

Subject: **Health and Social Care Clinical and Care Governance Group Update**

Purpose: To provide an update to the IJB in relation to governance and assurance of activity reviewed via the North Ayrshire Health and Social Care Partnerships' Clinical and Care Governance Group

Recommendation: The IJB are asked to note the report.

Glossary of Terms	
NHS AA	NHS Ayrshire and Arran
HSCP	Health and Social Care Partnership
AERG	Adverse Events Review Group
BBV	Blood-Borne Virus
AMHS	Child and Adolescent Mental Health Services
CCGG	Clinical Care Governance Group
DN	District Nurse
HB	Health Board
HSCP	Health and Social Care Partnership
IEP	Injecting Equipment Provision
LD	Learning Disability
MAPP	Multi-Agency Public Protection Arrangements
MHO	Mental Health Officer
NACPC	North Ayrshire Child Protection Committee
PSMT	Partnership Senior Management Team
SAN	Safety Action Notice

1.	EXECUTIVE SUMMARY
1.1	The Health and Social Care Partnership continue to provide robust arrangements for governance of partnership services and wider relevant provision in order to deliver statutory, policy and professional requirements and also the achievement of partnership quality ambitions.
1.2	This paper provides an update and overview of governance activity for the period April 2020 – September 2020 inclusive for consideration by the IJB. The paper also reflects specific issues that have been requested for presentation by the Clinical Care Governance Group (CCGG) to ensure appropriate challenge is made and assurance provided.
2.	BACKGROUND
2.1	As identified within previous papers presented to the IJB, the Partnership has developed Clinical and Care Governance arrangements in line with the commitments and requirements contained in the Integration Scheme. It is acknowledged that an

	ongoing review of process and reporting is in place to ensure we apply the principles of continuous improvement.
3.	OVERVIEW OF ACTIVITY AND UPDATE
3.1	<p>The structures and expectations of the CCGG are now well established, with membership providing expertise to better ensure pan Ayrshire implications are considered and that Governance activity better aligns to that of other HSCP and National Health Service (NHS) frameworks.</p> <p>The activity and focus of the group over the past six months has been dominated with ensuring governance and assurance requirements across all service areas are met while responding to the challenges posed due to Covid 19. This has led to previous items which would normally have been 'single agenda items' being incorporated into the Lead Professionals regular updates to the Clinical and Care Governance Group. This report highlights these key areas alongside other notable activity.</p>
3.2	<p>Staff Wellbeing</p> <p>The wellbeing of health and social care partnership staff is of paramount importance. Covid – 19 has brought much challenge for our workforce – in the care they provide, the ways in which they work, use of Personal Protective Equipment, in addition to personal adjustments required in keeping safe, looking after children or vulnerable relatives, and potential concerns about their own health.</p> <p>In response to this staff rest areas were developed and enhanced within the Woodland View and Douglas Grant Rehabilitation areas at Ayrshire Central, as well as community staff being able to make use of wellbeing hubs based within libraries in the Three Towns and Garnock Valley localities.</p> <p>A Staff Wellbeing Hub was opened in Ayrshire Central Hospital in early May 2020, building on the progress made around staff wellbeing sanctuaries in acute settings. This hub is staffed by peer supporters – clinicians who have retired and returned to the organisation, and those redeployed from their substantive posts. It is for any member of the health and social care partnership workforce seeking support, and provides the opportunity for staff to take some time out from their day – for a rest, some reflection, a listening ear and some refreshments.</p> <p>In early July, a Staff and Volunteer Well-being Listening Service was established for anyone working or volunteering within a caring role across Ayrshire. This provided an opportunity to reach out to our partners and provide additional confidential well-being support to staff working across statutory, commissioned, independent and third sector services. The Listening Service is open seven days a week and provides a compassionate, 'trauma responsive' approach to supporting mental distress experienced by staff either directly or indirectly as a result of Covid – 19.</p> <p>There is currently a wider review of staff wellbeing services being undertaken by NHS Ayrshire and Arran and both of these services are being considered as part of this work stream.</p>
3.3	<p>Mental Welfare Commission Annual Assurance Report</p> <p>The Mental Welfare Commission (MWC) for Scotland's mission and purpose is to be a leading and independent voice in promoting a society where people with mental illness, learning disabilities, dementia and related conditions are treated fairly, have</p>

their rights respected, and have appropriate support to live the life of their choice. To achieve this mission and purpose the Commission have identified four strategic priorities:

- To challenge and to promote change
- Focus on the most vulnerable
- Increase their impact
- Improve their efficiency and effectiveness

Each year the MWC visits around 1,350 individuals in hospital, other care settings, and in their own homes to find out their views and check on their care and treatment. Where appropriate, they will also speak with friends and relatives.

