

A meeting of the Health & Social Care Committee will be held on Thursday 29 April 2021 at 3pm.

This meeting is by remote online access only through the videoconferencing facilities which are available to Members and relevant Officers. The joining details will be sent to Members and Officers prior to the meeting.

In the event of connectivity issues, Members are asked to use the *join by phone* number in the Webex invitation.

Please note that this meeting will be recorded.

ANNE SINCLAIR
Interim Head of Legal Services

BUSINESS

1. Apologies, Substitutions and Declarations of Interest	Page
<p>2. Health & Social Care Committee: Expedited Business, Relevant Updates and Operation Log Report by Corporate Director (Chief Officer), Inverclyde Health & Social Care Partnership</p>	p
NEW BUSINESS	
<p>3. Inverclyde Adult Support and Protection Partnership – Feedback Findings from Completed Joint Inspection Activity Report by Corporate Director (Chief Officer), Inverclyde Health & Social Care Partnership</p>	p
<p>The documentation relative to the following item has been treated as exempt information in terms of the Local Government (Scotland) Act 1973 as amended, the nature of the exempt information being that set out in paragraphs 6 and 9 of Part I of Schedule 7(A) of the Act.</p>	
PERFORMANCE MANAGEMENT	
<p>4. Reporting by Exception – Governance of HSCP Commissioned External Organisations Report by Corporate Director (Chief Officer), Inverclyde Health & Social Care Partnership providing an update on matters relating to the HSCP governance process for externally commissioned Social Care Services.</p>	p

Please note that because of the current COVID-19 (Coronavirus) emergency, this meeting will not be open to members of the public.

The reports are available publicly on the Council's website and the minute of the meeting will be submitted to the next standing meeting of the Inverclyde Council. The agenda for the meeting of the Inverclyde Council will be available publicly on the Council's website.

In terms of Section 50A(3A) of the Local Government (Scotland) Act 1973, as introduced by Schedule 6, Paragraph 13 of the Coronavirus (Scotland) Act 2020, it is necessary to exclude the public from the meetings of the Committee on public health grounds. The Council considers that, if members of the public were to be present, this would create a real or substantial risk to public health, specifically relating to infection or contamination by Coronavirus.

Enquiries to – **Diane Sweeney** - Tel 01475 712147

Report to:	Health & Social Care Committee	Date: 29 April 2021
Report By:	Corporate Director, (Chief Officer) Inverclyde Health and Social Care Partnership (HSCP)	Report No: SW/11/2021/LL
Contact Officer:	Louise Long	Contact No: 01475 712722
Subject:	HEALTH & SOCIAL CARE COMMITTEE: EXPEDITED BUSINESS RELEVANT UPDATES & OPERATION LOG	

1.0 PURPOSE

- 1.1 The purpose of this report is to update the Health & Social Care Committee on Health and Social Services, including the current service response to Covid-19 and related interim changes to services. On the 19th January 2021, the Policy and Resources Committee agreed that officers should provide one report to Committee.

2.0 SUMMARY

- 2.1 The COVID pandemic has required an unprecedented redesign of services impacting on all services across Inverclyde. All services continue to be delivered.
- 2.2 Each service area has provided an update for this report on any matters requiring approval or which are considered worthy of note.
- 2.3 The paper provides an update on COVID response, Care Homes, Greenock Health Centre, The Promise and Learning Disability.
- 2.4 The projected revenue outturn for social work as at 28th February 2021 is an underspend of £40,000 which is a reduction in the projection of £730,000 from the position reported in Period 9 (31st December 2020). Update on capital and approval of process for Crosshill is also provided.

