

Scottish Borders Health & Social Care
Integration Joint Board



Meeting Date: 11th June 2018

Report By	Robert McCulloch-Graham, Chief Officer Health and Social Care
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INSPECTION ACTION PLAN UPDATE

Purpose of Report:	To report on progress on the inspection action plan
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Recommendations:	The Health & Social Care Integration Joint Board is asked to: a) Note this report.
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Personnel:	There are no staffing implications
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Carers:	<p>Recommendation five in the inspection report focuses specifically on carers. It recommends that the Partnership identify carers and ensure that their needs are assessed and met. The actions to meet this recommendation are complete but will be ongoing. They include:</p> <ul style="list-style-type: none"> • Updating the Carers Strategy to include carer identification • Putting in place a pathway of support for carers; this includes developing a new carer support plan and publishing a carer eligibility criteria plan • A health needs assessment being produced, based on survey of carers. <p>Carers and carer representatives participate in decision making about actions through the Carers Advisory Group and Carers Act Board.</p>
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Equalities:	A specific ED impact assessment has not been done for the action plan as actions within the action plan are subject to their own ED impact assessment requirements.
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Financial:	The action plan is consistent with current strategy. It has not identified any additional staffing or resource requirements.
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Legal:	Legal requirements are met where relevant.
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Risk Implications:	A key risk is that feedback from the Care Inspectorate/Healthcare Improvement Scotland could require changes or additions to the plan. This could impact on the Partnerships ability to continue to meet the timescales set within the plan. However there is a robust monitoring system in place for the action plan. There are also meetings between the Chief Officer and the inspection team lead to discuss the plan..
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The Care Inspectorate and Healthcare Improvement Scotland undertook an inspection of the Partnership's older people's services between October 2016 and February 2017. The inspection report¹ was published on 28th September 2017. Across the nine key indicators of performance, inspectors found one i.e. 'impact on the community' to be 'good', five to be 'adequate' and three to be 'weak,' including 'delivery of key processes'; 'strategic planning and plans to improve services'; and, 'leadership and direction.'

There are thirteen recommendations for improvement in the report. An action plan has been prepared to meet the thirteen recommendations. This is monitored through the Joint Older People's Services (JOPS) inspection group and reports to the Joint Leadership Group and the Integrated Performance Group. The Inspection Action Plan is attached to this report.

The table below summarises performance on the inspection action plan. There are 59 actions to meet the thirteen recommendations. All the actions to meet recommendations one, two, five, ten and eleven are now complete. Work is ongoing to ensure that the recommendations are sustained.

Some actions have had their timescale extended due to either staff absence, amendment to the action that is required or complexity of the action requiring additional time. All other actions are progressing within timescale (10.5.18).

The action plan has been submitted to the Care Inspectorate and Healthcare Improvement Scotland. The recent feedback from the Care Inspectorate/Healthcare Improvement Scotland is for more clarity on the indicators of success and on the measures that will be used to ensure that outcomes are met. The JOPS group is now ensuring this is incorporated into the action plan.

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<http://www.careinspectorate.com/images/documents/4030/Scottish%20Borders%20services%20for%20older%20people%20joint%20inspection%20report%20September%202017.pdf>

