



PERTH & KINROSS INTEGRATION JOINT BOARD

28 September 2018

Review of Day Services Update

Robert Packham, Chief Officer (Report No. G/18/139)

JOINT VISION STATEMENT

We will work together to support people living in Perth and Kinross to lead healthy and active lives and live as independently as possible with choice and control over the decisions they make about their care and support. Our aim is to improve the wellbeing and outcomes of people living in Perth and Kinross, to intervene early and work with the third and independent sectors and communities, to prevent longer term issues arising.

PURPOSE OF REPORT

The review of Day Services for Learning Disabilities, Mental Health and Older Adults forms part of the Council's and the Integration Joint Board's transformation projects agreed in 2015. This includes day support for older people, people with learning disabilities and people with mental ill health. This report has been provided to give members an update on the outstanding savings balance noted at April 2018

1. RECOMMENDATION(S)

The Integration Joint Board is asked to note service progression achieved and current savings balance which will be fully met by September 2018.

2. SITUATION/BACKGROUND/MAIN ISSUES

The aim of the review of Day Services was to improve service users' experiences based on a streamlined pathway leading to service delivery that remained meaningful and locality based, giving support in the right place at the right time.

A cost saving of £702k was approved by the Integration Joint Board as part of the 2016/17 budget.

In September 2017 a paper proposing the redesign of existing service provision across care groups to provide day opportunities and structured day care was presented to the IJB (Report 17/305). This proposal involved retention of the existing levels of provision across the services providing day opportunities whilst merging the current Older People's Day Centres (Lewis Place and New Rannoch) as well as co-location of the Wellbeing Support team with integrated teams in locality areas. It was envisaged that this would enable the team to respond to people in a more localised way.

This was approved and implemented and the £702k saving has now been achieved in full.

3. IMPACTS

Older People's Services

The biggest anticipated impact of the recommendations was the merger of Lewis Place and New Rannoch. By merging into one service it has streamlined service users' pathways by teams having the privilege to support the person from the start of their journey with us until they move onto their next chapter.

The merge to one service has taken place without any significant issue. Independent Advocacy was recruited to support service users throughout the process and immediately after the merger. The feedback received from service users is attached in Appendix 1 and was responded to by the New Rannoch team. Details of the team responses can be found in Appendix 2 – "You said, we will".

The changes will continue to provide better outcomes for service users. By ensuring best use of our resources we are supporting a wide variety of conditions ensuring equality and inclusiveness to meet an individual's outcomes. Minor works are presently being completed to enhance the environment at New Rannoch further, with a new kitchen, activity space and staff room being installed.

In order to continue to be responsive to service users in their own communities, activity groups have been planned for Perth City and Scone. To respond to the changing pace of our service users and the various delivery locations, we will also offer monthly community sessions based out of New Rannoch, therefore targeting smaller groups when outreach is not as practical. Although very much in its infancy a monthly Friday Afternoon Tea Dance for our service users, carers and the community of North Muirton has commenced.

The objectives of these activities are to:

- Raise awareness in relation to improved pathway for service user utilising the service.

- Raise awareness of what the service delivers and provides within the locality.
- Raise awareness and invite the community to consider New Rannoch as a hub.

Both the outreach work and community sessions reflect the Communities First ethos. This enables us to build relationships and work in conjunction with our private and third sector partners to reduce the reliance on statutory services and build community resilience whilst still ensuring service users are getting the support they need, in the right place, at the right time.

Wellbeing Services

The Wellbeing Service was already operating an outreach model. Developments to this service were based on creating greater links with supporting teams within localities.

A team away day was held in January 2018 and since this there has been team representation at Integrated Care Team meetings in the North and South. This is proving to be very useful in terms of networking opportunities in localities and Wellbeing Service team members are able to contribute to the discussions in relation to carer or service user concerns. However, very few new referrals are progressed through the Integrated Care Team route. A good model has been developed to support a referral/assessment clinic in both Auchterarder and Crieff GP practices. Primary healthcare workers can directly refer people for assessment/support by booking them an on-site appointment with a member of the team. The referral rates from this model have significantly increased, but this is prioritised by level of need to manage the demand with current resources.

Another strong link has been made with the Social Prescribers recruited through the Communities First Transformation Program. These workers will form even stronger links with GP practices and will signpost appropriate clients to community supports rather than statutory ones. The Social Prescriber for the South Locality is now line managed by the Wellbeing Service Team Leader.

Staffing within the Wellbeing Team has been problematic with significant sickness absence in the team over the last 6 months. Project Worker posts are currently being recruited and this will add stability in the team. There are waiting lists in Kinross, Crieff and Blairgowrie but these date back as far as October 2017.

