

HEALTH & SOCIAL CARE LOCALITY PLAN **CHEVIOT** for consultation

2017-2019



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CHEVIOT

HEALTH & SOCIAL CARE LOCALITY PLAN 2017-2019

1. FOREWORD



In April 2016, following an extensive period of consultation with local people, we published the Scottish Borders Health and Social Care Partnership's Strategic Plan. The Strategic Plan sets out the Partnership's objectives for improving health and social care services for the people in the Scottish Borders and lays the foundation for the key priorities for improvement going forward.

In parallel to this, Community Planning Partnerships (CPP) are also required to produce Locality Plans under the requirements of the Community Empowerment (Scotland) Act 2015. In the future our aspiration is to bring these plans together within one plan.

Guidance from the Scottish Government is clear that local representatives – including health and social care professionals, third and independent sectors, housing, service users and carers - are given the opportunity to influence and inform service planning as we move towards achieving the objectives set out in the Strategic Plan.

As a result local working groups across the five localities in the Scottish Borders have been established. These working groups are made up of local representatives and they have made a significant contribution to the development of this Locality Plan which focuses on local needs and key priorities for improvement from the perspective of local people who use and deliver health and social care services.

Our aim is that we plan, commission and deliver services in a way that puts people at the heart of decision making as well as meets the needs of local communities. As such we want to continue to work in partnership with everyone who has an interest in improving health and social care services at a local level and seek your view on this Locality Plan.

Together, with you, we know we can make a real difference.

Elaine Torrance

Chief Officer for Health and Social Care Integration
Scottish Borders

CHEVIOT HEALTH & SOCIAL CARE LOCALITY PLAN 2017-2019

2. CONTEXT FOR THIS PLAN

The Scottish Government, through the Public Bodies (Joint Working) (Scotland) Act 2014 has two very clear aims.

Better **outcomes and experiences** for individuals and communities

Better **use of resources** across health, care and support systems at national and local levels.

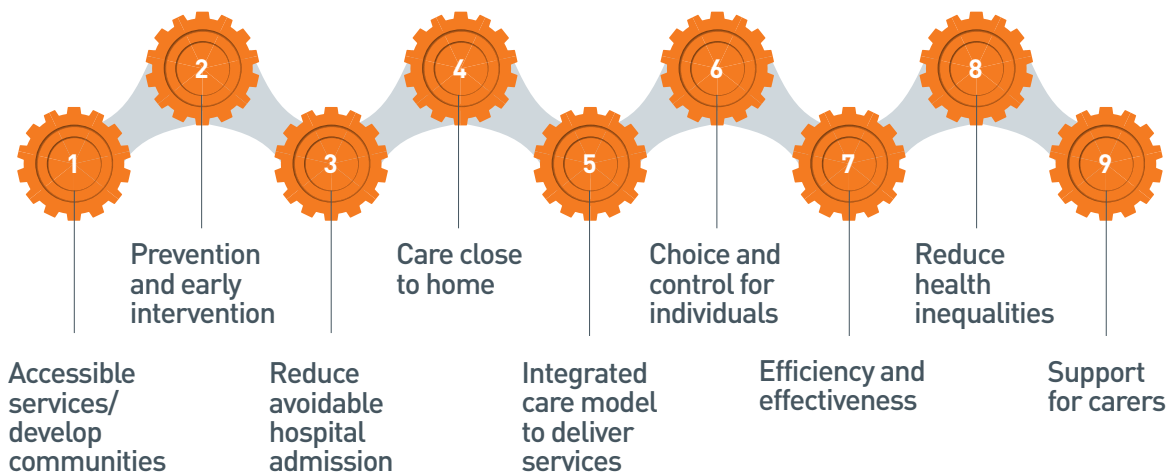
In order to address these aims and after extensive consultation during 2015-2016, the Scottish Borders Health & Social Care Partnership published its Strategic Plan where the following vision and objectives are outlined.