3.0 RECOMMENDATIONS

- 3.1 The Health & Social Care Committee is asked to:
- i. Note the update on the Community Assessment Centre;
 - ii. Note the update on Care Homes, including the vaccination programme
 - iii. Note the additional governance put in place to provide oversight and support to Care Homes;
 - iv. Approve additional support, as detailed in Paragraph 4.4 of this report to undertake individual Care Home resident reviews, as requested by Office of Chief Social Work Advisor;
 - v. Note the update on the closure Sir Gabriel Woods Mariners Home;
 - vi. Note the progress of the New Greenock Health Centre Project, including the delivered community benefits;
 - vii. Note the appointment of the Independent Chair of the Alcohol and Drug Partnership;
 - viii. Note that a Members' Briefing on the Drug Death Action Plan will be held on a date in June 2021;
 - ix. Note the update on progress in relation to the Learning Disability Hub, as detailed in Paragraph 4.10 of this report;

- x. Note the successful application for £250,000 to support the development of The Promise (I Promise Inverclyde) and that a report will be brought back to Committee;
- xi. Note the projected revenue outturn for social work as at 28th February is an underspend of £40,000;
- xii. Note the approval to accept the most economically advantageous tender has been granted through the use of emergency powers for the completion of Crosshill Care Home and that a programme of completion will be advised upon appointment of the main contractor;
- xiii. Note the progress update on the design and technical element of the new Learning Disability Hub as detailed at paragraphs 4.10 and 4.13; and
- xiv. Note the projected spend from Earmarked Reserves is 5.214million and expenditure is currently 3.1% behind phrased budget.

4.0 BACKGROUND

4.1 Community Assessment Centre

Community transmission is low in Inverclyde and this has impacted on activity at the Assessment Centre.

The Assessment Centre at Greenock Health Centre is currently open 2-3 afternoons per week and demand for appointments remains low. The short and longer term future of Community Transmission Centres (CACs) across NHSGGC remains under continuous review and an options appraisal has been undertaken locally regarding a future site for CAC once the current Health Centre is vacated.

4.2 Inverclyde HSCP COVID 19 Response

All front line patient/ client facing Health & Social Care staff have been offered vaccinations with some now having received their 2nd dose. Monthly clinics are underway at Louisa Jordan Hospital for any staff who were not able to attend a first appointment for any reason. A mop up 1st and 2nd dose clinic will be held at IRH w/c 12th April 2021. A further local clinic specifically for care home staff took place on 1st April 2021. An additional 80 staff were vaccinated.

All residents in the 13 Older People's Care Homes have received both Covid vaccination doses. New residents continue to be offered 1st/ 2nd doses as applicable. Residents in 7 Adult Care Homes have all received first doses.

Second dose Covid vaccinations for those over 80 are underway in GP practices and for those who are housebound. Practices and HSCP teams will continue to deliver to all priority cohorts for which they have responsibility. The wider public vaccination campaign continues to be delivered from Port Glasgow and Greenock Town Halls and it is expected that all those over 50 will have received a vaccination by mid-April.

4.3 Assurance and Support to Care Homes

Inverclyde HSCP continue to work in partnership with Inverclyde Older People and Adult Care Homes to ensure the safety and welfare of our residents living in a care environment during the Covid pandemic. It is acknowledged that Care Homes have been under great pressure due to the pandemic as they provide care and support to our most vulnerable community.

The support offered to Care Homes includes practical support around personal protective equipment, flu & Covid vaccination programmes, infection control, meaningful contact and communication. This has meant regular contact and access to nursing staff, social work and the contract monitoring Team. This support is overseen by a daily huddle and a weekly oversight group. The Scottish Government have advised that oversight groups should remain in place until March 2022.

At the point of writing Inverclyde Care Homes are maintaining high level of performance:

- All Care Homes are open to meaningful contacts and visiting
- Only one Care Home is not open to admissions and this is due to a decision by the provider and not due to external factors
- 97% of residents have had both vaccines and 94.52% of older people care home staff have received both vaccinations
- There are also no COVID outbreaks in any Care Home with the last noted outbreak on 22nd February 2021

4.4 Enhanced Care Home Support

The Office of the Chief Social Work Advisor has put into place a process to offer extra assurance and support to Care Homes. An allocation of £34,626 to support new staff (three 16 hour posts) to undertake reviews has been allocated. This is a two part process:

- Care Home Assurance visits which include a contribution by a Qualified Social worker. IHSCP are combining these visits with those requested by the Lead Nurse which will reduce disruption and footfall in care homes as well as ensuring a greater degree of quality and assurance and holistic approach.
- Review of the care and support for all residents. IHSCP have a responsibility to review all residents on an annual basis due to the pandemic this has not been possible so an intensive programme of reviews will take place. This will require increased capacity and resources to complete within tight timescales and funding has been agreed with the Scottish Government.