The Commission carries out their statutory duties by focussing on five main areas of work:

- Visiting people
- Monitoring the Acts
- Investigations
- Information and advice
- Influencing and challenging

Between April 2019 and March 2020 the MWC undertook a series of visits to services across Ayrshire & Arran. Of the six areas inspected, five were announced visits and one unannounced in nature. It is important to note that the structure of the visits are often based on the Commission's thematic review of pertinent issues throughout the year. During the past year, the MWC have paid particular focus on the care and treatment received by those with Autism & Complex Care Needs, as well as, the care and treatment delivered within Scotland's Mental Health Rehabilitation Wards. Following each visit 'hot' feedback is provided to the clinical site and senior management team. This is then followed up by a formal written report which is ratified and used as the basis for remedial work and improvement, as well as recognising positive practice.

The past year has seen services across Ayrshire and Arran receive positive overall feedback from the MWC following each of their visits. As part of the MWC review process wide consultation with staff, patients and families is undertaken to ensure that multiple aspects and views are considered. Some of the complementary feedback received highlighted:

- Compassionate staff
- The delivery of high standards of care
- Excellent documentation – incorporating person centred care planning.

Where areas of improvement were identified, our clinical teams have prioritised these and focussed on addressing any improvements required to either the environment, clinical care and / or engagement with patients, families, carers or the wider health and care system.

3.4 **Distress Pathway**

Emergency Departments (EDs) at Ayr and Crosshouse Hospitals are experiencing increased numbers of distressed young people presenting with multiple attendances, leading to the need for clear processes / pathways to be in place ensuring appropriate supports and follow-up required are in place. In August 2019, the Distressed Children and Young People's Working Group was established, and this group recognises that this is a whole system issue as many of these young people are known to multiple

	<p>services including: health and social care, social work, police and education. It is also important to note that a large percentage of these young people are not known to Child & Adolescent Mental Health services prior to admission.</p> <p>The working group has developed an action plan to improve the journey of a distressed young person through to the most appropriate place for them to be. Service structure has been reviewed and clinical/risk needs of staff have been identified and responded to. Work remains ongoing in order to develop clearer pathways from ED for distressed children and young people.</p>
3.5	<p>Allied Health Professionals (AHP) Report</p> <p>In North Ayrshire, the AHPs encompass several different professional groups – Dietetics, Physiotherapy, Podiatry, Occupational Therapy and Speech & Language Therapy – working as part of multi-disciplinary teams across health and social care; hospital and community settings, and across all stages of the life curve. AHPs provide services across the North Ayrshire mainland, Arran and Cumbrae; within the Ayrshire Central Hospital Campus – including inpatient and outpatient services at Douglas Grant Rehab Centre and Woodland View – and within communities – including day centres, care homes, people’s own homes, social service premises, primary care, education premises and community facilities.</p> <p>In 2018, the first annual report on the activity of Allied Health Professionals (AHPs) in North Ayrshire Health & Social Care Partnership which set out the priority areas for focus during 2019 was brought to the Integration Joint Board. An updated report was completed late 2019, providing an overview on activity to date, as well as summarising the key challenges faced during the year as well as providing a renewed focus for 2020. The plans and priorities identified for 2020 include:</p> <ul style="list-style-type: none"> • Continued maximisation of the AHPs contribution to Multi-disciplinary working • Progress of a Quality Improvement & Risk Management approach to waiting times • Implementing access to quality supervision for all AHPs • Continued prioritisation of the wellbeing of all AHP staff • Progress the collation of simple, consistent and robust service performance data, to ensure planning decisions are informed • Continued embracement of any opportunities presented by advancement in digital technology <p>Work is ongoing across all of these areas.</p>
3.6	<p>Pan Ayrshire Choose Life Steering Group</p> <p>This group has responsibility for the development of an Ayrshire wide prevention action and training plan. Over the past year meetings were sporadic in nature, therefore following discussions with Public Health colleagues, Thelma Bowers Head of Mental Health, relaunched this group in June 2020 with remit, reporting, membership and programme of work currently under review. It should be noted however that there are also suicide prevention meetings taking place at a local level within each HSCP. All future programmes of work will be developed in response to the ‘Ever Life Matters’ action plan.</p> <p>Suicide prevention training has been developed and had been due to be delivered to staff within Acute General Hospitals, primarily focusing on the Emergency Department and Combined Assessment Unit as well as being attended by Paediatric staff. This</p>

