

## Integration Joint Board

### 16<sup>th</sup> March 2023

**Subject :** **Director's Report**

**Purpose :** This report is for **awareness** to advise members of North Ayrshire Integration Joint Board (IJB) of developments within North Ayrshire Health and Social Care Partnership (NAHSCP)

**Recommendation :** IJB members are asked to note progress made to date.

Direction Required to Council, Health Board or Both	Direction to :-	
	1. No Direction Required	X
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

Glossary of Terms	
NHS AA	NHS Ayrshire and Arran
IJB	Integration Joint Board
HSCP	Health and Social Care Partnership
UNCRC	United Nations Convention on the Rights of the Child
ADP	Alcohol and Drugs Partnership
SDF	Scottish Drugs Forum

<b>1.</b>	<b>EXECUTIVE SUMMARY</b>
1.1	This report informs members of the Integration Joint Board (IJB) of the work undertaken within North Ayrshire Health and Social Care Partnership (NAHSCP), nationally, locally and Ayrshire wide.
<b>2.</b>	<b>BACKGROUND</b>
2.1	This report provides IJB with up to date information on recent activity across the HSCP since the last IJB. The report will also provide COVID related information by exception.

3.	<b>CURRENT POSITION</b>
	<b><u>National Developments</u></b>
3.1	<b><u>Using Technology to Support People Experiencing Care</u></b>
	<p>The Care Inspectorate are hosting a webinar for all services to launch their <b><u>good practice guide</u></b> on using technology to support people experiencing care. The webinar will be led by Nicky Cronin, senior improvement adviser.</p> <p>The webinar will introduce the good practice guide, and participants will hear from three services about how they use technology to enhance people's wellbeing. The SSSC will also share the digital skills resources they have for care staff. There will be opportunities to ask questions and interact with the speakers throughout the session.</p> <p>The webinar will take place on:</p> <ul style="list-style-type: none"> <li>• Tuesday 21 March 2023 from 14:00-15:30 via Microsoft Teams.</li> </ul> <p>For more information and to register, please visit <b><u>The Hub</u></b>.</p>
3.2	<b><u>United Nations Convention on the Rights of the Child (UNCRC)</u></b>
	The United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Bill 2021 (the UNCRC Bill) was passed unanimously by the Scottish Parliament on 16 March 2021.
	The UK Government referred the UNCRC Bill to the Supreme Court on 12 April 2021 to determine whether certain provisions were within the legislative competence of the Scottish Parliament. On 6 October 2021, the UK Supreme Court judgment on the Bill found each of the provisions referred by the UK Law Officers to be outwith legislative competence of the Scottish Parliament.
	The Scottish Government is committed to incorporating the UNCRC into Scots law, as far as that is possible within devolved competence, and as soon as practicable. Preparations for bringing the Bill back to Parliament to address the findings of the Supreme Court are well underway. This includes engagement with UK Government officials on proposed amendments to bring the Bill within legislative competence.

	<p>Ministers have committed to the Scottish Government's programme of work to embed children's rights continues at pace, regardless of the status of the Bill. They have issued introductory guidance on the UNCRC, and are drafting statutory guidance that would support public authorities to fulfil duties under the UNCRC Bill. Certain aspects of the guidance are dependent on the outcome of the remedial action. The guidance will be prepared to reflect any amendments made to the Bill provisions. Under the provisions in the Bill, a public consultation on statutory guidance would take place as soon as practicable after Royal Assent.</p>
	<p>The Scottish Government is delivering and further developing a responsive programme of work to support public bodies to ensure they can implement a rights-based approach in practice, every day so that children's rights are respected, protected and fulfilled.</p> <p>The Scottish Government has made available a range of resources that may assist with preparations for the UNCRC Bill, including:</p> <ul style="list-style-type: none"> <li>• UNCRC Introductory Guidance</li> <li>• 20 minute training on Children's Rights</li> <li>• Advice of guidance on enabling children and young people's participation in decision-making;</li> <li>• Children's Rights knowledge hub</li> </ul> <p>The Partnership are working closely with colleagues including the Communities Directorate to jointly prepare for the implementation of UNCRC with discussion and preparation ongoing through the Children's Services Strategic Partnership.</p>
3.3	<p><u>Spotting Signs of Neglect and Self-neglect in Adults – Raising Awareness</u></p>
	<p>The number of people referred to Adult Support and Protection has risen by more than 200 a week in the last year.</p> <p>Adult Support and Protection Day took place on 20<sup>th</sup> February 2023 focussing on people being encouraged to look out for signs of neglect.</p> <p>In general, the majority of harm to adults has occurred in individuals' own homes. In Scotland, there were around 940 Adult Support and Protection referrals per week on average between December 2021 and December 2022, compared to an average of around 700 the year before.</p> <p>Although there is volatility in the figures, there has been a general upward trend in Adult Support and Protection referrals nationally since March 2021.</p> <p>The cost of living crisis can make day to day decisions harder for many, and for those looking after others, or struggling to take care of themselves, it could be making things even harder. It is important that people know what to look for and</p>

