

# Equality, Human Rights and Fairer Scotland Duty Impact Assessment

## Stage 3



### Analysis of findings and recommendations

#### Reprovisioning of Night Support Service:

Reduction in the number of Night Support teams and the introduction of Rapid Response roles.

Potential impact on staff with reduction of teams, introduction of Dawn and Twilight shifts and the introduction of the rapid response role. Service users may notice some changes to visit times, the introduction of TEC or removal of a visit if it's not actually required/doesn't meet the Night Support Service Criteria.

**Please detail a summary of the purpose of the proposal being developed or reviewed including the aims, objectives and intended outcomes**

Following the review of two pathfinders, Peebles and Duns, and two full consultations, it is evident that a night support service continues to be required. We now propose a reduction from 5 Night Support teams (10 FTE) to 2 teams (6.4 FTE). These 2 teams would continue to provide planned, critical overnight support to individuals with complex health needs, whilst also providing a Rapid Response service to TEC activations. We also propose to

introduce a strict eligibility criterion for critical overnight support. Dawn (6am-noon) and Twilight (6pm-midnight) shifts will also be introduced. The expected benefits are:

- Greater independence, health benefits resulting from good quality sleep, privacy, and freedom for people with high support needs, while minimising support costs.
- The release of night support staff to join daytime home care teams will help ease the pressure on daytime care, reducing the time people wait for care and reducing delayed discharges that are due to the unavailability of care.
- Increased availability to respond to assistive technology/TEC activations or end of life/palliative care requests.
- Reduction in CO2 emissions and aligning with the strategic vision as outlined in the SBC Council plan 22/23 for a clean, green future.

**Equality Act 2010 – Relevant Protected Characteristics as identified in Stage 1 or during Stage 2 (include none identified at this stage)**

<b>Protected Characteristic</b>	<b>Equality Duty</b>	<b>What impact and or difference will the proposal have</b>	<b>Measures to evaluate/mitigating actions</b>
Age	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Due to the nature of the service, the change predominantly affects older people. They may feel that they are being discriminated against by this change. Older people may be less confident or have less knowledge of TEC.	The review of the care currently provided uses a person-centred approach which takes onto account individual preferences and capabilities. TEC awareness sessions have been held to increase awareness of types and uses of TEC.
	Advancing equality of opportunity	None identified at this stage.	
	Fostering good relations by reducing prejudice and promoting understanding	Any changes to care provision are clearly communicated and discussed with service users and their families.	Clear communication and engagement with service users and their families.
Disability	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Due to the nature of the service, the change predominantly affects people with disabilities and support needs. They may feel that they are being discriminated against by this change.	Provision of care for all service users is agreed based on a clear criterion.

	Advancing equality of opportunity	The use of TEC or a Dawn/Twilight visit allows for undisturbed sleep, improving the wellbeing of all.	
	Fostering good relations by reducing prejudice and promoting understanding	Care is provided for all, based on a clear criterion.	Clear communication and engagement with service users and their families.
Gender Reassignment	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	N/A	
	Advancing equality of opportunity		
	Fostering good relations by reducing prejudice and promoting understanding		
Marriage and Civil Partnership	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	N/A	
	Advancing equality of opportunity		
	Fostering good relations by reducing prejudice and promoting understanding		
Pregnancy and Maternity	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	N/A	
	Advancing equality of opportunity		
	Fostering good relations by reducing prejudice and promoting understanding		
Race	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		The care provided will be individual and sensitive to any needs that differ depending on race.

	Advancing equality of opportunity		Language barriers for any non-English speakers will be addressed.
	Fostering good relations by reducing prejudice and promoting understanding	None identified at this stage	None identified at this stage
Religion & Belief including non-belief	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	N/A	
	Advancing equality of opportunity		
	Fostering good relations by reducing prejudice and promoting understanding		
Sex (Gender)	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	There are more female service users than male. They may feel that they are being discriminated against. The individual receiving care is able to present in their preferred gender.	There is a clear criterion for support. The gender of the service user is not a deciding factor in support.
	Advancing equality of opportunity	The individual receiving care is able to present in their preferred gender.	
	Fostering good relations by reducing prejudice and promoting understanding	Individuals will co-produce a care plan that recognises their gender preferences and document sensitives around care giving.	
Sexual Orientation	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	N/A	
	Advancing equality of opportunity		
	Fostering good relations by reducing prejudice and promoting understanding		

**Equality and Human Rights Measurement Framework Human– Reference those identified in Stage 1 (remove those that do not apply)**

Article	Indicator	Enhancing or Infringing	Impact and or difference will the proposal have	Measures to evaluate/mitigating actions
Living Standards	Housing Social Care	Enhancing	Living standards of those in receipt of Night Support will improve as their care needs will be provided in a less intrusive way.	
Health	Social Care Health outcomes	Enhancing	The wellbeing of the individual receiving Night Support and their family members will improve due to undisturbed sleep.	
Participation	Family Life	Enhancing	Family life will improve for the individual and family carers who are currently disturbed overnight. The undisturbed sleep will benefit wellbeing.	

**Fairer Scotland Duty**

Identify changes to the strategic programme/proposal/decision to be made to reduce negative impacts on equality of outcome and or improving health inequalities.	The initial proposal was to replace the Night Support visits with TEC and dawn/twilight shifts. Following the Pathfinders it was clear that a modified night support service is still required by a number of service users across the Borders to ensure equality of outcome. Therefore the night support service will be delivered in a responsive approach whilst also continuing to deliver face to face care for those with critical and substantial needs. All service users needs will be met in an outcome focussed, person centred way.
Identify the opportunities the strategic programme/proposal/decision provides to reduce or further reduce inequalities of outcome and or improving health inequalities.	The proposal could improve health inequalities of those that move from a physical visit to the use of TEC as the use of TEC would promote sleep and improve wellbeing.

Are there any negative impacts with no identified mitigating actions? If yes, please detail these below:

None noted.

### Equality, Human Rights & Fairer Scotland Duty Impact Assessment Recommendations

What recommendations were identified during the impact assessment process:

Recommendation	Recommendation owned by: (Name and job title)	Date recommendation will be implemented by	Review Date
Person Centred approach to be used during reviews	CCRT team and SW locality teams		
TEC awareness sessions to continue for staff and the general public.	Derek Boyle, Service Manager		
Criteria for NS service to be shared with all SW ad SC staff to ensure consistency.	Julie Glen, Operations Director Gwyneth Lennox, Chief Officer		

### Monitoring Impact – Internal Verification of Outcomes

How will you monitor the impact this proposal has on different groups, including people with protected characteristics?

The impact of the proposal will be monitored through service user, family and staff feedback.
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### **Procured, Tendered or Commissioned Services (SSPSED)**

Is any part of this policy/service to be carried out wholly or partly by contactors and if so, how will equality, human rights including children's rights and the Fairer Scotland duties be addressed?

No.

### **Communication Plan (SSPSED)**

Please provide a summary of the communication plan which details how the information about this policy/service to young people, those with a visual or hearing sensory impairment, difficulty with reading or numbers, learning difficulties or English as a second language will be communicated.

Service Users and staff will be communicated with directly and in person, ensuring that they have full understanding of any changes. If support is required to aid understanding this will be arranged.

**Signed Off By: Julie Glen**

**Name Strategic Lead – Julie Glen**