4.5 Sir Gabriel Woods Mariners Home

The Health & Social Care Committee will be aware of the sad news that Sir Gabriel Woods Home (The Mariners) closed in February this year after a history of 166 years of provision of care.

This was a distressing time for residents their families and staff. Inverclyde HSCP worked closely with the Sailors Society to ensure the transition was dealt with in a measured and proportionate way. The 28 residents were all reviewed and supported to choose a care home of their choice (or their guardian's choice in cases where the resident lacked capacity) in Inverclyde or closer to family members.

This was a complex and intense piece of work that was completed successfully and on time to ensure the best possible outcomes for the service users.

4.6 Day Services / Respite Unit

Due to COVID 19 restrictions day services for older people have not been running in the usual way across building based services. The current HSCP service at Hillend and the two external services at Muirshiel and Crown Care have all been providing assertive outreach currently to service users in their own homes. As part of this current change in model a short evaluation of the outreach model will be undertaken by the service and a report will be presented to the Committee at a future date.

4.7 Respite Services Older People

Due to current COVID 19 restrictions respite has not been identified by service users and their families as a priority. There is still a reluctance by families to consider the use of building based respite services due to fears relating to COVID19. The status of respite will be kept under review and the Head of Health and Community Care will update the Committee of any recommendation to re-start building based respite at a future date.

4.8 New Greenock Health Centre

The project has progressed well, despite Covid restrictions causing some delays. The building was handed over on 18th March and commissioning is expected to take 6-8 weeks with services due to move into the new facility from mid-May onwards. The centre is expected to be fully operational by June 2021. Pictures of the new development are available on the HSCP webpages.

www.inverclyde.gov.uk/health-and-social-care/new-greenock-health-and-care-centre

One of the stipulations of the contract was around community benefits. Over the life of the contract, the contractor has delivered:

- 11 new employment opportunities including 1 graduate employment
- 9 work experience placements
- 25 Apprenticeships – 12 of which completed during the project
- Various educational opportunities including contractor led training for 16 local people

In addition a Legacy Garden has been created in the central courtyard with benches, pathways and assorted planting. This garden will be for community use and the intention is that this will be maintained by local community groups.

4.9 Inverclyde Alcohol and Drugs Recovery Service

Inverclyde Alcohol and Drugs Partnership (ADP) submitted a bid to the Corra Innovation Fund as part of the Drug Related Death Task Force Complex Needs work stream. This bid focuses on early help in police custody involving Peer Navigators. Inverclyde ADP has received positive feedback and additional information has been requested and we are awaiting final approval. Further detail of approval process can be provided at Committee if available

Interviews were recently undertaken with regards to both an Independent Chair for Inverclyde ADP and for a Naloxone Facilitator. In both a preferred candidate has been selected and are undergoing safe recruitment.

Due to the Covid pandemic the NHSGGC Drug Death Research Analyst has had difficulty in accessing the data in relation to drug related deaths. The members briefing of the findings of the more detailed analysis will be arranged for a date in June 2021. Analysis of available data on Inverclyde Homelessness Deaths will be included in this presentation.

4.10 Learning Disability Hub Development

Development of the new Learning Disability Community Hub continues to be governed by the Learning Disability Programme Board who meet on-line every 3 weeks, attended by the Council's Property Team, HSCP LD Teams, the service user/carer/community Representative, Finance and is chaired by the Head of Service for Health and Community Care. Financial reporting and Risk Management are in situ and vital to the governance and accountability of the Programme.

The recent focus of the design work has been working towards finalising the concept design including interrogation of the accommodation schedule. The external consultant engineers have also recently been appointed and work is now on-going in respect of assessing the impact of site flood risk assessments and revised SEPA flood maps with additional modelling work also being undertaken through specialist consultants. The design team are currently reviewing options for placement of the new building on the site including alternative layouts with a view to identifying the most appropriate design solution when the flood risk modelling work has been completed. The project programme and estimated construction commencement date will be reviewed upon completion of this work and the overall RIBA Stage 2 report.

Engagement has been fundamental in contributing to the design of the Hub. An eight weekly accessible Newsletter is distributed to all stakeholders providing an update on progress and showcasing partnership work and community developments in Learning Disability and Autism and is distributed to wider community via social media platforms.