	<p>where to go to get help for anyone they are worried about who may be suffering from neglect or self-neglect. Everyone has a role to play in keeping people safe from harm, and Adult Support and Protection Day was another way to highlight the role people in the community have in raising concerns.</p> <p>If people are worried that someone isn't taking care of themselves, or those they look after, or is doing things that might put their safety at risk, they can call North Ayrshire Health and Social Care Partnership on 01294 310300 (or <b>0800 328 7758 during evenings, weekends and public holidays</b>). Concerns can also be reported online by visiting the North Ayrshire Council website and searching for 'Adult Support and Protection'.</p>
	<b><u>Ayrshire Wide Developments</u></b>
3.4	<b><u>Supporting People who use Cocaine</u></b>
	<p>Scottish Drugs Forum (SDF), in partnership with the three Ayrshire Alcohol and Drug Partnerships (ADPs), is hosting a skills and knowledge development event for frontline staff with the aim of increasing confidence, knowledge and skills in supporting people who use cocaine. The event will be held on <b>Tuesday 21 March</b> from 10am to 4pm at 'Take A Bow', Fraser Walk, Kilmarnock and will cover the following areas:-</p> <ul style="list-style-type: none"> <li>• Impact of cocaine use on the body</li> <li>• Different methods of cocaine use, including crack cocaine</li> <li>• Bacterial infections and other injecting-related harms</li> <li>• Impacts on sexual health</li> <li>• Interventions to reduce harm</li> <li>• Local perspectives</li> </ul>
3.5	<b><u>Falls Link Worker Programme</u></b>
	<p>The Falls Link Worker Programme was launched in March 2022 by Cate Hewson, Falls Link/Trainer at NAHSCP, and Lianne McNally, AHP Senior Manager at EAHSCP. Since then, over 50 link workers from 19 care homes across Ayrshire have been recruited and are making falls awareness a key topic within their homes.</p> <p>Staff such as carers, nurses and managers are working collaboratively to reduce falls in care homes, using the Care Inspectorate's Falls and Frailty resources and tapping into information shared from the Care Home Professional Support Team.</p>
	<p>Initial training for the programme is followed up every three months with a Microsoft Teams training session, with the latest session held face to face at the Park Hotel in Kilmarnock on <b>Tuesday 7 February</b>.</p>

