



PERTH AND KINROSS INTEGRATION JOINT BOARD

12 February 2020

JOINT INSPECTION OF ADULT SERVICES – IMPROVEMENT ACTION PLAN

**Report by Chief Officer/Director of Integrated Health & Social Care
(Report No. G/20/12)**

PURPOSE OF REPORT

This report introduces to the Integration Joint Board the Joint Inspection of Adult Services Improvement Action Plan. This improvement action plan has been developed following the publication of Joint Inspection findings in September 2019.

1. RECOMMENDATION(S)

The IJB are asked to:

- (i) Note the improvement plan actions;
- (ii) Remit the Chief Officer to provide regular updates on progress.

2. BACKGROUND

Perth and Kinross Health and Social Care Partnership (HSCP) were subject to a joint inspection of Adult Services by Care Inspectorate and Health Improvement Scotland sometime during February and March 2019 which resulted in a published report September 2019.

The main purpose of the inspection was to help the HSCP answer the question *“How well do we plan and commission services to achieve better outcomes for people?”*

The inspection process considered how well the HSCP ensured that there were appropriate building blocks in place around vision, values and culture across the partnership, including leadership of strategy and direction, the operational and strategic planning arrangement (including progress towards effective joint commissioning) and improvements the partnership made in both health and social care.

3. IMPROVEMENT ACTION PLAN

The final report published September 2019 highlighted the following areas for development which we have developed into the attached improvement action plan:

1. The partnership should improve its approaches to performance measurement and management. A performance framework should be developed using appropriate data and information about outcomes. It should be used to benchmark and report to facilitate the identification of service gaps and drive improvement.
2. The partnership should improve its strategic planning and commissioning processes to ensure that:
 - Effective programme and project management supports implementation of all plans and priorities, taking into account the scale of the task, its capacity, finance and the timescale needed to achieve it.
 - Plans demonstrate SMART principles.
 - Existing strategies and planning groups are reviewed to ensure that the partnership's capacity is used effectively to deliver its strategic priorities.
3. The partnership should put in place a systematic approach to monitoring and reviewing the implementation of its strategic commissioning plan and any other plans and strategies which support its implementation. This should include:
 - Robust prioritisation balancing immediate pressures with longer term strategic actions which can avoid or reduce future risks.
 - A systematic approach to reviewing and updating its strategic needs assessment.
 - Periodically considering whether plans and actions need to be re-prioritised to take account of new and emerging challenges and opportunities.
 - Reallocating capacity from lower priority areas where necessary, or securing additional resources.
4. The partnership should ensure that it places greater priority on evaluating the impact of its plans and strategies, including:
 - Putting in place a systematic approach to involve stakeholders.
 - Effectively evaluating specific developments and initiatives to determine their impact on improving outcomes and to inform future strategy.
5. The partnership should ensure that workforce planning is maintained as a key priority in all its activities and encompasses the workforce requirements of the NHS, Perth and Kinross Council and third and independent sector providers.
6. The partnership should build on existing good relationships with care providers and housing services to identify where there is potential to coproduce solutions to strategic challenges. This should include co-producing a market facilitation plan.

7. The partnership should review its participation, engagement and communication strategies and monitor the impact and effectiveness of its communication and engagement activity.
8. The partnership should review its structures and processes for management, strategic planning and governance to ensure the structure is fit for purpose. The purpose and remit of each part of the structure should be clearly set out and communicated to the wider stakeholders.
9. The partnership should invest in the development and support of the IJB members. This will include improved communication, training, consultation and engagement. As well as enhanced information sharing to allow the board to fulfil its governance role.

4. CONCLUSION

This report outlines the identified areas for improvement and the accompanying improvement action plan provides the IJB with an update on the actions being advanced in response and outlines how and when these improvement actions are to be complete.

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	N
Transformation Programme	N
Resource Implications	
Financial	N
Workforce	N
Assessments	
Equality Impact Assessment	N
Risk	N
Other assessments (enter here from para 3.3)	N
Consultation	
External	Y
Internal	Y
Legal & Governance	
Legal	N
Clinical/Care/Professional Governance	N
Corporate Governance	N
Communication	
Communications Plan	Y

1. Strategic Implications

1.1 Strategic Commissioning Plan

This section should set out how the proposals relate to the delivery of the Perth and Kinross Strategic Commissioning Plan

- 1 prevention and early intervention,
- 2 best use of facilities, people and resources

2. Resource Implications

2.1 Financial

There are no financial implications

2.2 Workforce

There are no workforce implications

3. Assessments

3.1 Equality Impact Assessment

Under the Equality Act 2010, PKC and NHS Tayside 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 HSCP to demonstrate that it is meeting these duties.

This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **not relevant** for the purposes of EqIA

3.2 Risk

Not relevant

3.3 Other assessments

Not relevant

4. Consultation – Patient/Service User first priority

4.1 External

All *PKHSCP Partners* and stakeholders from both NHST and PKC.

4.2 Internal

IJB; Executive Management Team; Integrated Management Team; Third Sector Forum and HSCP staff.

5. Legal and Governance

5.1 Not relevant

5.2 See Background section of report and appendix 2.

6. Communication

6.1 A communication and engagement plan is in place for this inspection. The Communications & Engagement Plan supports the work of the Inspection Project Team in planning and preparing for the Joint Inspection. Staff will be supported and kept informed throughout the Inspection process through sharing of information at staff / team briefings, briefing notes and discussions with EMT/IMT. Following publication of the final report, we will be required to produce and submit a multi-agency improvement plan to address the findings from the inspection process.

7. BACKGROUND PAPERS/REFERENCES

Not applicable

8. APPENDICES

Appendix 1 – Self Evaluation

Appendix 2 – Inspection Governance