4.11 Adult Support and Protection Inspection

Inverclyde Joint Adult Protection Inspection led by the Care Inspectorate, Health Improvement Scotland and Her Majesty's Inspectorate of Constabulary has concluded.

A full report has been completed for consideration by the Committee and is a separate agenda item.

4.12 The Promise

The Promise Partnership announced in February 2021 that investment of up to £50,000 is available to help organisations create capacity, adapt approaches and work towards cultural shifts and collaboration across the 'care system'. This investment was focused on infrastructure change, which can include rethinking services, but it is **not** a fund for ongoing or new service delivery.

In addition to the above, further investments of up to £200,000 via the Promise Partnership Diagnostic was opened up to organisations by invite only. Inverclyde received an invite to apply based on Inverclyde's commitment to The Promise being recognised nationally and specifically to focus on a key piece of work that will contribute to #KeepThePromise. The HSCP had been developing proposals around the Promise based on engagement with children young people and their families and our learning from the successful models of Proud2Care and Birth Ties which informed Inverclyde's Stop Go Pledges "*help me by helping my family*" and "*nothing about us without us*".

Submissions were made to both funds in partnership with CVS Inverclyde, Your Voice and Inverclyde Drug and Alcohol Partnership. The focus of the submissions are around developing a whole system approach to family support across Inverclyde by utilising the Scottish Approach to Service Design and delivering on Inverclyde's Promise (I Promise)

The Promise Partnership advised on 29th March 2021 that both bids were successful and Inverclyde will receive one year investment of £250k commencing 29/03/21 in order to take forward Inverclyde's proposal of I Promise. A full report will be brought to a future Committee outlining the detailed proposal for I Promise.

4.13 Health & Social Care – Period 11 Revenue and Capital Monitoring Report

The projected Revenue Outturn for Social Work as at 28 February 2021 is an underspend of £40,000 which is a reduction in the projection of £730,000 from the position reported at Period 9 (31 December, 2020).

The projections include net Covid costs of £5.697 million which are assumed to be fully funded by Scottish Government Covid Funding, leaving a net nil effect on the Social Work Net Expenditure for 2020/21.

Main areas of underspend are:

- A projected underspend of £111,000 within Residential and Nursing Care client commitments as a result of a reduction in the number of beds, projecting at 515 beds for the remainder of the year. This is an increase in underspend of £56,000 from the position reported to that last Committee and is as a result of the reduction in bed numbers being projected. This is after the utilisation of £900,000 one off savings to fund Covid costs.
- A £602,000 projected underspend within External Homecare based on the invoices received, projecting up to the end of the year, which is an increase in the underspend of £132,000 from the position reported to the last Committee and is due to a combination of a client moving to another service, allocation of costs to Covid and a projection error at Period 9.
- A projected net underspend for respite and direct payments across Older People's Service of £93,000, a minor increase in the underspend of £8,000 from the position last reported to Committee.
- Additional Scottish Government funding of £66,000 within Children and Families that is covering core costs included in the Period 9 position reported to Committee.
- Additional turnover savings being projected across services of £196,000, an increase of £130,000 since Period 9 due to slippage in filling vacancies from that anticipated at Period 9. Additionally there are budget reallocations from centrally

held HSCP budgets into employee costs totalling £289,000 giving a total projected underspend against employee costs of £485,000.

Main areas of overspend are:

- A projected overspend of £567,000 within Learning Disability Client commitments, which is a reduction of £49,000 from the position reported to the last Committee, this is mainly due to allocation of costs to Covid.
- Within Criminal Justice a £285,000 projected overspend as a result of shared client package costs with Learning Disabilities, which is a minor reduction of £3,000 from the position reported at Period 9. The Scottish Government has confirmed that funding will be available in 2020/21 to cover support package costs. Funding received against the package costs will be reflected in the year end outturn position.
- A projected overspend of £535,000 in Children's Residential Placements, Foster, Adoption and Kinship after full utilisation of the smoothing Earmarked Reserve, a reduction of £17,000 from the position reported at Period 9.

The Social Work 2020/21 revised capital budget is £149,000, with spend to date of £115,000, equating to 76.87% of the revised budget. This reflects slippage of 14.86% from the approved budget.