	<p>Guest speakers for the event came from The Care Inspectorate, Prince of Wales Hospice Glasgow and the Care Home Professional Support Team, with the event being opened by Donald Macaskill, CEO of Scottish Care.</p> <p>Feedback from the day was extremely positive.</p>
3.6	<p><b><u>Pan Ayrshire Work on Directions</u></b></p> <p>As you may know, the Scottish Government issued statutory guidance in 2020 on the use of directions from Integration Authorities (IJBs) to Health Boards and Local Authorities. Directions are the mechanism to action the strategic commissioning plans (Strategic Plans) as laid out in sections 26 to 28 of the Public Bodies (Joint Working)(Scotland) Act 2014.</p> <p>The Scottish Government guidance however did not set out a standard framework of what these should look like, what the frequency and governance arrangements should be. It only stated that they had to meet the requirements set out in the guidance.</p> <p>The three Ayrshire HSCPs, and NHS colleagues, through the Strategic Planning and Operational Group (SPOG), have reinvigorated the work around Directions and have now established a group to agree the governance arrangements relating to these. This includes a standardised approach to Directions across the three partnerships, with a “soft” introduction of these arrangements taking place from January 2023 and full implementation by 1<sup>st</sup> April 2023. From that date, where a direction is required, IJB reports will be accompanied by a Directions Template and a log of all directions issued will be maintained across all three partnerships.</p> <p>The group are also considering other areas which include :-</p> <ul style="list-style-type: none"> <li>• Acute Set Aside Resource;</li> <li>• Lead Partnership arrangements;</li> <li>• Review of Integration Schemes;</li> <li>• Joint Commissioning Plans</li> </ul> <p>A follow up report detailing progress and plans will be submitted to IJB later this year.</p>
	<p><b><u>North Ayrshire Developments</u></b></p>
3.7	<p><b><u>Income Advisor Project</u></b></p> <p>The Income Advisor Project supported by funding from the Improvement Service and delivered through our Money Matters service, is supporting the following nine GP practices across North Ayrshire:</p> <ul style="list-style-type: none"> <li>• South Beach Medical Practice, Ardrossan</li> <li>• Townhead, Bourtnehill, Eglinton and Frew Terrace Practices, Irvine</li> </ul>

- Dalry Medical Practice, Garnock valley,
- Kilwinning Medical Practice, Kilwinning and
- Stevenson Medical Practice and the Ayrshire Medical Group in the Three Towns.

The project has generated £528,000 financial gains to patients by the end of its third quarter, and a wide range of primary care-based practitioners e.g., GPs, receptionists, Community Link Workers, Mental Health Practitioners have been actively referring to the service. Positive feedback has been provided on the project which had led to further recent funding to expand the support for GP practices on Arran.

### 3.8 North Ayrshire Alcohol and Drug Partnership Development Day

North Ayrshire Alcohol and Drug Partnership (NAADP) will be hosting a development day on **Wednesday 29 March** in Saltcoats Town Hall to have conversations with people with lived/living experience, families, community members and staff who work across statutory and community/third sector organisations providing support. The purpose of the day is to:

- Share information about the Alcohol and Drug Partnership (ADP).
- Have a conversation with our community and staff about what the main areas of focus should be for the ADP.



**NORTH AYRSHIRE  
ALCOHOL & DRUG  
PARTNERSHIP**


**DEVELOPMENT DAY**  
WEDNESDAY 29TH MARCH 2023  
Saltcoats Town Hall  
9.30am - 4pm  
Lunch Provided

The North Ayrshire Alcohol & Drug Partnership (ADP) are hosting a development day for people with lived experience, their families, community members and people working within alcohol and drug services.

The purpose of the day is to:

- Share information about the Alcohol & Drug Partnership (ADP).
- Have a conversation with our community and staff about what the main areas of focus should be for the ADP.

There are a small number of places available.  
To book your place follow the link:  
<https://forms.office.com/e/1LuBJPLMQ>

IJB members are welcome to sign up and join the conversations on the day.


### 3.9 Carer Positive Employer

North Ayrshire Council has been recognised by Carers Scotland as a Carer Positive 'Exemplary' employer in Scotland.


The award demonstrates the support the Council provides for its employees who are working carers, through a combination of practical support and policy, awareness raising and training and an active Carers Network.



The 'Exemplary' Level 3 Award is the highest accolade given to organisations who go above and beyond in their caring commitments to colleagues and who demonstrate innovative and creative approaches to supporting and involving carers across their organisation.




	The Council recognises that many employees will be a carer at some point and has established policies, procedures and schemes which are implemented Council wide to encourage the identification of carers and to provide or direct appropriate support.
	The 'Supporting Carers Policy' highlights initiatives such as the 'Carer's Leave Scheme' and the 'Special Leave Scheme'. 'Wellbeing@Work' implemented in 2021 alongside Occupational Health and 'Our Time to Talk' all provide opportunities for carers to discuss the personal issues they face so that appropriate supports can be put in place.
	Other practical support for carers has been promoted through the Carers Advisory Group and there is also a Workplace Peer Support Group. Staff are signposted to the NAHSCP website and carers are encouraged to engage with their local carer services.
	The Carer Positive award fits with aspirations to promote fairer working practices and becoming recognised as a Carer Positive Employer is highlighted as an example of best practice. It enables the Council to promote a healthy and safe environment, where individual's wellbeing is actively supported, enabling a good work-life balance as well as creating a more diverse and inclusive workforce and we will continue to support our employees to this end.
3.10	<b><u>SAVE THE DATE – North Ayrshire Health &amp; Social Care Partnership Awards</u></b>
	<div data-bbox="228 1193 959 1606" data-label="Image">  </div> <p>Planning is underway for the return of the Partnership Awards in 2023. The ceremony will be held on <b>Tuesday 20<sup>th</sup> June 2023 in the Volunteer Rooms, Irvine.</b></p> <p>The awards will celebrate the work of health and social care teams across North Ayrshire as well as the contribution of volunteers in our communities.</p>



