
Report To: Inverclyde Integration Joint Board **Date:** 14 November 2023

Report By: Kate Rocks
Chief Officer
Inverclyde Health and Social Care Partnership **Report No:** IJB/53/2023/GK/AB

Contact Officer: Gail Kilbane
Interim Head of Service
Mental Health, Alcohol and Drug
Recovery and Homelessness
Services **Contact No:** 01475 715372

Alan Best
Interim Head of Health &
Community Care

Subject: Joint Inspection of Adult Services

1.0 PURPOSE AND SUMMARY

1.1 For Decision For Information/Noting

1.2 The purpose of this report is to advise the Integration Joint Board that the Chief Executive was notified on 02 October 2023 by the Care Inspectorate and Healthcare Improvement Scotland of the decision to jointly inspect health and social care services for adults in the Inverclyde Health and Social Care Partnership. Inspection activity will formally commence on Monday 23 October 2023.

1.3 With the agreement of Scottish Ministers, the inspection considers the following question: *“How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?”*

1.4 The inspection in Inverclyde will consider the inspection question by examining the provision of services for and lived experience of **adults living with mental illness and their unpaid carers**.

1.5 In this inspection, the inspection team are primarily looking at people’s experiences and outcomes over the preceding two-year period. Inspection activities will include:

- Consideration of the partnership’s position statement and supporting evidence.
- Engagement with people who live with mental illness and their unpaid carers.

- A survey of relevant partnership staff, including third and independent sector.
- Reviewing selected health and social work records.
- Conversations with selected individuals and groups of professionals, including some of the people whose records we have reviewed and the staff groups that support them.

2.0 RECOMMENDATIONS

2.1 It is recommended that the Integration Joint Board:

- (a) Notes the commencement of a Joint Inspection (adults) in the Inverclyde Health and Social Care Partnership; and
- (b) Considers a future update following publication of the Joint Inspection (adults).

3.0 BACKGROUND AND CONTEXT

- 3.1 Under section 115 of the Public Services Reform (Scotland) Act 2010, together with regulations made under the 2010 Act, the Care Inspectorate and Healthcare Improvement Scotland have intimated their intention to commence an inspection of health and social care services for adults in the Inverclyde Health and Social Care Partnership. Inspection activity will commence on Monday 23 October 2023. This was notified to the Chief Executive by letter on Monday 2 October 2023 (appendix 1).
- 3.2 The inspection in Inverclyde will consider the inspection question “How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?” and will do so by examining the provision of services for and lived experience of adults living with mental illness and their unpaid carers.
- 3.3 In this inspection, the inspection team are primarily looking at people’s experiences and outcomes over the preceding two-year period. This encompasses part of the period of the coronavirus pandemic but is not a pandemic-specific inspection programme.
- 3.4 As noted at paragraph 1.5 there is a range of inspection activity being carried out. In advance of this, the inspection team have requested information prior to inspection commencement.
- 3.5 At the time of this report submission, there is no confirmed publication date for the inspection report. However, the letter does note that during the first eight weeks the inspection team will be engaging with people and their carers with the assistance of local services and community groups. Accompanying documentation would also indicate that between week 20 and 26 draft report writing will commence.
- 3.6 The Inspection Team have provided Inverclyde HSCP a week-by-week guide of Inspection activity for a total of 35 weeks. The following key actions for Inverclyde HSCP to undertake are noted as follows;
- HSCP completes Pre-Inspection Return (PIR) from Social Care records (commencing 02/10/23 and concluding on 10/11/23)
 - Inspection Team selects Initial Random Sample (100 cases) from Social Care records (week commencing 13/11/23)
 - HSCP completes the Initial Case Tracker to provide information on Health inputs for people in the Initial Random sample (week commencing 27/11/23)
 - HSCP prepares and uploads Health and Social Care records for individuals in the sample to enable direct access by the Inspectors (week commencing 18/12/23 and concluding on 03/01/24)
 - HSCP receives Draft Inspection Report and responds to any factual inaccuracies (week commencing 25/03/24 and concluding on 29/03/24)
 - HSCP receives Final Report (week commencing 01/04/24) and returns Improvement Plan (week commencing 13/05/24).
- 3.7 The Inspection Team have provided Inverclyde HSCP a week-by-week guide of Inspection activity for a total of 35 weeks. The following key actions undertaken by the Inspection Team undertake are noted as follows;
- Care and Inspectorate and Health Care Improvement Scotland give formal notification of the start of the inspection and advise of the Inspection Team (week commencing 02/10/23).