Scottish Borders Strategic Plan 2016 -19

"work together for the best possible health and well-being in our communities"

9 Scottish Borders Local Objectives

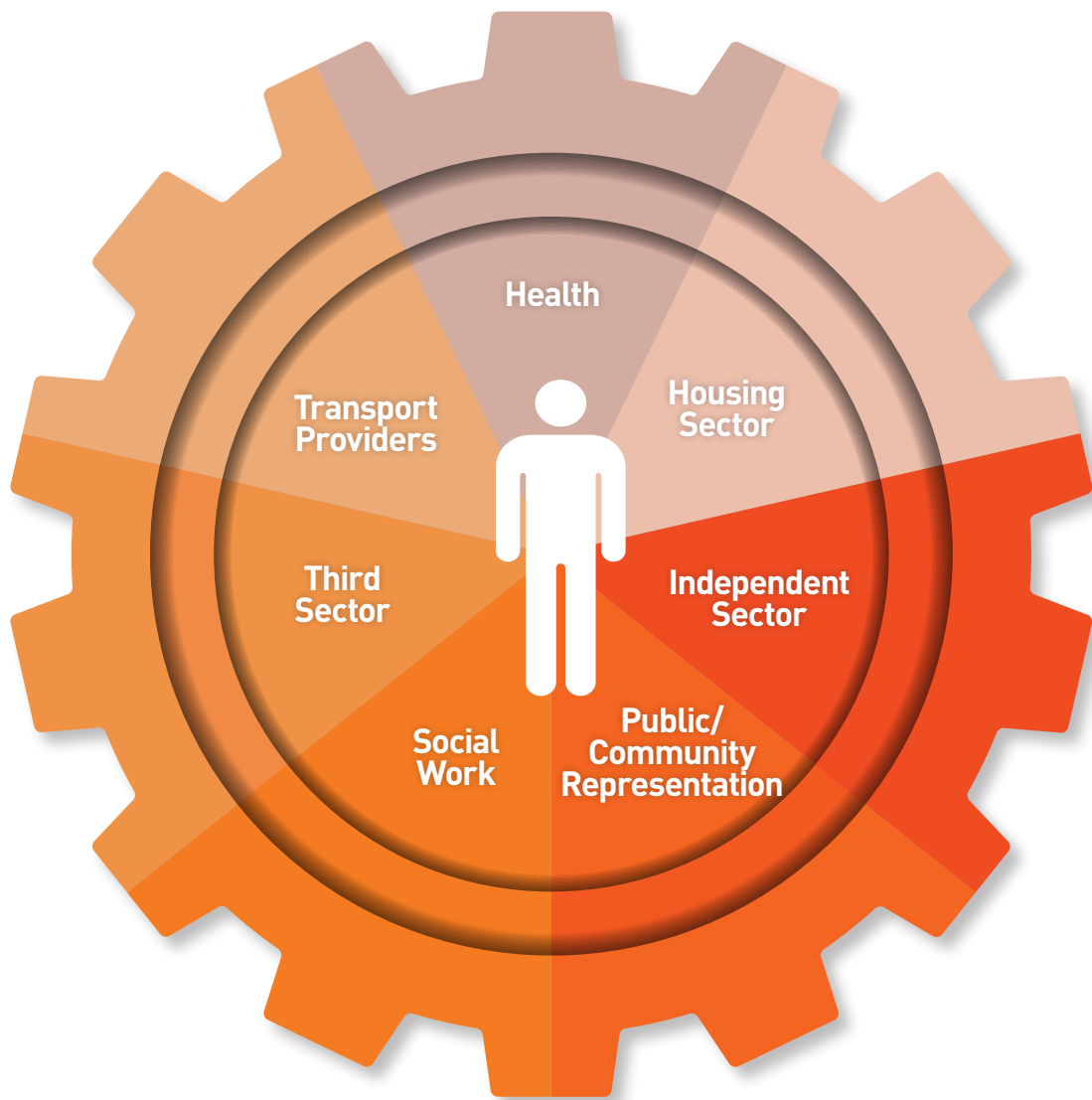
(defined during consultation on our Strategic Plan in 2015)



The Borders Health & Social Care Strategic Plan can be accessed
www.scotborders.gov.uk/HSCStrategicPlan

