

Report To: Inverclyde Integration Joint Board **Date:** 6 November 2018

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Partnership (HSCP) **Report No:**
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Subject: CHIEF OFFICER'S REPORT

1.0 PURPOSE

- 1.1 The purpose of this report is to update the Integration Joint Board on a number of areas of work.

2.0 SUMMARY

- 2.1 The report details a number of updates on work underway across the Health and Social Care Partnership.

3.0 RECOMMENDATIONS

- 3.1 The Integration Joint Board is asked to note the items within the Chief Officer's Report and advise the Chief Officer if any further information is required.

Louise Long
Corporate Director, (Chief Officer)
Inverclyde HSCP

4.0 BACKGROUND

- 4.1 There are a number of issues or business items that the IJB will want to be aware of and updated on, which do not require a full IJB report, or where progress is being reported which will be followed by a full report. IJB members can, of course, ask that more detailed reports are developed in relation to any of the topics covered.

5.0 BUSINESS ITEMS

5.1 Health and Social Care Standards

The Scottish Health and Social Care (H&SC) Standards came into force in April 2018. The new H&SC Standards apply to all parts of our care system, right across health care, social care, early learning and childcare and social work; they focus on people rather than policies, paperwork and property. Instead of setting out a list of inputs that all providers must meet, the Standards are outcome-based and help us focus on what really matters – the experience of the person who uses services. The consistent message from people experiencing care, as well as organisations inspecting care, is that it is the quality of human relationships, kindness and compassion that really determine the quality of care and this is what the Standards focus on.

On 7 August, 104 HSCP frontline staff and managers attended awareness raising sessions supported by Healthcare Improvement Scotland. The sessions included a presentation of the Standards and time for small group discussion and reflection. Participants were enthusiastic about the Standards and liked the way they were written and the strong focus on patient and service user experience and their rights. Staff reflected that the H&SC Standards provide an opportunity to further integrate health and social care by supporting shared objectives, a shared language and more consistent services for the public.

The next steps include the integration of the Standards into our quality and governance framework, a gap analysis (assessing where Standards are being met currently and where gaps exist) and ideas of how to close these gaps across service areas. There is a desire to harness the enthusiasm demonstrated by staff and continue to provide opportunities for shared reflection and learning, and sharing of good practice.

5.2 HSCP Staff Awards

On Friday 5 October, the 2018 Inverclyde HSCP Staff Awards took place, the pinnacle of months of deliberation and planning. 115 staff and invited guests came together to recognise and celebrate the excellent work that is happening across the HSCP. The nominations demonstrate the breadth of excellence and innovative practice across the HSCP and the high levels of collaboration and synergy that is happening. This year the standard of nominations was so high, that for the first time, each category had at least one commended nomination in addition to the category winner.

Guests were welcomed by Deborah Gillespie (Head of Mental Health, Addictions and Homelessness; Chair of Staff Awards Committee) before the viewing of “Stigma”, a film about care experienced young people’s experiences. Louise Long (Chief Officer, Corporate Director) introduced category presenters including Councillor Moran, Councillor Clocherty, Dr Deirdre McCormick (Chief Nurse) and Simon Carr (Chair of Inverclyde IJB).

Spirits were high and clapping prolific as winners came to the front to collect their

framed certificates for each award category: our service users/patients, our people, our leaders, our resources and our culture.

Our category winners were:

- Our Service Users/Our Patients: **Macmillan Welfare Benefit Service** for providing a nationally recognised service, addressing the financial impacts of a diagnosis of cancer.
- Our People: **John Smith**, the Community Alternatives Resource Manager, for his outstanding contribution championing recovery and social inclusion in mental health and beyond.
- Our Leaders: The Health and Community Care Team Leaders for their innovative leadership and collaboration to develop and embed the **Home 1st** approach.
- Our Resources: The **Pre-5 Immunisation Team** for the redesign and delivery of a high quality, effective and efficient immunisation service.
- Our Culture: The **New Ways Team** for innovative, collaborative and effective programmes that are transforming Primary Care.

Each Health and Social Care Partnership holds their own Staff Awards across Greater Glasgow and Clyde and then submits their category winners to NHS GGC. Our representatives from each category have been invited to the Board wide “Celebrating Success” event hosted by NHS Greater Glasgow and Clyde on the evening of 5 November when our overall Inverclyde HSCP winner will be announced.

5.3 COSLA Awards

The COSLA excellence awards celebrate the very best in Scottish local government. The award standard looks for innovative and passionate solutions that demonstrate working across public services, tackling local priorities, shifting the focus towards early intervention and prevention and empowering local communities. This year 4 HSCP nominations were entered: The Child Refugee Resettlement project, Home 1st, The Learning Disability redesign and Compassionate Inverclyde. Compassionate Inverclyde was selected as finalist and went on to win the COSLA “Excellent People, Excellent Outcomes” Award on 11 October much to everyone’s delight.

Compassionate Inverclyde was conceived in January 2016 and is part of a global movement to change attitudes and behaviours around death, dying and bereavement. It uses a community development approach to harness the collective compassion of hundreds of volunteers supporting and caring for one another at times of crisis and loss; ordinary people doing extraordinary things to support ordinary people.

In 2016, community engagement was carried out with over 200 people to ask how we could help people at the end of life; No-One Dies Alone (NODA) was established from these conversations. NODA is a volunteer-led programme to support those in their last hours who do not have family or friends available, so no one dies alone in the Inverclyde Royal Hospital. It has 70 volunteers who sit with people in hospital at the end of lives; this is currently being extended so that no-one dies alone in their home, and ultimately that no-one dies alone in Inverclyde.

