

**BUTE AND COWAL ADULT HEALTH AND SOCIAL CARE**

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**1. EXECUTIVE SUMMARY**

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

**2. INTRODUCTION**

As off the 1<sup>st</sup> April 2016 Argyll & Bute Health & Social Care Partnership is responsible for all Health and Social Care provision within Argyll & Bute.

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**

This report focuses on the following aspects of the HSCP Adult Services business:

- Locality Planning
- Service Redesign
- Delayed Discharge
- Adult Support and Protection
- Home Care Provision
- Balance of Care
- Local Care Homes
- HSCP savings plans

**4.1 COWAL LOCALITY PLANNING GROUP**

The group has identified its priorities for the next year and a draft Action Plan is being developed, informed by the demographic profile, and known projected demands and trends and with involvement from a wide range of stakeholders. A draft Locality Plan will be produced by October 2016 and reported to the IJB.

**4.2 BUTE LOCALITY PLANNING GROUP**

The group has identified its priorities for the next year and a draft Action Plan is being developed, informed by the demographic profile, and known projected demands and trends and with involvement from a wide range of stakeholders. A draft Locality Plan will be produced by October 2016 and reported to the IJB.

### 4.3 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. This would bring the existing 3 GP surgeries onto one site along with associated services as indicated by the service review.

The first stage has been completed and the Strategic Assessment has been approved by the Locality Planning Group and will proceed to the approval route to IJB and Scottish Government.

### 4.3 BUTE SERVICE REDESIGN

This group is responsible for developing the Strategic Assessment for a new Intermediate Care facility for Bute and scoping out the local requirements for the provision of facilities for Primary Care and other linked services.

The first stage has been completed and the Strategic Assessment has been approved by the Locality Planning Group and will proceed to the approval route to IJB and Scottish Government.

### 4.4 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.

### 4.5 ADULT SUPPORT & PROTECTION (ASP)

**Updated performance report awaited and will be included in the final version of this report if received in time for the August Area Committee.**

The Bute & Cowal Locality ASP Forum is very active and hosted a multiagency ASP Conference on 18<sup>th</sup> May 2016 (the first in Argyll & Bute) raising awareness of ASP, examining case studies and sharing examples of good practice. 50 front line multiagency practitioners attended the event which was Chaired by Bill Brackenbridge Chair Argyll & Bute ASP Committee and Viv Hamilton Chair Bute & Cowal ASP Forum. The event resulted in the development of an Action Log and workplan which the ASP Forum will be focusing on over the next year.

### 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.

Bute and Cowal Care at Home activity:

Q4 FY 2015/16 (Jan – Mar 2016)	Bute	Cowal	Total
No of Clients receiving a Service	141	167	308
Projected hours of care **TBC			

#### 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	4	4	3

\*Care Inspectorate Grades:

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

#### 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 June figures not available at time of writing report. Due to be updated w/c 11/07/16

#### 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

<b>Struan Lodge Care Inspectorate grades</b>	
Quality of Care and Support	6
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, 8 in Private homes in Cowal and 5 in Private homes in Bute, giving a total of 15 for Bute and Cowal. (08/7/16)

#### **4.8 HSCP Quality and Financial Plan 2016/1017**

We are committed to providing support that works for the people who need us. To make sure we can continue to do this, we are planning changes to some services.

This is an extremely challenging time for public sector organisations. Changing needs in our population combined with reduced funding mean that we have to adapt the support we provide.

The Integration Joint Board has agreed a saving plan of 8.498m for 2016/17. A wide range of areas will be reviewed. At its meeting on 22<sup>nd</sup> June 2016 a range of proposals were presented and approved, resulting in the implementation of a process to look at redesign of current services, ensuring we inform, engage and involve clients, staff and the wider community.

Before making any changes, we will take time to speak with our clients, staff and their carers so that we can consider and agree how we can make any planned changes work best for everyone.

The Area Committee will be particularly interested in the proposals for Struan Lodge and Thomson Court.

#### **Struan Lodge:**

The aim is to bring together a range of support in one location, (Cowal Hub) and to expand the number of people who can benefit from this service development.

Proposals for the Hub, will be developed and consulted on with staff, clients and carers and could include:

- A Community Support Hub/Centre of Excellence
- Reablement service
- Drop in advice and signposting support to wider community services
- Day support and Social Hub for Service Users and Carers
- Vehicles to support community transport such as home from hospital
- Befriending services

We will need to carefully consider how best to provide overnight care for the people who currently use the residential service as this would not be delivered from the Hub. No decisions will be made until there has been time for discussion and assessment of needs of the current residents of Struan Lodge.

## **Thomson Court:**

The aim is to review the existing dementia day service and potentially transfer resources to provide a wider range of services within the community.

No decisions will be made until there has been time for discussion and assessment of needs of the current service users of Thomson Day Centre.

We will take time over the next 6-9 months to consult with our staff, service users and carers.

## **4.9 CONCLUSION**

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

It is clear that communication and processes need to be strengthened as we move forward with our new partnership arrangements. The decision taken by the IJB at its June meeting exposed some communication gaps and there has been some learning for future reference.

We will continue to keep the Area Committee advised and updated of developments and changes as we progress through delivery of the HSCP 3 year Strategic Plan.

## **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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**Chief Officer**  
**Argyll & Bute Health and Social Care Partnership**

**Allen Stevenson Head of Service (East)**  
**Argyll & Bute Health and Social Care Partnership**

Date of Report prepared 8<sup>th</sup> July 2016

**For further information contact:**

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