How the Partnership seeks to meet the Objectives laid out in the Strategic Plan at a local level requires to be demonstrated in a local plan. The Scottish Borders already has five localities – Berwickshire, Cheviot, Eildon, Teviot & Liddesdale and Tweeddale. **This plan is for Cheviot.**

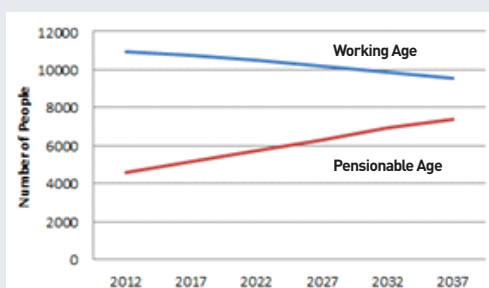
Five Locality Working Groups have been established and have contributed to the development of the five local plans. All key stakeholders are represented on the locality working groups as indicated below:



Details of the Cheviot Locality Working Group can be found www.scotborders.gov.uk/CheviotLocality

3. THE CHEVIOT AREA - AREA PROFILE

PROJECTED POPULATION 2012-2037 FOR CHEVIOT



61.4%
increase in
pensionable age

12.70%
decrease in
working age

POPULATION

19,503 population *
(17% of the Scottish Borders)

14.9% aged 0-15
(Scottish Borders = 16.7%)

58.2% aged 16-64
(Scottish Borders = 60.2%)

26.9% aged 65+
(Scottish Borders = 23.1%)
of this 11.8% are aged 75+
the highest percentage of
the Scottish Borders

*(est 2014)



AREA

34.0% live in an area of
less than 500 people
(Scottish Borders = 27.4%)

50% live in rural areas
28% Remote rural
22% Accessible rural

Settlements with more than 500 people:

TOWN	POPULATION
Kelso	6,821
Jedburgh	3,961
St Boswells	1,466
Yetholm	618

HEALTH OF THE LOCALITY

LIFE EXPECTANCY RANGE

77 to 82 yrs men
(Scottish Borders = 78.1)

81.4 to 85.8 yrs women
(Scottish Borders = 82)

Lower rate of **coronary heart disease**
hospitalisations and **early deaths**
(compared to the Scottish borders
and Scotland)

Cheviot has a **higher** rate of **suicide**
(compared to Scottish Borders and
Scotland)

A&E ATTENDANCE

59.8% the locality has the **highest**
percentage who attend A&E out of hours
in the Scottish Borders

55.5% non-emergencies could be
cared for within the Locality, between
2014/16 the **over 65 age group**
represented the **largest proportion** of
attendees

Cheviot had the **lowest** rate of **emergency**
hospitalisations (compared to other
Borders Localities and Scotland)

5.36 rate of **Over 75 Falls** per 1,000
(Scottish Borders = 5.62)

LONG TERM CONDITIONS

1,073 on **Diabetes Register**
6.76 % of **GP Register** over 15 yrs

193 on **Dementia Register**
4.0% of **GP Register** over 65 yrs

3972 per 100,000 **Multiple**
emergency hospitalisations **Patients**
65+
(Cheviot has the lowest rate)
(Scottish Borders = 5122.5
Scotland = 5159.5)



NEIGHBOURHOOD AND COMMUNITY INFLUENCES ON HEALTH

16.4% report **public transport**
as an accessibility issue
(Scottish Borders = 16.6%)

People in Cheviot place a **higher**
priority on:

providing **high quality care** for **older**
people and making **more affordable**
housing available

HOUSEHOLD PROFILE

One person household: aged 65+

16.6% Cheviot
(Scottish Borders = 15.2%)
(Scotland = 13.1%)

5.1% feel **lonely** or **isolated**
(Scottish Borders = 6.1%)

9 culture and sport facilities
operated by the public sector
(Scottish Borders = 69)



SAFETY

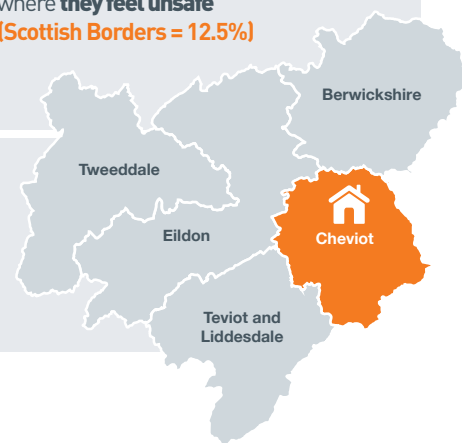
7.13 rate of **road** and **home safety**
incidents per 1,000
(Scottish Borders = 7.65)