In 2017, community engagement led to development of Back Home Boxes. The Boxes are a community act of kindness, gifted by our communities. People who live alone and are being discharged home from hospital are gifted the box containing basic essentials enabling the person to make a hot drink and a light snack when they get home. Supermarkets, churches, schools, and Police Scotland support the initiative. The Boxes are packed by volunteers and local groups, and children from schools, Brownies and Scouts make get well soon cards. Local groups contribute by making blankets for the Boxes. The hundreds of volunteers that support the Back Home

Boxes are a great example of building community capacity. The initiative addresses isolation, creates a more caring environment to ensure people live and die well.

5.4 Staff Governance

The staff governance action plan is monitored and updated regularly through the Staff Partnership Forum (SPF) and Health and Safety forum. It is a live and adaptive document and demonstrates the inclusion of topical and emerging actions. Categories relate to staff experience and include being: appropriately trained, well informed, included in decisions that affect them and experiencing an improved and safe working environment.

Our focus is currently on improving the uptake of statutory and mandatory training.

Area	Sector/ Directorate/ HSCP	Equality & Diversity	Fire Safety	Health & Safety	Infec. Control	Info Governance	Manual Handling	Public Protection	Security & Threat	Violence & Aggression
	Inverclyde HSCP	74.2%	84.1%	80.6%	72.5%	69.6%	75.1%	67.2%	56.8%	79.3%

We are currently creating a HSCP induction film that includes our Organisational priorities by service area, our overarching values and key messages in relation to professional leadership for all new employees. In addition, information on staff engagement and the IMatter process is included in Induction packs to ensure that all staff know how they can contribute. This all supports their being appropriately trained.

In order to improve the working environment, we have been focusing on wellbeing and resilience in the workplace and the SPF are exploring resources and practices that support compassion across the HSCP. Better Conversations workshops have been commissioned to support 160 managers in having effective and supportive conversation that improve feedback, promote development and support performance across the HSCP. In addition, supervision skills development aims to increase practitioner reflection and the restorative function of supervision.

5.5 Inverclyde Secondary Schools Health and Wellbeing Survey

The first Inverclyde Secondary Schools Health and Wellbeing Survey was commissioned in 2013 by the then CHCP and the Council’s Education Service. It was completed by 83% of our secondary school-aged young people and provided a wealth of data across a variety of issues relating to their health and wellbeing. This information was utilised to inform service delivery across a range of partners and, as part of the successful Clyde Conversations conferences, enabled young people to come together to discuss issues affecting them and take part in specialist-run workshops.

To ensure that there is an up-to-date evidence base, which directly expresses the health and wellbeing views of young people from our secondary schools, the recent Education and Communities Committee has given approval for the survey to be recommissioned and this is supported by funding from both the HSCP and Education Services. It is likely that the fieldwork will commence in February next year, with final reporting in September.

From a HSCP perspective, the data will assist in refreshing our Strategic Needs Assessment and in terms of the Inverclyde Alliance, where the findings will be discussed, this is a further way of proactively engaging with young people, to provide them with a voice to influence future service delivery/redesign that will be based on their needs, attitudes and behaviours.

6.0 IMPLICATIONS

FINANCE

6.1 **Financial Implications:** There are no financial implications in this report

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments

LEGAL

6.2 There are no legal issues within this report.

HUMAN RESOURCES

6.3 There are no human resources issues within this report.

EQUALITIES

6.4 There are no equality issues within this report.

Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
√	NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

6.4.1 How does this report address our Equality Outcomes?

Equalities Outcome	Implications
People, including individuals from the protected characteristic groups, can access HSCP services.	The Health & Care Standards support fairness and quality, viewed through an equalities lens. The Staff Governance Standards also support those with protected characteristics, and the awards highlighted reinforce an equalities-focused and compassionate approach to service delivery and outcomes.

Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.	Not applicable
People with protected characteristics feel safe within their communities.	Not applicable
People with protected characteristics feel included in the planning and developing of services.	Compassionate Inverclyde welcomes all volunteers and takes an assets approach to supporting people to be involved.
HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.	Not applicable
Opportunities to support Learning Disability service users experiencing gender based violence are maximised.	Not applicable
Positive attitudes towards the resettled refugee community in Inverclyde are promoted.	Not applicable

CLINICAL OR CARE GOVERNANCE IMPLICATIONS

- 6.5 The Health and Care Standards and the Staff Governance Standards support and promote the principles of good clinical and care governance.

7.0 NATIONAL WELLBEING OUTCOMES

How does this report support delivery of the National Wellbeing Outcomes?

National Wellbeing Outcome	Implications
People are able to look after and improve their own health and wellbeing and live in good health for longer.	Staff awards motivate staff and highlight services that actively promote improved outcomes.
People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community	Our Home 1 st service helps to avoid the unnecessary use of urgent care; supports successful hospital discharges and avoids unnecessary admissions.
People who use health and social care services have positive experiences of those services, and have their dignity respected.	Reducing unnecessary use of urgent care will generate more capacity for those who really do need urgent care.
Health and social care services are centred on helping to maintain or improve the quality of life of people who use those	The Health and Care Standards reinforce this outcome.

services.	
Health and social care services contribute to reducing health inequalities.	The awards are judged in part through an equalities lens.
People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.	N/A
People using health and social care services are safe from harm.	N/A
People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.	Staff will have greater job satisfaction when dealing with appropriate levels of need.
Resources are used effectively in the provision of health and social care services.	As above.

8.0 CONSULTATION

8.1 There are no consultation requirements related to this report.

9.0 LIST OF BACKGROUND PAPERS

9.1 None.