- The Inspection Team will begin to make contact with local services and groups with the aim of identifying people and carers who wish to participate in the inspection. The Inspection Team also hosts 'Partnership Meeting 1 (Briefing)' - this meeting provides an inspection overview and allows key leaders in the HSCP to meet key members of the Inspection Team (week commencing 23/10/23).
- Inspection Team selects the initial random sample of people whose records will be reviewed, agrees timetable for engagement conversations and focus groups with local services and groups (week commencing 13/11/23)
- Inspection Team reviews people's records (week commencing 11/12/23)
- Inspection Team analyses evidence (week commencing 08/01/24), develops draft report (week commencing 15/01/24) ahead of submission to Care Inspectorate/Healthcare Improvement Scotland for quality assurance of inspection report (week commencing 29/01/24).

4.0 PROPOSALS

- 4.1 It is recommended that the Social Work and Social Care Scrutiny Panel notes the commencement of the joint inspection as advised in the appendix. The Panel are also asked to agree to a further update once the inspection report has been published.

5.0 IMPLICATIONS

- 5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial		X
Legal/Risk		X
Human Resources		X
Strategic Plan Priorities		X
Equalities, Fairer Scotland Duty & Children and Young People		X
Clinical or Care Governance		X
National Wellbeing Outcomes		X
Environmental & Sustainability		X
Data Protection		X

5.2 Finance

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (if Applicable)	Other Comments
N/A					

5.3 Legal/Risk

None

5.4 Human Resources

None

5.5 Strategic

None

5.6 Equalities, Fairer Scotland Duty & Children/Young People

(a) Equalities

This report has been considered under the Corporate Equalities Impact Assessment (EqIA) process with the following outcome:

	YES – Assessed as relevant and an EqIA is required.
x	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, assessed as not relevant and no EqIA is required.

(b) Equality Outcomes

How does this report address our Equality Outcomes?

Equalities Outcome	Implications
People, including individuals from the above protected characteristic groups, can access HSCP services.	Protects characteristics
Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.	Reduces discrimination
People with protected characteristics feel safe within their communities.	Protects communities
People with protected characteristics feel included in the planning and developing of services.	Includes the views of our community
HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.	Promotes diversity
Opportunities to support Learning Disability service users experiencing gender based violence are maximised.	Supports people with a learning disability
Positive attitudes towards the resettled refugee community in Inverclyde are promoted.	Supports refugees within our community

(c) Fairer Scotland Duty

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 – Assessed as not relevant under the Fairer Scotland Duty.

(d) Children and Young People

Has a Children's Rights and Wellbeing Impact Assessment been carried out?

	YES – Assessed as relevant and a CRWIA is required.
x	NO – Assessed as not relevant as this report does not involve a new policy, function or strategy or recommends a substantive change to an existing policy, function or strategy which will have an impact on children's rights.

5.7 **Clinical or Care Governance**

5.8 **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.	Supports wellbeing
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	Promotes independence
People who use health and social care services have positive experiences of those services, and have their dignity respected.	Promotes positive experiences
Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.	Improves quality of life
Health and social care services contribute to reducing health inequalities.	Reduces inequalities
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.	Supports people to look after their own health
People using health and social care services are safe from harm.	Keeps people safe
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.	Engages with our community
Resources are used effectively in the provision of health and social care services.	Makes best use of our resources

5.9 Environmental/Sustainability

Has a Strategic Environmental Assessment been carried out?

	YES – assessed as relevant and a Strategic Environmental Assessment is required.
x	NO – This report does not propose or seek approval for a plan, policy, programme, strategy or document which is like to have significant environmental effects, if implemented.

5.10 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 – Assessed as not relevant as this report does not involve data processing which may result in a high risk to the rights and freedoms of individuals.

6.0 DIRECTIONS

6.1	Direction Required to Council, Health Board or Both	Direction to:	
		1. No Direction Required	x
		2. Inverclyde Council	
		3. NHS Greater Glasgow & Clyde (GG&C)	
		4. Inverclyde Council and NHS GG&C	

7.0 CONSULTATION

7.1 None

8.0 BACKGROUND PAPERS

8.1 Joint Inspection (Adults) in the Inverclyde Health and Social Care Partnership (Appendix 1).



Louise Long
Chief Executive
Inverclyde Council
Municipal Buildings
24 Clyde Square
Greenock
PA15 1LY

Our Ref: KM/LC/VH
Date: 2 October 2023

Dear Ms Long

Joint Inspection (Adults) in the Inverclyde Health and Social Care Partnership

Under section 115 of the Public Services Reform (Scotland) Act 2010, together with regulations made under the 2010 Act, the Care Inspectorate and Healthcare Improvement Scotland will jointly inspect health and social care services for adults in the Inverclyde Health and Social Care Partnership, with inspection activity commencing on Monday 23 October 2023.

With the agreement of Scottish Ministers, the inspection will consider the following question:

“How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?”

The inspection in Inverclyde will consider the inspection question by examining the provision of services for and lived experience of **adults living with mental illness and their unpaid carers**.

To support us in considering the inspection question, we have developed a [quality improvement framework](#) and an [engagement framework](#). We also have a [partnership guide](#) which will provide the partnership with detailed information about all the elements of the inspection.

