

Appendix 1

BETTER NEIGHBOURHOOD SERVICES FUND DRAFT LOCAL OUTCOME AGREEMENT

STAY PUT: IMPROVING CARE FOR OLDER PEOPLE IN THE ATLANTIC ISLANDS

1 Vision

The Stay Put project has been developed in the context of the Council's islands policy and its commitment to the aims and objectives of the Argyll and Bute Community Planning Partnership. The Argyll and Bute Community Plan includes a commitment to *sustaining and developing communities, culture and the environment and to improving services for older people..* This commitment has been developed through the council's islands policy that seeks to strengthen island economies, communities and environments. The Stay Put project is a direct and important contribution to fulfilling this vision.

- A. As set out in its Community Plan, the vision for Argyll & Bute Council and its partners is that by 2003/4 they will have developed services for Older People which are designed to maximise their independence and facilitate them remaining at home in the community where they belong. This has been recognised as a key issue in Argyll and Bute's Atlantic island communities where centralised services are difficult to access. The plan is linked to the core aims of the Scottish Executive's agenda on Modernising Community Care: Joint Future Group Report and Social Justice Targets, which are all relevant to this Local Outcome Agreement.
- B. The Better Neighbourhood Services Fund and development of the Pathfinder Project for the Atlantic Islands of Argyll and Bute provides an opportunity to re-model care in the community. The major driver will be the expressed needs and interests of the local community working in partnership with Argyll and Bute Council; Lomond and Argyll Primary Care Trust; Argyll and Clyde Health Board; Scottish Homes; West Highland Housing Association; Mull Progressive Care Partnership and Jura Residential Care. Annex A provides further details of this.

2. Headline Outcomes

The outcomes expected to be achieved are:

- to allow older people to continue to live in island communities as independently as possible with an acceptable quality of life by providing a range of additional services and support. This will not only benefit the older person, but their families and the island communities as a whole.

Specific outcomes:

- increased proportion of older people able to live independently
- increased benefit uptake and reduction in the number of older people with low incomes
- increased number of older people taking exercise thus reducing the rates of mortality
- increased and improved leisure, recreational and social choices with greater uptake
- reduced fear of crime among older people

3 Baseline

Currently in Argyll and Bute, services for older people are under developed particularly on the islands of Iona, Tiree, Coll, Gigha, Islay, Jura, Colonsay and Mull, where the total population of older people (aged 65 years +) is 1413. (**Table 1**)

In establishing this Pathfinder Project consultation seminars took place on three out of the eight islands. These were preceded by questionnaires sent to all households to establish what needs the communities have in relation to health and social care services. The views were that local solutions should be found to enable older people to remain, cared for, in their communities and to be as independent as possible and enjoy an acceptable quality of life..

The Project is designed to create sustainable rural communities, building on the pre-existing strengths inherent to rural neighbourhoods and the principles espoused of “neighbourliness” and “looking after your own”. The project will develop local solutions in relation to health, social care and support services, leisure, income and fear of crime targets. Additionally the Project will seek to prevent admission to hospital and residential care, as the outcome of the community questionnaires showed that the majority of older people would prefer to remain at home with appropriate support. This would also address common difficulties of delayed discharge from hospital and the lack of local residential resources which is a national problem and priority. These proposals are fully consistent with social justice targets.

Table 2 outlines the services delivered now and planned in each island over the next three years, in the context of the Community Care Plan. Baseline information in relation to the health, leisure, income and reduction of the fear of crime targets is being gathered **AND WILL BE COMPLETE BY April 2002**.

