



NEW SERVICE DEVELOPMENTS

Report by the Operations Director

LIMITED LIABILITY PARTNERSHIP MAJOR CONTRACTS GOVERNANCE GROUP

7th November 2017

1 PURPOSE AND SUMMARY

1.1 **To update the Major Contracts Governance Group on the new services currently being developed.**

1.2 **Craw Wood Care Home**

1.3 SB Cares has been asked to open a Discharge to Assess unit using Craw Wood Care Home in Tweedbank. This facility is being opened in an attempt to mitigate some of the anticipated winter pressures on NHS in-patient beds. The building is owned by Eildon Housing Association and was previously a dementia specialist care home, built in the mid 90's and closed in 2015, but used again temporarily for 18 months until August this year. The aim is to have the service available by 1st Dec and earlier if all required resources are in place.

1.4 We have secured agreement from the Care Inspectorate to extend the existing Waverley Care Home registration on a temporary basis until 30th April 2018. Over the coming weeks further discussion will take place with NHS and SBC colleagues to develop longer term options for providing this type of model.

1.5 Clearly this is a significant undertaking within what is a very short timescale and to enable SB Cares to have the resources to respond to this request we have engaged Julie Glen from GMR Care Consultancy to lead on the setting up and opening of the service.

1.6 **Health Care Support Workers Project**

1.7 In September 2016 due to continues pressure on home care services, originally in the Tweeddale area, the Chief Executives of SBC and NHS requested that NHS recruit Health Care Support Workers to support rapid discharge from hospital for those waiting for Home Care in the Tweeddale area.

- 1.8 A working group, led by NHS colleagues, was set up to agree the role, responsibilities, processes and governance which need to be in place for these workers to increase availability of support in the community to enable discharge from hospital. The area deemed to be most critical was changed to Berwickshire by Social Work colleagues, which was not the area we felt to be in most need.
- 1.9 For a variety of reasons the Health Care Support Workers have just been interviewed and are now going through the appointment process. There are still outstanding governance issues to be resolved, a need to strengthen the processes for allocating work and day to day management arrangements are not in place. Project Management has now been allocated to ensure a more structured approach to this project and regular meetings are now planned to ensure more rapid progress. Our Operations Manager is taking a lead in overseeing the development of this model with our NHS/SBC colleagues and there are weekly operational meetings at the Knoll hospital where our Home Care Manger is part of the multi-disciplinary team implementing this model.
- 1.10 **Coldstream Community Model (previously referred to as the Buurtzorg model)**
- 1.11 Since the joint visit to Holland to experience the Buurtzorg model there have been several meetings involving NHS, SBC and SB Cares manager and staff, including a workshop involving the nursing and SB Cares Home Care staff teams.
- 1.12 Progress on a practical level has been slow due to a number of factors; however a paper is being presented to the IJB with an update on the development of the model, in which a request has been made for project management support to speed up the progress. Please see Appendix 1.
- 1.13 **Enablement**
- 1.14 Social Work are in receipt of the SB Cares Enablement Service proposal and the anticipation is that this proposal will be presented to EMT for approval on 27th October. As soon as the model and associated funding has been approved we will develop the finer details of the proposal and move to implementation of the model within our Home Care service.

2 RECOMMENDATIONS

- 2.1 **It is recommended that the Major Contracts Governance Group:-**
- (a) Note the request to open the Discharge to Assess care home**
 - (b) Note the ongoing collaboration with NHS/SBC on the new Home Care models**
 - (c) Note the Enablement proposal is being presented to EMT for approval**

3 IMPLICATIONS

3.1 **Financial Recommendations**

None as all funding requirements for each different service model are being met by other parties for each project.

3.2 **Risk and Mitigations**

Minimal risk at the additional costs being incurred by SB Cares in connection with Craw Wood might not be met by ICF funding, however this is mitigated by the fact that all costs are being channelled through SBC budget code as agreed with SBC Senior Management.

3.3 **Equalities**

N/A

3.4 **Acting Sustainably**

N/A

3.5 **Carbon Management**

N/A

3.6 **Rural Proofing**

N/A

4 CONSULTATION

4.1 SB Cares Board and Senior Management Team have been kept updated at every stage on progress around new service developments.

Author(s)

Name	Designation and Contact Number
Lynne Crombie	Operations Director