Crosshill Children's Home:

- The former Neil Street Children's Home is in use as temporary decant accommodation for the Crosshill residents.
- The demolition of the existing Crosshill building was completed in Autumn 2018. Main contract works commenced on site in October 2018 and had been behind programme when the Main Contractor (J.B. Bennett) ceased work on site on 25th February 2020 and subsequently entered administration.
- The Administrators confirmed that the Council would require to progress a separate completion works contract to address the outstanding works and a contract termination notice was issued for the original contract.
- The COVID-19 situation has impacted the progression of the completion works tender with external consultants remaining on furlough into 4th Quarter 2020. Tenders were issued for the completion works in late December 2020 and were returned mid-February 2021.
- Approval to accept the lowest acceptable tender has been granted through emergency powers. A programme to completion will be advised upon appointment of the main contractor which is now imminent.

New Learning Disability Facility:

- Additional site information and survey work has been completed. Specialist consultants have been appointed to review and update the site flood risk assessment to reflect updated SEPA flood maps and account for flood mitigation works undertaken in the area by the Council in recent years. Further surveys to be planned at the appropriate stage of the design progression.
- Space planning and accommodation schedule interrogation work has been progressed through Technical Services and the Client Service to inform the concept design in preparation for wider stakeholder consultation.
- The Design Team are currently reviewing options for placement of the building on the site which will be informed by the on-going flood risk modelling including building layout options.
- Tenders for External Design Consultants have been progressed with the Mechanical/Electrical and Civil/Structural Engineers now appointed. Tenders for the Quantity Surveyor and Landscape Architect will be progressed in the near future.
- Work through Legal Services in connection with the re-appropriation of the Hector McNeil site is progressing with a Petition now lodged for warranting at Greenock Sheriff Court in relation to the application for the consent of the Sheriff to alienate

common good land at the former site of the Hector McNeil Baths. Negotiations are also currently on-going with the Ardgowan Estate in relation to obtaining a minute of waiver addressing the existing title burdens.

The balance on the Integration Joint Board (IJB) reserves at 31 March 2020 was £8.450 million. The reserves reported in this report are those delegated to the Council for spend in 2020/21. The opening balance on these is £1.748 million with an additional £7.595 million received for 2020/21, totalling £9.343 million at period 11. Projected spend for 2020/21 is £5.214 million, expenditure is currently 3.1% behind phased budget.

5.0 IMPLICATIONS

5.1 Financial Implications:

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

5.2 There are no legal issues within this report.

HUMAN RESOURCES

5.3 There are no human resources issues within this report.

EQUALITIES

5.4 There are no equality issues within this report.

Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
X	NO – An Equality Impact Assessment will be undertaken with service users, carers and other stakeholders as full details of the future redesign emerges.

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report’s recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
X	NO

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
X	NO

REPOPULATION

5.5 There are no repopulation issues within this report.

6.0 CONSULTATION

6.1 Information Paper.

7.0 LIST OF BACKGROUND PAPERS

7.1 HSCP Recovery Paper.

Report To:	Health & Social Care Committee	Date:	29th April 2021
Report By:	Louise Long Corporate Director, (Chief Officer) Inverclyde HSCP	Report No:	SW/13/2021/AS
Contact Officer:	Allen Stevenson Head of Health and Community Care	Contact No:	01475 715212
Subject:	Inverclyde Adult Support And Protection Partnership – Feedback Findings From Completed Joint Inspection Activity		

1.0 PURPOSE

- 1.1 The purpose of this report is to advise the Committee of the outcome of the Inverclyde Joint Adult Protection Inspection led by the Care Inspectorate, Health Improvement Scotland and Her Majesty's Inspectorate of Constabulary.