All targets for service improvement using BNSF will be greater than intended within the three year Community Care Plan

4 Specific Outputs will be:

- Extending the options available to facilitate choices in care
- Extending carers and client respite both within and outwith their homes
- Expanding the range of Home Care options by increasing the provision of supported Day Care
- Improving leisure opportunities through flexible social and educational arrangements and accessible transport eg flexible and accessible lunch clubs
- Ensuring maximum benefit uptake
- Offering SMART and assistive technology within people`s homes to support independence
- Enhancing the provision of equipment
- Offering advice on Community safety from local Police
- Supporting and encouraging internet service opportunities for shopping, interest, education, information and general advice
- Enhancing healthy living opportunities in each locality through screening and educational programmes

5. Outcome Agreements

OBJECTIVE	ACTIVITY	RESOURCES
Development of path finder project	<ul style="list-style-type: none"> • Employment of Argyll and Bute BNSF Manager (half costs) • Project Co-ordinator • 2 support and development workers • 1 FTE Administration worker . 	1 Argyll and Bute BNSF Manager 1Project Co-ordinator 2 Support and Development Workers 1 Admin Staff
Expand range of home care options /leisure and educational opportunities / social support / lunch clubs	<ul style="list-style-type: none"> • Provision of Day Care / social opportunities / leisure • Enhance provision of equipment • Respite/Intensive Home Care 	83 increased day care places (5 days per week)social and leisure/education opportunities / lunch clubs / transpor etc to be agreed following baseline and consultation completed £35,000 of equipment and adaptations to facilitate discharge/admission and to enable independent living 1239 increased days in the number of 24 hour home based Respite care/Intensive Home care as an alternative to Residential Care
	<ul style="list-style-type: none"> • Provision of equipment to promote independence • Monitoring of independent living 	5 houses equipped with SMART technology in partnership with Scottish Homes £25,000 of equipment for additional SMART technology responses £5,000 for monitoring costs
Reduce the Fear of Crime	<ul style="list-style-type: none"> • Additional support by Crime Prevention Officer 	£30,000 for equipment £27,000 Mobile Information Unit
To develop internet service opportunities	<ul style="list-style-type: none"> • To provide accessible information and advice for shopping, education and general advice 	£30,000 of equipment to target and expand the services of existing information advice resources
Improve Health Care for Older People	<ul style="list-style-type: none"> • Provision and opportunity for Health/Education 	£20,000 Involvement of Health Trust partners in screening and preventative measures
Increase uptake of benefits	<ul style="list-style-type: none"> • Training programme for multi agency staff to be developed and delivered – advice and consultation infrastructure to be set up 	15,000 to cover training and infrastruicture

6 - Progress Towards achieving Outcomes and Outputs

Due to the remote and rural nature of the areas targeted by BSNF, and their diverse communities, the collection of the data regarding mainstream resources supporting those communities is complex and time consuming, involving much travel and essential contact with many agencies.. It is the intention that the BNSF Manager to be employed and who will manage all of Argyll and Bute's BNSF services and activities, along with the consultant will in advance of the implementation of the project research and compile a databank of auditable information. This will provide identifiable baseline targets and planned activity for each island This is now already well underway and will be completed within the next two months.

	Baseline Activity At March 2002	Planned Activity 2002/03	Planned Activity 2003/04	Planned Activity 2004/05
Employment of BNSF Manager Project Co-ordinator 2 Support and Development Workers 1 FTE Administrator	in place	Manager Co-ordinator 2 Support workers Administrator all in place	All staff in place	All staff in place
Intensive Home Care Respite Care	see baseline information appendix 2	200 Home Care hours	200 Home Care hours	200 Home Care hours
Day Care Social / Leisure / Education targets	as above	Up to 100 places per week / development of social supports leisure/education opportunities / transport	100 places ongoing	100 places ongoing
Smart Technology	Nil	1 house fully equipped	2 houses fully equipped	+2 houses fully equipped
Aids and Adaptations	appendix 2	£15,000 equipment	£15,000 equipment	£15,000 equipment
Crime Prevention		Awareness sessions – all islands Security equipment – Islay/Jura	Security equipment installed – as appropriate – Mull, Iona	Security equipment installed – as appropriate Tiree, Coll, Colonsay, Gigha
Health Awareness		Reduce need for hospitalisation through – Healthy Living awareness raising	Reduce need for hospitalisation through – Healthy Living awareness raising	Everyone in age group screened.
Benefit Uptake	baseline currently being established	training programme for staff and elderly people to be established and	assess / advise / apply on behalf of and support older people through a multi-agency	ongoing

		rolled out Infrastructure to be set up including monitoring	approach on entitlements	
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7 Monitoring and Evaluation

The partners will provide absolute transparency of financial and activity information and will work together to manage and monitor the arrangements to ensure effective and timeous delivery of outcomes and outputs through a management committee of key stakeholders and on a day to dat basis by the BNSF Manager.