Recommendation	Action No.	Responsible Person	Status	Expected Completion Date	Comment
<p>1. Deliver more effective consultation and engagement with stakeholders on the vision, service redesign and key stages of transformational change.</p> <p>Update: A co-productive approach is being progressed. Locality working groups are in place with representation on SPG; the groups have produced locality plans that reflect local need and actions. Consultation sessions have been held on mental health transformation, dementia strategy and currently on physical disability and carers strategies.</p>	1.1.1	Jane Robertson	Complete	31/08/2017	Communication plan reviewed/updated
	1.1.2	Jane Robertson	Complete	31/08/2017	Stakeholder lists reviewed/updated
	1.2.1	Jane Robertson	Complete	Ongoing	Partnership communication activity recorded
	1.2.2	Jane Robertson	Complete	31/10/2017	Arrangements in place to support engagement with locality working groups
	1.3.1	Jane Robertson	Complete	31/07/2017	Locality plans published and circulated
	1.3.2	James Lamb/Robert McCulloch-Graham	Complete	30/09/2017	Staff consulted on transformation projects through workshop and newsletters
	1.3.3	Peter Lerpiniere	Complete	31/01/2018	Consultation sessions held on mental health transformation, dementia strategy
<p>2. Ensure the revised governance framework provides more effective performance reporting and an increased pace of change.</p> <p>Update: The governance structure is in place with a performance reporting process to monitor effectiveness.</p>	2.1.1	Robert McCulloch-Graham	Complete	28/02/2017	Governance structure in place
	2.2.1	Robert McCulloch-Graham	Complete	31/10/2017	Governance reviewed through quarterly performance reports
	2.3.1	Robert McCulloch-Graham	Complete		Quarterly performance reports in place
	2.3.2	Robert McCulloch-Graham	Complete	30/04/2018	I-matters staff survey completed; now includes social care and health staff.
	2.3.3	Robert McCulloch-Graham	Complete	31/07/2018	2016/17 annual performance in place; 2017-18 report in draft format
<p>3. Further develop and implement the joint approach to early intervention and prevention services so there is a range of services working together that support older people to remain at home and help avoid hospital admission.</p> <p>Update: The strategic review is at an early stage of scoping services and gaps. Recommendations with priorities will follow. There has been development of specific services such as roll out of What Matters Hubs and the hospital to home services.</p>	3.1.1	Tim Patterson	In Progress	31/05/2018	Strategic review session delayed due to staff absence Timescale revised (was 28/02/18)
	3.2.1	Tim Patterson	In Progress	31/05/2018	Strategic plan delayed. Timescale revised (was 31/03/2018)
	3.2.2	Gwyneth Lennox	Complete	30/11/2017	What matters hubs signpost to a range of community activities and services.
	3.3.1	Murray Leys	In Progress	30/05/2018	Anticipatory care plans to be within MOSAIC
	3.3.2	Murray Leys	In Progress	31/12/2019	Software to be introduced to disseminate information on activities: contact with providers made
	3.4.1	Murray Leys	In Progress	30/06/2018	Anticipatory care planning in care homes to

					link to early warning scores
<p>4. Review delivery of care at home, care home, intermediate care and palliative care services to better support a shift in the balance of care towards more community based support</p> <p>Update: Review of delivery of support services progressing. Option appraisal report completed on shifting the balance; social care demographic report prepared and benchmarking report to follow. Integrated Strategic Plan for Older People Housing, Care and Support Needs has been drafted with launch on 1 June. These all inform older person's commissioning plan which will have formal consultation in October.</p>	4.1.1	Robert McCulloch-Graham	In Progress	30/06/2018	Older people's commissioning strategy in progress.
	4.2.1	Robert McCulloch-Graham	In Progress	30/06/2018	As above
	4.3.1	Eric Livingston	In Progress	30/06/2018	As above
	4.4.1	Robert McCulloch-Graham	Complete	30/06/2018	Care at home contract enables flexible care at home delivery
	4.5.1	Murray Leys	Complete	31/01/2018	ISD is undertaking a national consultation about performance measures – includes how units such as Mgt Kerr are viewed
<p>5. Update the carers' strategy to have a clear focus on how carers are identified and have their needs assessed and met. Monitor and review performance in this area.</p> <p>Update: The interim carers strategy 2018-19 is being consulted on. It has a focus on raising awareness of the caring role and a clear pathway for carer support is in place. Planning has started for the 3 year Carers Strategy from April 2019.</p> <p>Target: Annual increase in carer take up of support plans.</p>	5.1.1	Susan Henderson	Complete	30/04/2018	Carers support plan, eligibility and pathway in place
	5.1.2	Susan Henderson	Complete	30/04/2018	Communication and training plan in place and ongoing
	5.2.1	Susan Henderson	Complete	30/04/2018	Currently consulting on carers strategy 2018-19.
	5.2.2	Susan Henderson	Complete	30/04/2018	Carers support plan now includes monitoring information.
	5.2.3	Tim Patterson	Complete	31/05/2018	Health Needs Assessment of carers in Scottish Borders completed, with action plan
<p>6. Ensure that people with dementia receive access to a timely diagnosis</p> <p>Update: Following a mapping exercise to identify areas of improvement arrangements have progressed to promote consistent and accurate information on GP registers when</p>	6.1.1	Peter Lerpiniere	In Progress	31/05/2018	Arrangements being put in place to ensure that GPs are alerted when a diagnosis is made in hospital; audit then to be undertaken to ensure process working
	6.2.1	Peter Lerpiniere	Complete	30/11/2017	Awareness session taken place
	6.2.2	Peter Lerpiniere	In Progress	31/10/2018	Consultation events held; review capacity to rebalance resources to support more memory clinics. Revised timescale (was 30/04/18)
	6.2.3	Peter Lerpiniere	Complete	31/07/2017	Patient pathway mapped
	6.3.1	Peter Lerpiniere	Complete	31/08/2017	Gap analysis completed