2.0 SUMMARY

- 2.1 The Inverclyde Joint Inspection commenced in January 2020 with progress being made until the suspension of the programme as a result of the Covid 19 pandemic. The inspection was incomplete with two key elements outstanding which were, casefile reading of social work, health and police records along with staff focus groups.
- 2.2 As part of their Pandemic Recovery Plan the lead inspector from the Care Inspectorate has advised that they wish to reconvene the inspection. This would also be seen as a Proof of Concept to see if remote inspection was effective and possible as well as learning around how IHSCP responded to the challenge of the Covid Pandemic.
- 2.3 In terms of the remote inspection process this proved to be successful with Inspectors completing their file reading outwith Inverclyde as well as holding two focus groups via a web meeting.
- 2.4 No formal report (or assessment grading) will be produced at this time. Formal Feedback has been provided which is very positive particularly around practice, partnership working and outcomes for vulnerable adults subject to the ASP process.
- 2.5 The Inspection team were able to feedback to the Chief Officers Group in March.
- 2.6 The Inspectors found overall strengths in the Partnership approach to ASP work across Inverclyde. Staff reported they were engaged in the work and were confident in their role around keeping people safe protected and supported.

Based on the evidence the Inspectors reported "that adults subject to adult support and protection, experienced a safer quality of life from support they receive" and furthermore "Adults at risk of harm were supported and listened to ... to keep them safe and protected" during the key processes of ASP process.

- 2.7 There are as would be expected some areas where the partnership could improve its performance. The Partnership acknowledges these recommendations and note that these were identified in the Position Statement submitted to the Inspection Team at the beginning of the process and that these actions are part of the Inverclyde Adult Protection Committee Business Plan for 2020 - 2022.

The implementation of the Plan has been stalled due to the current pandemic. The plan is to refresh the Business plan in light of the Inspection and to progress the necessary improvements within the next 12 months.

3.0 RECOMMENDATIONS

- 3.1 The Committee is asked to:

Note the contents of the report and the positive outcome regarding the recent Adult Support and Protection Inspection in particular the identification of key strengths.

To agree with the actions contained in the attached Quality Improvement Plan (appendix 1)

To request a further report in March 2022 to advise the Committee completed actions in relation to the Quality Improvement Plan.

Louise Long
Corporate Director (Chief Officer)
Inverclyde HSCP

4.0 BACKGROUND

- 4.1 The Inverclyde Joint Adult Protection Inspection commenced in January 2020. File reading was due to commence in March 2020 at which time inspectors stood down due to the COVID 19 pandemic.
- 4.2 IHSCP was the first partnership to be part of a two year national programme which would focus on reassurance that the Adult Support and Protection Act was implemented successfully and did contribute to safe guarding vulnerable adults.
- 4.3 Due to the impact of the pandemic the inspection was put on hold, we were keen to complete the process and agreed to restart the inspection on a virtual basis as a test of change. This was a complex activity given the range and scope of protection work which was successful in allowing the inspectors full access to Inverclyde Partners case files and staff.
- 4.4 The inspection at this point do not intend to provide an inspection report or offer a grading, however feedback was provided to provide assurance around the efficacy of the procedures and guidance of Adult Protection work as well as any recommendations where such performance could be improved. The Care Inspectorate have advised that a decision to provide a report only may be taken at a later date.

5.0 PROOF OF CONCEPT

- 5.1 The Care Inspectorate came back to us in September and advised that they wish to test two proof of concepts in order to conclude the Inverclyde inspection which, if successful, will become the recognised methodology for future inspections across Scotland.
- 5.2 The first proof of concept is for one team of inspectors to be based securely in a central Care Inspectorate location with remote, read only access to systems in order to undertake file reading.
- 5.3 The second proof of concept is for a smaller team of inspectors to be based securely in their own homes with remote, read only access to systems in order to undertake file reading.
- 5.4 The most effective and efficient way to access health and social work records was to provide inspectors with Inverclyde Council laptops with read only access to SWIFT and CIVICA, enabled access to the Adult Protection module and associated records and documents.
- 5.5 Inspectors will be issued with Inverclyde Council laptops to undertake the file reading. SWIFT and CIVICA will be installed to enable read only access for social work records and VM WARE will be installed to enable access to EMIS and the Clinical Portal for health records.
- 5.6 Her Majesty's Inspectorate of Constabulary in Scotland made separate arrangements with Police Scotland to have access to the appropriate platform for remote, read only access to police records.
- 5.7 This process allowed the inspectors to use the Inverclyde Joint Inspection to test proof of concepts involving file reading case files remotely in order to comply with COVID 19 regulations rather than visit Inverclyde.
- 5.8 The Inspection Team have concluded this proof of concept was successful allowing the team to reach a full conclusion and allow inspectors to adopt the proof of concepts as the recognised methodology for future joint AP Inspections across Scotland.