3.11	<u>Staff Accommodation on Arran</u>
	<p>The IJB supported the proposal to purchase a house on Arran to meet the needs of the HSCP for key worker accommodation. We are delighted to have successfully secured a property, previously known as Glenartney Guest House in Brodick. The lack of available and affordable housing on the island is a significant barrier to recruitment and the sustainability of health and social care services on the island. The house will be used for short-term staff accommodation to cover such posts as Care Workers within Montrose House; Care at Home staff; Medical, Nursing and Clinical staff at Arran War Memorial Hospital.</p>
	<p>The accommodation has been maintained to a very high standard which will continue through the recruitment of two part time Housekeeper positions. The housekeepers will deal with the upkeep and maintenance of the building and gardens on a daily basis as well as co-ordinating bookings and change-overs for staff. The co-ordination and management of the house will be overseen by staff based in HSCP headquarters to ensure tight protocols and criteria are met and standards maintained.</p>
3.12	<u>Care Opinion</u>
	<p>North Ayrshire Health and Social Care Partnership is partnered with Care Opinion, an independent website where users of NAHSCP services can submit their views and experiences online completely anonymously, as well as reading reviews posted by others. The use of Care Opinion is being promoted through the partnership to ensure staff encourage service users to provide feedback on their experience of the services they received.</p> <p>Stories can be either positive or negative, with NAHSCP committed to replying publicly via the site to address feedback and keep up to date with any changes that may be implemented in response to concerns raised.</p> <p>Care Opinion is a completely independent and trusted review site used by a number of health and social care organisations, including NHS Ayrshire &amp; Arran. Feedback to responses is via the Care Opinion platform, which means replies are completely transparent and can be read by anyone using the site. The partnership welcomes feedback via telephone, email or through the 'Contact Us' form on our website, but understand that people may sometimes prefer to share their views anonymously.</p> <p>Experiences of NAHSCP services, can be shared by visiting <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a> and click on 'Tell Your Story'.</p> <div data-bbox="986 1713 1385 1870">  <p><b>Care Opinion</b> What's your story?</p> </div>



3.13	<u>Care at Home Recruitment</u>
	<div> <div> <p>Care at Home recruitment events are continuing throughout March in a bid to attract applicants to a variety of positions throughout mainland North Ayrshire and Arran. The following statistics highlight activity since January 2023.</p> </div> <div> <div>How many events have we had?</div> <div>• 18 (15 weekend , 3 evening)</div> </div> <div> <div>How many people have attended</div> <div>• 149 (6 no offers, 3 withdrawn and 41 applications taken away)</div> </div> <div> <div>How many have been interviewed and appointed?</div> <div>• 84 appointed (awaiting 15 return calls so potentially 99 offers)</div> </div> <div> <div>How many new staff have started since January?</div> <div>• 33 contracted, 13 Bank</div> </div> <div> <div>How many more are awaiting start dates?</div> <div>• 57 contracted, 51 Bank</div> </div> </div>
3.14	<u>Analogue to Digital</u>
	<p>North Ayrshire Health and Social Care Partnership (NAHSCP) is appealing to all of its Community Alarm and Telecare users to ensure they are aware that the way this equipment connects will be changing.</p>
	<p>Current Community Alarm and Telecare equipment connects by using a traditional analogue telephone line (where it is plugged into a telephone socket in the wall of your home). However, analogue lines are currently being phased out across the UK and will be switched off by the end of 2025. This means that new digital equipment will need to be installed in order to continue your service once this happens. All Community Alarm and Telecare service users will receive their new equipment before the analogue lines are switched off.</p>
	<p>To prepare for this change, communication providers (such as Virgin Media, BT, TalkTalk, Sky etc) will be gradually switching telephone lines from analogue to digital, with some providers having already started this process.</p>
	<p>Currently, if a new phone or internet service is installed at home, or if there is a change of package, it is likely that the provider will install a digital line rather than an analogue one. This is a problem right now as the digital alarm equipment is not yet available for NAHSCP to purchase and install, and current Community Alarm equipment will not work with a digital line.</p>
	<p>We are advising those people who are thinking about changing provider or telephone/internet package, or if their current provider makes contact to advise that they will need to install a digital line in their home, they should inform them that there is Community Alarm and/or Telecare equipment installed and then contact NAHSCP on <b>01294 310222</b> so that they can advise on what to do next.</p>