people have a diagnosis of dementia. This is to be audited	6.4.1	Peter Lerpiniere	Complete	30/09/2017	Request made to GPs to add missing diagnosis info to register
	6.4.2	West Team Secretary	Complete	31/07/2017	Assessment letter to GPs for diagnosis completed
	6.4.3	Peter Lerpiniere	In Progress	30/06/2018	Patient leaflet on post diagnostic support drafted
7. Take action to provide equitable access to community alarm response services for older people. Update: Bordercare service is now being provided through East Lothian. Performance information will be provided by SBCares Options paper on response services to be prepared for IJB.	7.1.1	Murray Leys	In Progress	31/09/2018	Protocol to be put in place for responder service. Revised timescale (was 31/03/18)
	7.2.1	Murray Leys	In Progress	30/09/2018	Revised timescale (was 30.4.18) to review method of response
	7.3.1	Murray Leys	Complete	31/12/2018	
8. Provide stronger accountability and governance of transformational change programme. Ensure that: progress of the strategic plan priorities are measured and evaluated; service performance and financial monitoring are linked; locality planning is implemented and leads to changes at a local level; independent needs assessment activity is included in the joint strategic needs assessment; There is appropriate oversight of procurement and commissioning work; A market facilitation strategy is developed and implemented Update: An updated Strategic Plan has been drafted and is monitored through quarterly performance reports; the 2017-8 Annual Performance Report to be approved on 31 July. Locality working groups and locality plans which reflect local need and priorities are in place; reps sit on the SPG which monitors progress. A commissioning plan is being progressed which will then inform a market facilitation plan.	8.1.1	Jane Robertson	Complete	31/10/2017	
	8.2.1	Robert McCulloch-Graham	Complete	31/12/2017	
	8.3.1	Robert McCulloch-Graham	In Progress	31/07/2018	Work has been commissioned to review model of community capacity in relation to hospital capacity. Revised timescale (was 30/04/18)
	8.4.1	Robert McCulloch-Graham	In Progress	30/06/2018	Financial plan and provision of health and social care in progress. Revised timescale (was 30/04/18)
	8.5.1	Robert McCulloch-Graham	In Progress	30/06/2018	Progressing work with locality working groups. Revised timescale (was 31/03/18)
	8.5.2	Robert McCulloch-Graham	Complete	30/09/2017	Locality groups representatives sit on the SPG
	8.6.1	Robert McCulloch-Graham	Complete	31/12/2017	Commissioning and implementation plan agreed
	8.7.1	Robert McCulloch-Graham	Complete	31/07/2018	Above combined with Strategic Plan
8.8.1	Robert McCulloch-Graham	In Progress	31/08/2018	Commissioning plan to be in place in order to progress the market facilitation plan. Timescale revised (was 31/03/18)	
9. Develop and implement a detailed financial recovery plan to ensure savings proposals across NHS Borders and council services are	9.1.1	Carol Gillie / David Robertson	Complete	30/06/2018	Financial plan agreed 23.4.18.
	9.2.1	Carol Gillie / David Robertson	In Progress	30/06/2018	Financial statement for 2017/18 agreed. The 2018/19 financial plan is in discussion.

<p>achieved</p> <p>Update: A financial plan was agreed in Feb with work ongoing for a longer term sustainable plan. A transformation and efficiency programme is being progressed and monitored with the contribution from this to be confirmed.</p>					
<p>10. Ensure that there are clear pathways for accessing services and that eligibility criteria are developed and consistently applied. It should communicate these pathways and criteria clearly to all stakeholders. The partnership should also ensure effective management of any waiting lists and that waiting times for services and support are minimised.</p> <p>Update: What Matters hubs offer speedy community access, and have had a positive impact on waiting lists which are reviewed through performance clinics. The discharge to assess policy paper to clarify and develop a more robust hospital to home process is within approval process.</p>	10.1.1	Murray Leys	Complete	31/01/2018	Community led hubs rolled out; assessments shortened; performance clinics review waiting lists
	10.1.2	Jane Prior	Complete	31/05/2018	Assess to discharge policy drafted.
<p>11. Work together with the critical services oversight group and adult protection committee to ensure that: risk assessments and risk management plans are completed where required; quality assurance processes to ensure that responses for adults who may be at risk and need of support and protection improve; and improvement activity resulting from quality assurance processes is well governed</p> <p>Update: Adult protection audit system in place and utilising Care Inspectorate system; a series of risk management sessions have been held in May with operational team managers and a risk assessment protocol has been developed from this to ensure improved response.</p>	11.1.1	Stuart Easingwood	Complete	31/08/2017	AP audits are undertaken and reported on to CSOG
12. Develop and implement a tool to seek health	12.1.1	Robert McCulloch-Graham	Complete	31/05/2018	I matters survey undertaken