0.49 rate of **fires** in **homes** per 1,000
(Scottish Borders = 0.74)

11% say there are **areas**
where **they feel unsafe**
(Scottish Borders = 12.5%)

PROPOSED HOUSING DEVELOPMENTS

AFFORDABLE HOUSING		EXTRA CARE HOUSING
2017-2018	18 units	-
2018-2019	26 units	-
2019-2020	20 units	-



3. THE CHEVIOT AREA

SERVICES & SUPPORT 2017-2019



CHEVIOT HEALTH & SOCIAL CARE LOCALITY PLAN 2017-2019

4. PRIORITIES FOR CHEVIOT 2017-2019

Our understanding of Cheviot is taken from:

- our analysis of both national and local data and statistics (e.g. Area Profile),
- the knowledge and experience of our service users and carers
- the views of the Locality Working Group
- the knowledge and experience of staff working within the community

The following priorities for Cheviot have been identified and will contribute to the 9 local objectives for Integration:

PRIORITIES FOR CHEVIOT	WHAT MAKES THIS A PRIORITY FOR CHEVIOT
<ul style="list-style-type: none">• Increase the availability of locally based rehabilitation services	<ul style="list-style-type: none">• limited allied health professional services in the community• limited rehabilitation support workers in the community• limited domiciliary physiotherapy services in the community• limited access to day hospital services
<ul style="list-style-type: none">• Increase the range of care and support options across the locality to enable people to remain in their own homes and communities	<ul style="list-style-type: none">• difficulty recruiting and sustaining capacity in provider organisations• lack of paid carers across locality• lack of domiciliary care provision• lack of transitional care beds in Cheviot• increased reliance on residential and nursing home placements• tendency to pilot different models and approaches within one locality with no roll out to other localities
<ul style="list-style-type: none">• Increase the range of housing options available across the locality	<ul style="list-style-type: none">• significant projected increase in people of pensionable age• limited options for housing in rural/outlying areas
<ul style="list-style-type: none">• Improve efficiency and effectiveness of existing co-located and integrated teams	<ul style="list-style-type: none">• number of existing co-located and integrated teams who work independently• scope to further integrate these teams in order to:-<ul style="list-style-type: none">- remove barriers to service provision- empower staff to be more effective- increase efficiency and effectiveness
<ul style="list-style-type: none">• Improve transport links across Cheviot	<ul style="list-style-type: none">• limited access to transport networks in rural areas• increasing over 75+ age group who are reliant on private transport

Work is currently underway to support the delivery of the 9 Local Objectives and an action plan has been developed which identifies work required to ensure the ongoing delivery of the priorities for Cheviot. This is summarised in **Appendix 1**.

There are some actions which are common across the whole of the Scottish Borders and will be progressed at a Scottish Borders Partnership level, for example the provision of IT access within integrated sites. These actions can be viewed in the Borders wide summary plan in **Appendix 2**.

These actions will be continually evaluated and the plan updated annually.