Healthcare Improvement Scotland and the Care Inspectorate are very aware that health and social care partnerships are under significant pressures. We have designed our inspection activity to minimise the impact on the partnership as far as possible. During the first eight weeks, the inspection team will be engaging with people and their carers with the assistance of local services and community groups.

In this inspection, we are primarily looking at people’s experiences and outcomes over the preceding two-year period. This encompasses part of the period of the coronavirus pandemic. This is **not** a pandemic-specific inspection programme. We are however mindful of the impact of the pandemic on the delivery of services and on people’s experiences. The inspections and the subsequent published reports will take into account and reflect the context in which health and social care partnerships have been operating since the onset of the pandemic in March 2020.



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Joint Inspection (Adults) in the Inverclyde Health and Social Care Partnership

Our inspection activities will include:

- Consideration of the partnership's position statement and supporting evidence.
- Engagement with people who live with mental illness and their unpaid carers.
- A survey of relevant partnership staff, including third and independent sector.
- Reviewing selected health and social work records.
- Conversations with selected individuals and groups of professionals, including some of the people whose records we have reviewed and the staff groups that support them.

In discussion with the partnership, we will agree which inspection activities will be carried out remotely and which activities may be carried out in person.

We need you to make some arrangements and provide us with information before our inspection begins.

1. Please nominate a **co-ordinator** within the HSCP who will be the person who works directly with our team to manage arrangements for the inspection. We ask that the co-ordinator is someone with a level of seniority who can collaborate effectively with the inspection team and make key decisions and will be able to put us in touch with key staff, people and carers who will be able to support our engagement through surveys and conversations. We attach an inspection [co-ordinator profile](#) for your information. Please provide the name and contact details for the co-ordinator by Friday 13 October 2023.
2. From Monday 23 October we will be contacting services and groups that support people living with mental illness and their unpaid carers in your area, asking them to assist us in contacting people who would be willing to talk with us. To help us with this, please provide us with a list of the services and groups in your area that you consider to have the most involvement with people who are living with mental illness. The list may include contracted services, voluntary and community organisations, peer support groups and carer organisations. Please submit this on the [provider and services template](#) by Thursday 19 October 2023.
3. The pre-inspection return (PIR) needs to be returned to us by 12pm on Friday 10 November with details of all the people living with mental illness who are receiving social work services at the time the PIR is completed. You can find full guidance about this in the partnership guide and linked documents. We recommend that you ask staff with responsibility for social work and health business systems and data to review this as soon as possible so that they can consider what needs to be done and ask us any questions.



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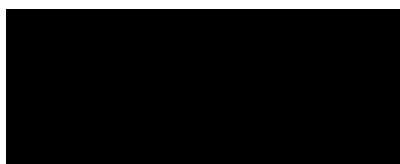
Joint Inspection (Adults) in the Inverclyde Health and Social Care Partnership

4. As well as ongoing dialogue, we will have four set meetings with you during the inspection. We refer to these meetings as partnership meetings and will agree with you whether each meeting should be held in person or via Microsoft Teams. The first meeting is a briefing meeting which usually takes 60 - 90 minutes and we aim to hold this on Tuesday 31 October (10.30am – 12.30pm). We suggest that no more than six partnership representatives should attend the meeting, to allow for productive discussion. Following the partnership meeting, we will meet separately with the co-ordinator to discuss the details of preparation for the inspection. As we expect to hold this meeting quite soon, you may wish to start identifying and contacting the people you would like to attend. We will make arrangements for the partnership meetings with the partnership's inspection co-ordinator.

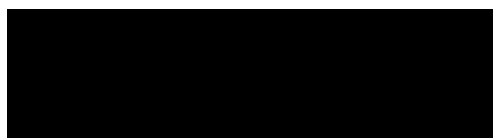
The lead inspector for this inspection will be Val Holtom. Val can be contacted on 07870981801 or via email – val.holtom@careinspectorate.gov.scot. Val will be supported by Angela MacBain, strategic support officer. Angela can be contacted on 07771810729 or at angela.macbain@careinspectorate.gov.scot. Val will be in touch with you shortly after you have received this letter.

If you or any of your colleagues have any questions or need clarification about any of the points in this letter, please contact the lead inspector, Val Holtom using the contact details provided above.

Yours sincerely



Kevin Mitchell
Executive Director
Scrutiny and Assurance
Care Inspectorate



Lynsey Cleland
Director, Quality Assurance and Regulation
Healthcare Improvement Scotland

Cc Councillor Robert Moran, Chair, Integration Joint Board
 Jonathan Hinds, Chief Social Work Officer
 Geraldine Jordan, NHS Liaison Co-ordinator
 Professor Angela Wallace, Nurse Director
 Dr Jennifer Armstrong, Medical Director