Staffing Implications

All savings relating to posts within this project were achieved through vacancy management. No compulsory redundancies were required during the project. Human Resources were engaged and supported all services through the change.

Service Demand

The number of people using the service has in fact increased in some areas since the recommendations were implemented. The table below shows the details for each service prior to and after implementation.

	Service User Numbers for OA/LD	
	Aug-17	Jun-18
Blairgowrie	21	22
Strathmore	20	28
Gleneagles	31	31
Kinnoull	51	62
Lewis Place	37	52*
New Rannoch	26	
	186	194

* 25 people moving directly from Lewis Place

	Open Cases			
	Aug-17		Apr-18	
	Open Cases	Waiting List	Open Cases	Waiting List
Mental Health and Wellbeing Service users	92	10	91	20

Communication and Engagement

Due to the spot purchase of Independent Advocacy to support communication and engagement, and work with service users to pre-empt any potential future risks should they be identified and/or occur (see Appendix 1), we continue to be committed to quality, driven service delivery that meets peoples needs.

4. CONCLUSION

There have been no additional risks identified and there has not been a detrimental impact on the quality of service delivered to people.

This is evidenced by New Rannoch remaining at an awarded level 5 (very good) by the Care Inspectorate through the transition. This was accomplished by combining two highly skilled, experienced and knowledgeable teams that have a vast clinical resource. All team members play vital roles and are willing to share their knowledge and experience, resulting in opportunities to excel in particular roles and encouraging a supportive environment. All other registered services under Day Services also continue to consistently achieve level 5 or 6. (Very Good/Excellent).

Author(s)

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NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
HSCP Strategic Commissioning Plan	Yes
Transformation Programme	Yes
Resource Implications	
Financial	Yes
Workforce	Yes
Assessments	
Equality Impact Assessment	Yes
Risk	Yes
Other assessments (enter here from para 3.3)	Yes
Consultation	
External	Yes
Internal	Yes
Legal & Governance	
Legal	None
Clinical/Care/Professional Governance	None
Corporate Governance	None
Communication	
Communications Plan	Yes

1. Strategic Implications

1.1 Strategic Commissioning Plan

This report supports the following outcomes of the Community Plan / Single Outcomes Agreement in relation to the following priorities:

- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives

Transformation Programme

- 1.2 This report forms part of the Council's Transformation Strategy 2015-2020.

2. Resource Implications

Financial

- 2.1 The approved Council savings of £702k were agreed as part of the budget setting process in February 2016. This report confirms the achievement of those savings in full.

2.2 Workforce

The Corporate Human Resource Manager has been consulted in the preparation of this report. Human Resources have been involved in the engagement activity to date and in the preparation of different options in relation to the potential impact on the workforce.

3. **Assessments**

3.1 Equality Impact Assessment

Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

The Equality Impact Assessment undertaken in relation to this report can be viewed by clicking <http://www.pkc.gov.uk/EqIA>

This report has been considered under the corporate Equalities Impact assessment process (EqIA) in relation to 7.1, Age, 7.2 Disability and 3.5 Social Inclusion. The proposal is expected to deliver the following after implementation of this proposal:

- Community
- Consumption & Production
- Equality & Diversity
- Health & Well-Being
- Lifelong Learning

Risk

- 3.2 The report is relevant in relation to Corporate Risk 4; Effectively Managing Changing Financial Circumstances. The proposal will ensure we manage these risks within to ensure our services as sustainable.

Other Assessments

Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

The contents of this report have been considered under the Act; however, no action is required as the Act does not apply to the matters presented in this report.

Sustainability

- 3.4 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the

achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:

- In the way best calculated to delivery of the Act's emissions reduction targets;
- In the way best calculated to deliver any statutory adaptation programmes; and
- In a way that it considers most sustainable.

No steps are required to be taken in this area.

4. Consultation – Patient/Service User first priority

4.1 External

Service Users, Carers and Health and Social care Partnership colleagues have been fully involved in the review and have had the opportunity to influence the shape of the option appraisal and recommendation

4.2 Internal

Staff, finance, HR and other support services have been fully involved in the preparation of the Option Appraisal
Service Users, Carers and Health and Social care Partnership colleagues have been fully involved in the review and have had the opportunity to influence the shape of the option appraisal and recommendation

5. Legal and Governance

Legal

- 5.1 There are no direct legal implications resulting from this report.

Clinical/Care/Professional Governance

- 5.2 There are no direct Clinical/Care/Professional Governance implications resulting from this report.

Corporate Governance

- 5.3 There are no direct corporate governance implications resulting from this report.

6. Communication

- 6.1 A communication and engagement plan was used to support the delivery of the review.

7. BACKGROUND PAPERS/REFERENCES

7.1 None

8. APPENDICES

Appendix 1 – Independent Advocacy Report

Appendix 2 – You Said We Will