APPENDIX 1

ACTION PLAN FOR CHEVIOT

PRIORITY: Increase the availability of locally based rehabilitation services

WORK UNDERWAY	ACTION REQUIRED	HOW THIS CONTRIBUTES TO THE PRIORITY	OWNER	TIMEFRAME
<ul style="list-style-type: none"> Investigating integrated working across Health, Social care and Third sector Cheviot Community Healthcare Team 	<ul style="list-style-type: none"> Scope out the gaps in community rehabilitation services across the partnership and devise and implement a structure to address these Increase access to Allied Health Professionals and support staff to manage peoples' rehabilitation needs within the community 	<ul style="list-style-type: none"> Support peoples' rehabilitation at home Reduce hospital admissions Improve peoples' outcomes Support safe discharge from hospital Reduce the reliance on home care provision Reduce delayed discharges Reduce the admissions to bed based care facilities Supports positive risk taking 	<ul style="list-style-type: none"> Locality working group Allied Health Professional leads 	September 2017
<ul style="list-style-type: none"> Rehabilitation approach ongoing with care providers across SB cares and Third / Independent sector 	<ul style="list-style-type: none"> Link with Third sector around development of the model and roll out 	<ul style="list-style-type: none"> Support the reablement work within SB cares and independent home care providers 	<ul style="list-style-type: none"> Red Cross SB cares Independent providers 	March 2018
<ul style="list-style-type: none"> Day services review 	<ul style="list-style-type: none"> Link with the programme and input into service redesign as required from the locality 	<ul style="list-style-type: none"> Supports the redesign of day services Increased options to support people to remain at home 	<ul style="list-style-type: none"> Day services review project manager Locality working group 	September 2017
<ul style="list-style-type: none"> Live Borders "Active ageing" programme 	<ul style="list-style-type: none"> Support and inform future developments within the locality 	<ul style="list-style-type: none"> Supports self-management Prevents hospital admissions Maintains peoples' current abilities 	<ul style="list-style-type: none"> Locality working group Live Borders 	June 2017
<ul style="list-style-type: none"> "Living Safely in the Home" – promotion of safer communities across Cheviot 	<ul style="list-style-type: none"> Raise awareness of programme in the local community 	<ul style="list-style-type: none"> Provides support to older people at risk of falls Direct link to refer to the Cheviot Community Healthcare Team 	<ul style="list-style-type: none"> Scottish Fire and Rescue Service 	June 2017

PRIORITY: Increase the range of available care and support options across the locality to enable people to remain in their own homes and communities

WORK UNDERWAY	ACTION REQUIRED	HOW THIS CONTRIBUTES TO THE PRIORITY	OWNER	TIMEFRAME
<ul style="list-style-type: none"> Community led support steering group considering suitable locations for "What Matters" hubs throughout Cheviot Ongoing communication in relation to Carers Act Increased awareness and usage of self-directed support 	<ul style="list-style-type: none"> Work with Community led support steering group to establish "What Matters" hubs across the Cheviot locality Ensure "What Matters" hubs have relevant information available eg. Carers Act and self-directed support 	<ul style="list-style-type: none"> People are able to access information and services earlier People are supported to be as independent as possible Community resources are key to support people at home People are supported to self-manage Reduced waiting lists 	<ul style="list-style-type: none"> Community led support steering group 	March 2018
<ul style="list-style-type: none"> Increased recruitment by providers Work with care providers to identify opportunities for development of care services Frailty redesign programme to ensure people are supported to stay at home Long term conditions pathway work across the partnership My Home Life initiative 	<ul style="list-style-type: none"> Work with providers in the development of available support services Support the implementation of new ways of working through the frailty redesign pathways Support the independent sector to implement My Home Life 	<ul style="list-style-type: none"> Reduced care home admissions Reduced waiting lists People are supported to remain at home People are engaged with at an earlier stage to prevent crisis occurring Helps to fully engage the skills and expertise of voluntary and third sector partners 	<ul style="list-style-type: none"> Locality working group Commissioners Frailty Group Independent sector Scottish Care 	March 2018
<ul style="list-style-type: none"> Reablement provision through Red Cross 	<ul style="list-style-type: none"> Support the further development of reablement services within the Third sector 	<ul style="list-style-type: none"> People are supported to stay at home People are supported to self-manage Less reliance on home care provision 	<ul style="list-style-type: none"> Locality working group Red Cross 	March 2018
<ul style="list-style-type: none"> Equipment provision being reviewed Satellite equipment stores being reviewed 	<ul style="list-style-type: none"> Support the redesign of Borders Ability Equipment Service to support people in the community 	<ul style="list-style-type: none"> Improved access to equipment at point of need People are supported to stay at home 	<ul style="list-style-type: none"> Borders Ability Equipment Service 	October 2017
<ul style="list-style-type: none"> Development of new community resources 	<ul style="list-style-type: none"> Support development of community capacity building initiatives 	<ul style="list-style-type: none"> People are supported to self-manage Training and development to empower Individuals, therefore building capacity to form stronger communities Intergenerational support and learning 	<ul style="list-style-type: none"> Borders community capacity building team 	2017/18