Performance monitoring and evaluation will be undertaken by the Manager and Committee and a degree of external scrutiny from the consultant gathering the baseline information in addition to Scottish Executive monitoring. The Project Manager will work in partnership to a set planned activity programme of year on year targets.

This will be through;

- Quarterly reporting to Management Committee, Senior Managers and Community Planning Partners to ensure outputs and targets are being achieved within the financial framework
- Quarterly local strategy groups
- Six Monthly community Focus Groups
- Annual household surveys
- Annual data collection throughl cohort of older people on each island

An annual report will be prepared for the Scottish Executive which sets out progress towards the achievements of outcomes and outputs as set above, and highlight key lessons emerging from the pathfinder

8 Resources

BNSF will be used as follows:

	Year 1	Year 2	Year 3	Total over 3 years
BNSF Manager (half costs)	21,000	22,000	23,000	66,000
)Islands Project Co-ordinator *	£34,000	£35,000	£36,000	£105,000
2 Support Workers	42,000	43,000	44,000	127,000
Admin. Support/ Accommodation	£19,000	£19,500	20,000	£58,500
5 SMART Houses	£12,000	£24,000	£24,000	£60,000
Equipment Budget SMART	£10,000	£10,000	£10,000	£30,000
Adaptations Equipment	£15,000	£10,000	£10,000	£35,000
IT Equipment Education/ Telephone Homebased	£10,000	£10,000	£10,000	£30,000
Respite/Intensive Home Care 200 x 24	£80,000	£82,000	£85,000	£247,000
Provision of Day Care/Social/educa tional/ leisure opportunities	£172,000	£179,000	£189,000	£540,000
Crime Prevention	£16,000	£17,000	£19,000	£52,000
Health Awareness	£18,000	£19,000	£20,000	£57,000
Benefit Uptake	10,000	5,000	5,000	£20,000
Management and contingency	20,000	20,000	20,000	60,000
TOTAL				1,487,500

Table 1: Population aged 65 or over

ISLAND	MALE	FEMALE	TOTAL
Mull	223	301	524
Iona	13	15	28
Tiree	88	107	195
Coll	16	22	38
Gigha	8	15	23
Islay	234	320	554
Jura	14	17	31
Colonsay	6	14	20
TOTAL	602	811	1413

TABLE 2**ATLANTIC ISLAND BASELINE INFORMATION****ALL ISLANDS - AT PRESENT**

Type of Service	Tiree	Coll	Gigha	Colonsay	Mull	Iona	Islay	Jura
Home Care			2 staff					
No. of Places	8	1	2 clients	7	45	1 service by 6 days. We are unable to recruit on island & no ferry on Sunday. 2 clients	69	4
Respite:						On Mull		Share Islay's 1.
No. Of places	3	1	None	0	1		1	
Day Care:	3 x per week					On Mull		
No of Places	10-14	None	None	0	1 day per week in South 10		6	No day care accommodation, but some day care budget used for respite in the community – none at present.
Sheltered Housing; No. of Units	6	On Tiree	Nil	Nil	6	On Mull	Council – 10 houses (Bowmore) Kirk Care HA- 40 in 3 developments	None
Aids and Adaptations	From Mull	From Mull	From Campbeltown			From Mull	Figures difficult at present – no OT in post since July 2001	Figures difficult at present – OT vacancy since July 2001.
No. receiving services in last year	22		3	5	72	2		
Meals on Wheels:		None						
No. of places	16		2	Nil	16	None	32	3