	should have been delivered during March / April / May however with arrival of Covid - 19 this was postponed and is now being developed to be delivered virtually.
3.7	Professional Updates
3.7.1	<u>Lead Nurse (David Thomson)</u>
	<p>Discussions over the period have focused around workforce support due to Covid - 19. This has been enhanced via recruitment of additional nursing assistant posts, inclusion of student nurses at Band 4 / Band 3 level and ensuring the wellbeing and support of staff remains paramount.</p> <p>An ongoing need to review and re-evaluate workforce requirements and future planning and recruitment is required particularly regarding Mental Health nursing, AHPs and psychologists. This work will be taken forward in line with other workforce planning groups.</p>
3.7.2	<u>Lead AHP (Alistair Reid)</u>
	<p>Allied Health Professionals have continued to provide support to care homes digitally since March 2020, however this is continually reviewed via Covid- 19 recovery and remobilisation planning.</p> <p>A pan Ayrshire AHP workforce paper is being progressed and following extensive work an AHP Supervision Quality Assessment Tool can now be accessed via Athena.</p>
3.7.3	<u>Professional Lead – Psychology (Janet Davies)</u>
	<p>The redesign of Neuropsychology services is ongoing and a summary report will be produced by end of 2020.</p> <p>Both progress on the Workforce and Annual operating plans is also ongoing however the work regarding Waiting Times operating plans has been paused / extended by 6 months – 1 year due to Covid -19.</p> <p>Development of digital Mental Health tools is progressing well both nationally and locally.</p>
3.7.4	<u>Head of Mental Health (Thelma Bowers)</u>
	<p>Following the publication, in February 2020, of Trust & Respect – the Independent Inquiry into Mental Health Services in Tayside, the recommendations / learnings from the report have been mapped against current service provision across Mental Health services in Ayrshire.</p> <p>Covid 19 Mental Health Mobilisation Plans have been completed and highlight that very little work was paused during phase 1 of the pandemic, it has been delivered via remote systems i.e. telephony / digital platforms.</p> <p>In July 2020 Police Scotland announced that they would no longer be reporting on suspected drug related deaths, it has therefore been agreed that these will be reported via DATIX.</p> <p>The Scottish Government are committed to using the Distress Brief Intervention programme nationally and locally as a response to Covid 19. Assurance regarding</p>

	accountability of the programme is being progressed as is the proposal to commission a third sector provider to deliver 'Level 2' locally.		
3.7.5	<u>Head of Service – Children & Families (Alison Sutherland)</u>		
	<p>At the beginning of the pandemic a reduction in staffing numbers, due to issues with testing and redeployment, had been experienced however this is now improving.</p> <p>There has been evidence of families previously not known to services accessing support, and North Ayrshire Council has purchased 1000 laptops to support online learning.</p> <p>Concerns have been raised regarding an increase in emotional neglect and domestic abuse and these are being monitored closely. During the pandemic both nationally and locally there has been a drop in the number of child protection referrals and children's hearing being held. Child Protection case conferences continue to be held both virtually / physically distanced, and all children on the CP register are visited at least once per week.</p> <p>Children and Family services created a weekly data dashboard for all children and young people who are vulnerable, require immediate support, and who were being supported by the educational hubs or Rosemount project. This data was shared weekly with Scottish Government.</p>		
3.7.6	<u>Head of Service – Justice / Chief Social Work Officer (David MacRitchie)</u>		
	<p>During phase 1 of the pandemic there was a marked decrease in Adult Support and Protection referrals received, and all case conferences were being held virtually.</p> <p>In relation to Multi-Agency Public Protection Arrangements (MAPPA), a virtual reporting and communication process was put in place however the Police Scotland IT system was not compatible with other agency systems leading to police colleagues being unable to participate in meetings. Mitigation for this has now been established and information sharing is in place.</p> <p>Although an earlier pause was placed on those prisoners being released early from prison this has now been reviewed, and the Justice Service has plans and processes in place to ensure prisoners have all they need to successfully reintegrate back into their communities.</p>		
3.8	<u>Anticipated Outcomes</u>		
	Further meeting dates for the North Ayrshire Health and Social Care Partnerships' Clinical and Care Governance Group are planned for 2020/21, and future update reports will be provided to the Integration Joint Board.		
3.9	<u>Measuring Impact</u>		
	It is anticipated that through continuous quality improvement and enhanced reporting structures, the CCGG will ensure services are safe, effective, person-centred and responsive to the ongoing needs of the population.		
4.	IMPLICATIONS		
<table border="1"> <tr> <td>Financial:</td> <td>No</td> </tr> </table>		Financial:	No
Financial:	No		

Human Resources:	No
Legal:	Yes
Equality:	Activity is in line with equality requirements and good practice
Children and Young People	Positive impacts of work being conducted noted
Environmental & Sustainability:	Not Applicable
Key Priorities:	In keeping with all aspects of the wider delivery plan.
Risk Implications:	Governance contributes to risk management and risk mitigation activities
Community Benefits:	Not Applicable

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	

5.	CONCLUSION
5.1	IJB is asked to consider and note the progress contained within this report.

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