PRIORITY: Increase the range of housing options available across the locality

WORK UNDERWAY	ACTION REQUIRED	HOW THIS CONTRIBUTES TO THE PRIORITY	OWNER	TIMEFRAME
<ul style="list-style-type: none"> Local housing providers represented on locality working group 	<ul style="list-style-type: none"> Work with registered social landlords to develop alternative accommodation across all areas of the locality 	<ul style="list-style-type: none"> Increase availability of affordable housing 	<ul style="list-style-type: none"> Registered social landlords Housing Strategy team 	2017-2019
<ul style="list-style-type: none"> Strategic Housing Investment Plan (SHIP) 2017-22 	<ul style="list-style-type: none"> Support the development of appropriate extra care housing 	<ul style="list-style-type: none"> People are able to access appropriate supported housing within their own communities 	<ul style="list-style-type: none"> Housing Strategy Team 	2020-2021

PRIORITY: Improve efficiency and effectiveness of existing colocated and integrated teams

WORK UNDERWAY	ACTION REQUIRED	HOW THIS CONTRIBUTES TO THE PRIORITY	OWNER	TIMEFRAME
<ul style="list-style-type: none"> GP on Locality Working Group Co- Located health and Social Care team Multidisciplinary team meetings Cheviot Community Healthcare Team 	<ul style="list-style-type: none"> Establish current demand and plan future service to meet need Arrange workshop with all key stakeholders Share workshop outcomes with health and social care partnership operational leads and agree future service structure Agree review date to evaluate service and future proof 	<ul style="list-style-type: none"> Provide equitable service provision Support people to stay in their own home Support improved outcomes for people Support peoples rehabilitation at home Reduce the admission to bed based care facilities Support safe discharge from hospital Enable older people to adapt and learn new skills to support health and wellbeing Support reablement within Locality 	<ul style="list-style-type: none"> Health and social care partnership operational leads 	November 2017
<ul style="list-style-type: none"> Investigating Buurtzorg Nursing Pilot for Coldstream 	<ul style="list-style-type: none"> Link with Buurtzorg development planned for Coldstream 	<ul style="list-style-type: none"> Support safe discharge from hospital Support people to stay in their own home Support improved outcomes for people Support peoples rehabilitation at home Reduce the admission to bed based care facilities Enable older people to adapt and learn new skills to support health and wellbeing 	<ul style="list-style-type: none"> Health and Social Care Partnership 	September 2017

PRIORITY: Improve transport links across Cheviot

WORK UNDERWAY	ACTION REQUIRED	HOW THIS CONTRIBUTES TO THE PRIORITY	OWNER	TIMEFRAME
<ul style="list-style-type: none"> Working with transport hub to improve rural transport Transport representative on Locality Working Group Demand Responsive Transport (DRT) Smailholm, Stichill and surrounding area 	<ul style="list-style-type: none"> Work with the Strategic Transport Group and Transport Hub to develop sustainable and demand responsive transport 	<ul style="list-style-type: none"> Increase transport options available Support people from rural areas to access services Reduce inequalities for rural population Reduce loneliness and isolation 	<ul style="list-style-type: none"> Transport hub and Strategic Transport Group 	September 2017

APPENDIX 2

BORDERS WIDE SUMMARY ACTION PLAN

Devised in line with strategic plan together with national outcomes and local objectives.