Lunch Clubs:		None	None	6 weekly	Pilot Project – Craignure 25-30	None. On Mull but not presently used by Iona residents	None	None
No. of Places								
Community Alarms:	11	2	None	3	73	1	39	6
No. of people with system								
Laundry Services:	Through Tigh A Rudha	None	None	None	Home Helps carry out.	None	None but Home Helps carry out.	None but Home Helps carry out.
What is available on island:								
Type of Service	Tiree	Coll	Gigha	Colonsay	Mull	Iona	Islay	Jura
Community Pharmacy Services:	GP Dispensing	GP Dispensing	None District Nurse Dispenses on Gigha	GP Dispensing Practice	Pharmacy in Tobermory. 2 prescribing GP's in Salen & Bunessan	From GP surgery in Bunesan. No service on Iona	No Pharmacy – dispensed by GP surgeries	No Pharmacy – dispensed by GP surgery
What is available on island:								
OT Services:	From Mull	From Mull	From Campbeltown	From Oban visits 2 yearly	4 days OT service and 1 day health. Also 1 week in 6 in Tiree.	Service from Mull	Normally, joint post (SW and Trust) of OT; vacant since July 2001; Joint (SW/Trust) OT Technician	Normally joint post (SW & Trust) OT covering Islay and Jura; vacancy since July 2001. Joint (SW & Trust) OT technician.
What is available on island:								
Promotion of Good Health Tele-Medicine/health:			None other than weekly surgery	Contact Dr Curry	No – Only internet	None	Present Health Promotion Unit to be replaced by Healthy Living Centre Apr 2002	Present (Islay-based) Health Promotion Project to be replaced by Healthy Living Centre Apr 2002. (Covers both islands)

What is available on island:								
Advocacy Services: What is available on island:	None	None	None	Telephone support from Mainland	From mainland	From mainland	Not available on island, although Advice Centre does some advocacy work and there have been discussions about setting up advocacy service.	None, but access to services of Advice Centre.
Public Information: Level and What is available on island:	Leaflets in SWD & GP surgery.		Some health leaflets. Public notice board at shop.	Community Care Workshop arranged for Spring 02.	Leaflets in SWD & GP's surgeries.	Leaflets available	Leaflets in SWD & GP surgery.	Leaflets in GP surgery.
Housing Care and Repair Schemes: What is available on island:	Nil	Nil	Nil	Nil	Available from Mainland	From mainland	Scheme works locally.	Scheme works locally

ATLANTIC ISLAND BASELINE INFORMATION

ALL ISLANDS - 2004

Type of Service	Tiree	Coll	Gigha	Colonsay	Mull	Iona	Islay	Jura
Home Care	More Home Helps & Sessional Workers on Island. Supporting People up and running on island.	More Home Helps.		Pop. Is decreasing unlikely service level will increase but is hoped that intensive service 7 24 hour care at home can enable more people to stay at home. 10 places	Three tier service, jointly worked with Health. 70	Home Helps on island as well as Sessional Workers.	There is a need for 24-hour care but the difficulties are not only financial – it has proved very difficult to identify people available and willing to do this work.	
No. of Places								
Respite:	Dedicated Respite.	Respite on Tiree increased			4 beds	Look at identifying a guest house that could offer respite on the Island.	I should like to see the development of non-residential respite (either domiciliary or on a “fostering” basis). This seems unlikely unless we look seriously at the conditions of employment of the staff presently used; these are not only unsatisfactory <i>per se</i> but put SW at a	I should like to see the development of non-residential respite (either at home or on a “fostering” basis). Jura Residential Care is looking for funding for a multi-purpose centre which would provide respite and other services but I have some doubt about the scale of provision.
No. Of places								

Type of Service	Tiree	Coll	Gigha	Colonsay	Mull	Iona	Islay	Jura
							disadvantage in comparison with other employers.	
Day Care: No of Places	Provide a service 5 days a week	Service to be started.		Not viable for numbers but Lunch Club could be expanded.	6 days per week in 5 locations all over Mull. 80	Providing some Day Care perhaps one or two days per week.	I should like to see a substantial increase in day care, both centre-based (which needs other accommodation) and home-based, including the use of workers to allow clients to attend community events with carers as necessary.	I should like to continue to offer the home-based day care service. The size of the population suggests that multi-purpose workers with flexible boundaries between tasks is a sensible approach. (Some HHs already also employed as community nursing assistants.
Sheltered Housing; No. of Units	Warden system to be in place.	On Tiree		Island Warden to support older persons?	Developing Very Sheltered Housing in the areas. 20	Providing 2 Sheltered Homes.	Provision of sheltered housing is adequate; given the availability of Community Alarms, we may be over-supplied. Some very sheltered housing would be useful and KirkCare HA has shown some interest in this in the past.	JRC has plans in this area. I feel that people based services rather than capital projects are appropriate.
Aids and Adaptations		Would like to have						