	North Ayrshire HSCP will provide regular updates to IJB and service users on what is happening and when the new digital alarm equipment is likely to be available. A further update on the transition project will come to the IJB in the coming months.	
3.15	<u>Castlevue</u>	
	<p>For staff working within Health and Social Care, in particular Care at Home Assistants, Day and Residential Care Workers it is likely that they will require to move or handle people as part of their role. Often this will involve the use of specialist equipment such as sliding aids, hoists, slings etc. It is of the utmost importance that staff can carry out moving and handling activities safely, respectfully and correctly to prevent the risk of injuries to themselves or the people they are caring for. Information and guidance is needed to move and position people safely, and in a way that promotes their independence, dignity and functional mobility. Knowledge of potential hazards involved, along with key legislation relevant to moving and handling is also required.</p>	
	 <p>In Castlevue Hub we have created a space for our staff that is both welcoming and practically useful. We have classroom space for the theoretical part of the training and have also created spaces for practical/hands-on training such as a living room environment; bedroom with a normal divan bed; bedroom with a hospital bed and shower-room. In these practical settings configured to reflect real-life environments our staff are able to learn how to use a variety of equipment such as floor, standing and mobile hoists, slings of different types and sizes, slide sheets and other aids in like for like surroundings where they will require to deliver care within peoples own homes.</p>	



Within the Hub there is space for care staff induction, medication training, SVQ and also for one to one meetings with their line managers. Staff are also welcome to pop into the Hub for some wellbeing time/space and also for further advice and



guidance on any particular matter that they are dealing with out in the community.

This development is a fantastic initiative which will greatly assist our care staff in their levels of awareness, increased skill and confidence.

### 3.16 Anam Cara – Care Inspectorate Inspection Report

Anam Cara Respite Service based in Kilbirnie has received a positive report from the Care Inspectorate after a recent unannounced inspection.

The facility, run by the North Ayrshire Health and Social Care Partnership and provides a respite service for older people who have dementia received a rating of 'very good' for each of the five areas inspected, with a number of significant strengths around the care provided and how these support positive outcomes for people. Due to refurbishment activity at Anam Cara, the service has been temporarily relocated to Taigh Mor in Beith where the inspection was undertaken.

The Care Inspectorate commended the manager and the staff team for their hard work and commitment during this challenging and demanding period which resulted in this temporary transition for this service. They demonstrated a very good example of proactive leadership and good team spirit and dynamics. By working well together to ensure that they continued to provide this very valuable service to support vulnerable people with dementia and their relatives living in the community.

A number of areas for improvement that had been highlighted in a previous inspection report in August 2019 were also found to have been met, with achievements highlighted in the report including a range of activities where people were involved, kept active and encouraged to participate. Care plans were found to have detailed information regarding the priority care and support needs of individuals.

## 4. **IMPLICATIONS**

4.1 Financial  
None

4.2 Human Resources  
None

4.3	<u>Legal</u> None
4.4	<u>Equality/Socio-Economic</u> None
4.5	<u>Risk</u> None
4.6	<u>Community Wealth Building</u> None
4.7	<u>Key Priorities</u> None
<b>5.</b>	<b>CONSULTATION</b>
	No specific consultation was required for this report. User and public involvement is key for the partnership and all significant proposals will be subject to an appropriate level of Consultation.

**Caroline Cameron, Director**  
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Appendices  
Nil