6.0 METHODOLOGY

- 6.1 The Inspectors looked in detail at the following areas of evidence:
 - Position Statement from Partnership.

- Supporting evidence from Partnership.
- Staff survey (187 responses).
- Focus Group with frontline staff.
- Social work, Health and Police records for 50 individuals subject to ASP Process.
- Audited 38 recordings of initial Duty to Inquire referrals where no further adult protection related action was taken.

6.2 The Inspectors spent 5 days in January auditing the procedures and 50 case files subjected to ASP as well as 38 cases where the partnership had a duty to enquire and took the decision not to progress to ASP Investigation. The Inspectors also carried out two focus groups with staff across the Partnership

7.0 FINDINGS OF THE INSPECTION

7.1 As noted no formal report or assessment grading is part of this report (at this time). Feedback has been provided which is very positive in particular around practice, partnership working and outcomes for vulnerable adults.

There are as would be expected some areas where the partnership could improve its performance.

- Chronology, risk assessment and protection planning tools and templates need to be standardised to ensure a more consistent adult support and protection approach.
- The Practice Standards and Operating Procedures should be updated to provide a more consistent approach to critical elements of adult support and protection work.
- The partnership should review its key processes documentation to ensure it more accurately records matters in relation to the three-point-test.
- The partnership's quality assurance performance framework needs further developed and more consistently applied.
- The partnership needs to scrutinise quality assurance activity more thoroughly and accelerate the speed of change and improvement work.

7.2 The HSCP welcome the above noted areas of improvement identified by the Inspection Team. These areas were already identified by Managers and Staff and were part of the Adult Support & Protection Business Plan 2020-2022 and progress has been made on these areas. Unfortunately due to the constraints imposed by the COVID Pandemic full implementation and review has been delayed. As noted a Quality Improvement Plan is attached and this will be implemented this financial year with a review and audit of progress which will allow for a full report to be submitted to the Committee at a future date.

7.3 Identified Areas of Strength

The Inspectors found overall strengths in the partnership approach to ASP work across Inverclyde. Staff reported they were engaged in the work and were confident in their role around keeping people safe, protected and supported.

Based on the evidence the Inspectors reported “that adults subject to adult support and protection, experienced a safer quality of life from support they receive” and furthermore “Adults at risk of harm were supported and listened to, to keep them safe and protected” during the key processes of ASP process.

The 6 Key areas of strength were:

- Staff survey showed staff across the partnership held generally positive and confident views about adult support and protection, and the partnership’s efforts to keep adults at risk of harm safe, protected and supported”.

- Operational adult support and protection practice across the partnership was sound in many areas, with effective collaborative working to keep adults at risk of harm safe.
- Partnership staff effectively shared information to identify and protect adults at risk of harm
- Adults at risk of harm were supported and listened to for the key processes undertaken to keep them safe and protected.
- Police and health staff worked collaboratively to manage the risks for adults at risk of harm, and improve their health and wellbeing.
- Almost all case file records read concurred that adults subject to adult support and protection, experienced a safer quality of life from support they receive.

8.0 Next Steps

- 8.1 The feedback of the Inspection Team will be presented to the Inverclyde Adult Support and Protection committee in April 2021 including the Quality Improvement Plan. The Committee will receive regular updates on the implementation of the Plan and evaluation of its effectiveness through internal and partnership case file audit.
- 8.2 The Report and attached plan have also been shared with the Care Inspectorate Lead Inspector as will the outcome of the plans implementation.
- 8.3 The attached Quality Improvement Plan will be actioned over this financial year (2021-22) in order to ensure it is bedded into practice a Case File Audit will be completed in January 2022 allowing for full report to HSC Committee in March 2022.

9.0 IMPLICATIONS

Finance – None

One off costs

9.1 Financial Implications:

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
N/A					

Legal

- 9.2 Information Governance – Completion of DPIA by Care Inspectorate with view from Information Governance within Inverclyde Council and NHS Greater Glasgow & Clyde being sought.

Human Resources

9.3 No implications

Equalities

9.4 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.