Type of Service	Tiree	Coll	Gigha	Colonsay	Mull	Iona	Islay	Jura
No. receiving services in last year		service from Tiree		7				
Meals on Wheels: No. of places	Provide a service 5 days a week	Would like to provide a service		Provided by hotel if required.	Need could be met by lunch clubs/daycare but possibly still a need for 15-20 weekly.	Being able to offer the service.	We have made occasional arrangements with schools and local caterers to provide more frequent meals and this could be developed further since may people need more than the 2/3 meals provided by MoW service.	Could cope with more if the demand is there, although the present Organiser has been trying to retire for some years and cannot find anyone willing to take on the task.
Lunch Clubs: No. of Places		Would like to provide a service	To provide a chance for a Lunch club 1 x weekly.	Increase numbers if required.	Daycare/Lunch Clubs in 5 areas of Island.	Offering a small lunch club 1 or 2 days per week.	IDEA group has made funding application to establish a Lunch Club, including funding for transport . What they seem to have in mind is a social event which I see as an appropriate voluntary activity.	
Community Alarms: No. of people with system	Numbers as required.	Numbers as required.		Numbers as required.	100	To meet needs.	I see this as one of the key services allowing people to stay in their own homes. It could be expanded but is unlikely to be unless the charges are reduced or removed.	As demand(which would be greater if charges reduced or removed).

Type of Service	Tiree	Coll	Gigha	Colonsay	Mull	Iona	Islay	Jura
Laundry Services: What is available on island:	Through Tigh A Rudha			Unlikely to be provided unless in emergency from hotel.	Laundry service in all areas on set days run from a central base. Could be the new Care Unit that is being discussed.			
Community Pharmacy Services: What is available on island:	Delivery service	Dispensing GP. With delivery service		No change.	Delivery service in conjunction with Health. Could also deliver incontinence pads and collect blood or urine samples etc.	Service designed to meet the needs especially in inclement weather.		
OT Services: What is available on island:	One full time OT on island.	Would like to have service from Tiree		Quarterly visits if staffing is sufficient and the islands needs indicate this. D/N to be trained in assessing and fitting of basics.	One full time OT for the Island and an OT Assistant and a person who could deliver and fit basic aids.	Service still from Mull but increase in workers as described in Mull document.	Pressure on the COT side of this post suggests more OT time necessary. Technician post could usefully be upgraded to OTA/CCA and hours increased.	
Promotion of Good Health Tele-Medicine/health: What is available on island:	Leaflets around island. Telemedicine.	Leaflets around island.	To provide a half day per month as health promotion through the Primary School.		Tele- Medicine and a worker covering possibly all the islands who would promote Good Health.	1 worker to visit from Mull. Tele- Medicine.		
Advocacy Services:	Advocates available on island	Advocates available		No change.	Advocates available on island.	Ensuring that the information is accurate and	Partnership with Advice Centre would allow retention and	As for Islay.

Type of Service	Tiree	Coll	Gigha	Colonsay	Mull	Iona	Islay	Jura
What is available on island:		on island				readily available on the island.	expansion of service; Advice Centre has discussed development of advocacy service and might move in this direction if core funding secured.	
Public Information: Level and What is available on island:	Information available to all areas of island.	Information available to all areas of island.	To provide a half day per month for Duty Social Worker to visit.		Information available to all areas of island.			
Housing Care and Repair Schemes: What is available on island:	Service in operation on island.	Service in operation on island.			An identified worker to work beside Home Helps and attend to Care & Repair on the Island.	From Mull.		
Any other suggestions/Info:	Greater use of info technology to deal with isolation problems.	Greater use of info technology to deal with isolation problems	Increase in young - population (16 children). Total Population 130.		Accommodation and an identified trained worker is urgently required to care for patients who are sectioned under the Mental Health Scotland Act. Presently they are "looked after" in the police station. They require to be held until next available boat.			