PRIORITIES	ACTION PLAN
Increase the range of care & support options across the Scottish Borders to enable people to remain in their own homes and communities	<ul style="list-style-type: none"> • Work with providers in the development of available support services • Support the implementation of new ways of working through the frailty redesign pathway • Support the independent sector to implement “My Home Life” initiative • Support the redesign of Borders Ability Equipment Service to support people in the community • Support development of community capacity building initiatives to develop locality specific services • Development of further healthy living network activity plans • Provide joint training and development for staff • Develop “What Matters” hubs • Adopt the National Anticipatory care plan • Develop integrated teams within each Locality to improve outcomes for the people of that locality • Increase interventions to support people to remain at home and reduce the need for ED /GP attendance • Support discharge from hospital at an appropriate stage with the right service interventions • Early identification of people who require support through early interventions and screening • Establish SBC IT access within identified Health centres to enable NHS staff to access SBC systems and allow Social care & health staff to work from health office
Improve the availability and accessibility of services across the Scottish Borders	<ul style="list-style-type: none"> • Bring together staff from NHS, SBC and Third sector to work together within integrated teams • Develop a link with the transport hub to establish rural need and potential solutions • Develop “What Matters” hubs
Increase the availability of locally based rehabilitation services across the Scottish Borders	<ul style="list-style-type: none"> • Support the further development of reablement services within the Third sector • Scope out the gaps in community rehabilitation services across the partnership and devise and implement a structure to address these • Increase access to Allied Health Professionals and support staff to manage peoples’ rehabilitation needs within the community • Link with Third sector around development of the reablement model and roll out to all areas • Link with the Day services review programme and input into service redesign as required from each locality • Support and inform future developments within the locality
Increase the range of housing options available across the Scottish Borders	<ul style="list-style-type: none"> • Work with registered social landlords to develop alternative accommodation across all localities • Support delivery of extra care housing

CHEVIOT HEALTH & SOCIAL CARE LOCALITY PLAN 2017-2019

WORK HAS BEEN INFORMED BY

This plan has been informed in consultation and dialogue with the stakeholders involved in developing the plans, strategies and programmes listed below:

- Community Learning and Development Strategic Plan 2015-2020
- Community Led Support
- Frailty Redesign Programme
- Living well with a disability - Future services for people with a physical disability 2013
- Reducing inequalities in the Scottish Borders 2015-2020 Strategic Plan
- Scottish Borders Alcohol & Drugs Partnership Strategy 2015-2020
- Scottish Borders Autism Strategy 2015
- Scottish Borders Council Local Housing Strategy 2012-17
- Scottish Borders Learning Disability Service Strategic Commissioning Plan 2016-19
- Strategic Housing Investment Plan (SHIP) 2017-22
- The Keys to life strategy 2013

This consultative approach will continue throughout the delivery of this plan.

HEALTH & SOCIAL CARE LOCALITY PLAN 2017-2019

WHAT DO YOU THINK?

We want to know what you think about this plan.

Please answer these questions online or send it back by **16 September** to:

Christopher Svensson
 FREEPOST RRBW – KBCB – JBJG
 Borders Health and Social Care Partnership | Council Headquarters
 Newtown St Boswells | MELROSE | TD6 0SA
 tel: 0300 100 1800 | email: integration@scotborders.gov.uk
www.scotborders.gov.uk/HSCPLLocalityPlans

1. We would like to know what you think about the Health and Social Care Locality Plan for Cheviot.

Do you like:

How it looks?

☐

Yes

☐

No

How it is laid out?

☐

Yes

☐

No

What is in it?

☐

Yes

☐

No

Do you have any other comments? (on a separate sheet if necessary)

2. The priorities in Cheviot have been identified as:

- Increase the availability of rehabilitation services
- Increase the range of available care and support
- Increase the range of housing
- Integrate health and social care teams
- Improve transport links

Are these the right priorities for Cheviot?

☐

Yes

☐

No

Are there any key priorities missing for Cheviot?

☐

Yes

☐

No

Please comment: (on a separate sheet if necessary)

3. The Locality Working Group has contributed to the development of this plan and is made up of the following representatives:

Health	Housing Sector	Independent sector	Public/Community Representation
Social Work	Transport	Third sector	

Do you think there are any groups missing? ☐ Yes ☐ No

Please comment: (on a separate sheet if necessary)

4. What is your postcode 5. What is your age

6. Do you have a disability?

☐ Yes ☐ No ☐ Prefer not to say

7. Are you a Carer?

☐ Yes ☐ No ☐ Prefer not to say

THANK YOU

Thank you for completing this survey.

Scottish Borders Council will treat your information in strictest confidence and will store it securely. We will not disclose your personal information to anyone outside our organisation and it will be destroyed in line with our retention schedule.

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