Repopulation

9.5 No implications

10.0 CONSULTATIONS

10.1 The report has been prepared after due consideration with relevant senior officers in the HSCP. Lead Inspector from Care Inspectorate.

11.0 LIST OF BACKGROUND PAPERS

11.1 Inspection Team Power Point Presentation Quality Improvement Plan.

Background	<p>Following Joint Partnership Inspection 2021 5 areas for focus were identified to support the improvement programme identified in the 2020-2022 IAPC Business Plan.</p> <p>This Quality Improvement plan is developed across the Inverclyde Partners to ensure appropriate focus upon these area.</p> <p>QIP will work with Staff reference Group Comprising of Council Officers</p> <p>The APCQSC will have oversight of the implementation of this plan</p> <p>Progress will be reported to APC with final report to be completed by 28th February 2022</p>
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Lead	Allen Stevenson (<i>Head of Service, Health and Community Care</i>)
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1:Chronology, risk assessment and protection planning tools and templates need to be standardised to ensure a standardised approach and single templates used by all adult services and partners.

Action Item	Action Required	Person Responsible	Timescale	Status / Comments	
A	Chronology Template & Guidance	Alan Brown	31 st May 2021	GREEN 2019 had a soft roll out which was stalled by Pandemic Documents and Guidance in place	
	Reissue Chronology Template and Guidance to all staff			31 st October 2021	GREEN Single Agency Audit in place requires restart
	Briefing Sessions to Teams				
B	Audit existing tools and guidance	Margaret Burns	30 th June 2021	GREEN revised documents ready to roll out	
	Reissue RA Template and Guidance to all staff	Alan Brown	31 st August 2021	GREEN	
	Briefing Sessions to Teams		31 st August 2021	GREEN	

		Audit Role out		31 st October 2021	GREEN Single Agency Audit in place requires restart
C	Implement new recording guidance for SWIFT CICA & EMIS	Remove all existing paperwork from SW systems	Allen Stevenson	31 st October 2021	GREEN
		Agree revised Paperwork and CIVICA Hierarchy		31 st October 2021	GREEN in place requires approval
		Confirm all ASP recording to be completed on SWIFT accessing CIVICA		31 st October 2021	GREEN agreed in principle
D	Interface between Partners information systems	SWIFT/CIVICA training sessions for social work staff. . It was viewed this repeat of SWIFT AP module training would also be worthwhile for the Assessment & Care Management and Learning Disability teams.	Alan Brown	31 st October 2021	GREEN agreed in principle
		A further session including NHS staff will look at the interface between SWIFT and EMIS		31 st October 2021	GREEN agreed in principle

2: The Practice Standards and Operating procedures should be updated to provide a more consistent approach to critical elements of adult support and protection work include risk assessment support planning and decision to progress with ASP process strengthening peoples understanding of the conditions around where and when it applies.

Action Item	Action Required	Person Responsible	Timescale	Status / Comments
A	Agree new Procedures	Allen Stevenson	31 st August 2021	GREEN Draft Procedures in Place
	Revise Inverclyde guidance following SG review.	Margaret Burns	31 st October 2021	GREEN Draft Procedures in Place
	Audit use of discretion exercised by Service Manager around Risk		31 st July 2021	GREEN agreed in principle

5: The partnership needs to scrutinise quality assurance activity more thoroughly and accelerate the speed of change and improvement work.

Action Item	Action Required	Person Responsible	Timescale	Status / Comments
A Accelerate APC Business Plan implementation	Approve action around APC Business Plan	Allen Stevenson	In Place	GREEN Business Plan in place requires relaunch due to implementation stalling in 2020
	Implement Self Evaluation and Quality Assurance compliance with the standards identified in the framework		In Place	
	Social Work Single Agency yearly audits. Include ASP cases.		In place	
	Annual audits of referrals not leading to investigation.		December 31st 2021	
	Multi Agency case file audit.		December 31st 2021	
B Develop Multi Agency Audit and Governance Programme	Arrange Audit Workshop to identify key areas and outcomes involving service users		December 31st 2021	GREEN Previous self-evaluation and workshops have taken place will build on this foundation
	Work in partnership with users and carers to ensure safeguarding arrangements and interventions adhere to principles of the Act and actions and services are effective.			

Date of Next Review 22nd April 2021