages at the time of writing. Our home care procurement officers continue to work diligently with provider organisations to provide all packages of care.

Initial reviews are undertaken by the Home Care Procurement Officers 4 weeks after services are introduced and are all up to date at the time of writing. Further reviews are undertaken at regular intervals and at least once a year if the situation is stable. However, a review can be called at anytime depending on the individual need of the person.

Bute and Cowal Care at Home activity:

Q4 FY 2015/16 (Jan – Mar 2016)	Bute	Cowal	Total
No of Clients receiving a Service	162	196	358
Projected hours of care **	25,146	26,782	51928

4.5.1 CONTRACT MANAGEMENT PROCESS

Argyll and Bute Council’s Procurement and Commissioning team are responsible for the Contract and Supplier management of these services. This is complimented by the service monitoring and review process carried out by Homecare Procurement Officer and Care Managers. The Procurement and Commissioning Team carry out quarterly contract management meetings that determine the risk rating of each contract. All contracts are risk registered using a combination of Care Inspectorate grades, service concerns and complaints. Additional monitoring is undertaken as required where risk level increases.

The current breakdown of the grades for B&C providers are:

B&C Providers	Care Inspection Grades		
	Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership
Allied	6	6	5
Carewatch	5	5	5
Care UK	5	5	4
Carr Gomm	4	4	5
Careplus	6	5	6
Cowal Carers	5	4	4
Mears	3	3	3

*Care Inspectorate Grades:

6– Excellent 5- Very Good 4- Good 3- Adequate 2- Weak 1- Poor

Currently the model of homecare delivered is time and task focused but we have been piloting a new model in Tighnabruaich that is outcome based offering additional flexibility to service users and can respond to changing priorities at short notice.

With the introduction of SDS we are now assessing and moving to delivering services with an outcome focused emphasis, for all service users. The new model of care aligns itself to the principles of self-directed support.

The service will be commissioned in blocks of hours, in mapped areas and advising of guide times. This will provide additional flexibility within the blocks by allowing the commissioners to reduce or extend the block as required.

There are a number of advantages to the delivery of services in our area:

- Services assessed and delivered in an outcome focused way.
- A more logical order of service provision will reduce travel time and free up resource capacity
- Additional flexibility built in, enabling providers to respond to changing priorities at short notice.
- Scope within the blocks to realign services to accommodate quick discharges from hospital
- Addresses minimum wage concerns as staff will be paid by block hours provided with no gaps in provision when a service user is absent for short periods of time.

This was presented to the Integration Joint Board (IJB) on 18/5/16 by Allen Stevenson Head of Service.

4.6 BALANCE OF CARE

The balance of care target is 80% of people receiving care in the community.

Cowal currently sits at 78% with Bute at 78% with the average of 76% for the whole of A&B.

*Taken from Pyramid 11/5/16

4.7 LOCAL CARE HOMES

The current grades are outlined below:

Thomson Court Care Inspectorate grades	
Quality of Care & Support	5
Quality of Environment	5
Quality of Staffing	5
Quality of Management & Leadership	5

Struan Lodge Care Inspectorate grades	
Quality of Care and Support	5
Quality of environment	5
Quality of staffing	5
Quality of Management & Leadership	5

We have a number of vacancies within several Care Homes in our area and at the time of writing we have 2 in LA homes, 15 in Private homes in Cowal and 5 in Private homes in Bute, giving a total of 22 for Bute and Cowal. (27/5/16)

4.8 HSCP savings plans

The Integration Joint Board has agreed a saving plan of 8.498m for 2016/17. A wide range of areas will be reviewed.

4.9 Review of Hospital in-patient capacity

The HSCP has agreed that a review should be undertaken examining all hospital in-patient capacity, bed utilization, occupancy levels and capacity and demand. Any reduction in local hospital bed provision will be undertaken with engagement of staff and communities. Bute and Cowal hospitals will undertake a test of change before any decision is made. This will include measuring the impact on the community demand and increasing capacity for enhanced complex care at home or in a homely setting.

5.0 CONCLUSION

The aim of this paper is to provide an update to the Area Committee on the performance and delivery of Adult Health and Social Care related activities and developments for Bute and Cowal.

As Integration becomes embedded within the HSCP and Localities, we will start to see opportunities emerge for service improvements with a reduction in duplication, co-location of staff and services, the realization of economies of scale and embedding our shared ambition of a person centered approach to all of our business.

This is a challenging and exciting time in the development of the HSCP and a time of transition for our communities and staff. There is a significant change programme in place which, over time will guide and support the changes required in order to deliver our 3 year Strategic Plan. The Area Committee will be updated on a regular basis.

6.0 IMPLICATIONS

- 6.1 Policy NA
- 6.2 Financial NA
- 6.3 Legal NA
- 6.4 HR NA
- 6.5 Equalities NA

6.6 Risk NA

6.7 Customer Service NA

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