

Subject: **Director's Report**

Purpose: To advise members of the North Ayrshire Integration Joint Board (IJB) of developments within the North Ayrshire Health and Social Care Partnership (NAHSCP).

Recommendation: That members of IJB note progress made to date.

Glossary of Terms	
NHS AA	NHS Ayrshire and Arran
HSCP	Health and Social Care Partnership

1.	EXECUTIVE SUMMARY
1.1	This report informs members of the Integration Joint Board (IJB) of the work undertaken within the North Ayrshire Health and Social Care Partnership (NAHSCP) nationally, locally and Ayrshire wide.
2.	CURRENT POSITION
	National Developments
2.1	The Scottish Government are hosting a series of events across Scotland to examine clinical and care governance arrangements within health and social care services and explore whether more needs to be done nationally to support the local delivery of clinical and care governance, in line with the messages and principles set out in the Clinical and Care Governance Framework (2015).
	The events are targeted at senior leads within partnerships with responsibility for delivering clinical and care governance for services within an integrated HSCP. It is hoped that these events will support leads to meet the challenges of delivering effective clinical and care governance and contribute to a conversation on what could be done nationally to help support staff and professionals at all levels across partnerships.
	The events are taking place on :
	25th September 2018, 10:00 – 16:00, Assembly Halls, George Street, Edinburgh
	8th October 2018, 10:00 – 16:00, West Park Conference Centre, Dundee
	10th October 2018, 10:00 – 16:00, 200 St. Vincent Street, Glasgow

	Ayrshire Developments
2.2	<u>Palliative and End of Life Care</u>
	<p>North Ayrshire HSCP hosted an event on 3rd August 2018 which brought together Health and Social Care professionals as well as colleagues from the Third and Independent Sector across Ayrshire and Arran to discuss how we continue to improve our approaches to Palliative and End of Life Care. Approximately 85 people attended the event to spend the day talking about a subject that still remains very difficult for many. The event highlighted the passion and commitment of attendees to make a difference to individuals, families and carers at what is arguably the most difficult of times.</p>
2.3	<u>The Ayrshire Mental Health Conversation – Make Your Voice Heard In Future Of Mental Health</u>
	<p>A public consultation is underway across Ayrshire for people to have their say in plans to develop a mental health strategy for Ayrshire and Arran. Engagement is being undertaken through public events arranged to allow local people to have a direct input on the new plan.</p> <p>The Ayrshire Mental Health Conversation will help shape the future of mental health services across North, East and South Ayrshire.</p> <p>The three Health and Social Care Partnerships from North, South and East Ayrshire are working together to develop the new mental health strategy for Ayrshire and Arran.</p> <p>The aim is to ensure the Ayrshire Mental Health Strategy includes the views of people who use services, their family members, carers, the local workforce and people and communities in Ayrshire.</p> <p>So far, over 300 people have told us their views. There are various ways to engage:</p> <p>Three face-to-face engagement events have been organised, namely :</p> <ul style="list-style-type: none"> • Volunteer Rooms, Irvine - Tuesday ,11 September, 2pm-3.30pm and 5pm-6.30pm • Walker Hall, Kilbirnie – Thursday, 13 September, 2pm-3.30pm and 5pm-6.30pm • Saltcoats Town Hall – Friday, 14 September, 2pm-3.30pm and 5pm-6.30pm <p>Partner organisations will also be hosting their own ‘conversations’ with people who currently access mental health services, their carers and families. If you’d like to hold your own mental health conversation, please call 01294 317843 for a copy of the engagement pack. This includes how to host a conversation and how to capture people’s responses.</p> <p>People can also offer their views via an online questionnaire at https://www.surveymonkey.co.uk/r/TDTSBPG</p> <p>Paper copies of the questionnaire are available at your local North Ayrshire library. If you live in North Ayrshire and would like us to send you a paper copy of the questionnaire, please call 01294 317843.</p>

	The engagement period runs until Monday, 17 September, and all feedback received will be used to inform the final Ayrshire Mental Health Strategy.
	North Ayrshire Developments
2.4	<u>Collaborative Partnership Working in Action</u>
	Sarah Watts, our Choose Life Manager, along with three suicide prevention trainers from the Mental Health Crisis team, and a Justice Services team under Cheryl Martin, have worked together to devise and develop bespoke Suicide Prevention and Crisis Intervention Training.
	The training, initially developed following feedback from current suicide prevention training, has core elements plus specific aspects that were adapted after discussion with Mental Health Crisis team. The training is currently being assessed and NHS Ayrshire & Arran hope to use it as part of their basic risk assessment framework. (It has also been submitted to NHS Health Scotland as part of a Knowledge Into Action story.)
	There is strong potential to adapt and tailor this newly created training for other Partnership teams. If you'd like more information, please contact Sarah Watts (SWatts@north-ayrshire.gcsx.gov.uk / 01505 685657).
	<u>Inspection of Adult Health and Social Care Services in North Ayrshire</u>
	The Care Inspectorate and Healthcare Improvement Scotland wrote to Chief Executives, John Burns and Elma Murray on 8 th August 2018 advising them of their intention to jointly inspect the strategic planning, commissioning, performance and leadership of health and social work services in North Ayrshire Health and Social Care Partnership. The inspection report will have graded evaluations on all of the areas inspected, including leadership.
	Inspectors will commence their on-site scrutiny on Monday 8 th October 2018, and will consider how well the partnership has :
	<ul style="list-style-type: none"> • Improved performance in both health and social care; • Developed and implemented operational and strategic planning arrangements, and commissioning arrangements; • Established the vision, values and culture across the partnership, and the leadership of strategy and direction.
	The first professionals meeting took place on Thursday 23 rd August 2018, hosted by Amelia MacDonald, Lead Inspector. This session included introductions, scene setting and detailed briefing for the co-ordinator. The Lead Co-ordinator for North HSCP is Brenda Walker, Senior Officer (Adult Support & Protection), with input from NHS and NAC colleagues.

2.5	<u>Travelling Cabinet – Monday 27th August 2018 – Isle of Arran</u>
	The First Minister and her Cabinet regularly hold their weekly meetings outside of Edinburgh, in towns and cities across Scotland.
	The First Minister and eleven Cabinet Secretaries visited Arran High School on Monday 27 th August 2018. They visited a number of teams and projects, held their Cabinet meeting and then a public meeting, where the public was given the opportunity to ask the First Minister, and her Cabinet, questions and to give their views on current and local issues.
	The new Cabinet Secretary for Health, Jeanne Freeman visited Arran War Memorial and met with some of our senior leaders responsible for health and care services on the island. The First Minister also took time, along with the Council Leader, to meet with some of our care experienced young people. Indeed, our young people persuaded the First Minister to pose for a photograph holding up a t-shirt from their art exhibition at the National Galleries and the Harbour Arts Centre. On the day, I was also able, along with Donna McKee, Caroline Whyte and Thelma Bowers, to visit Montrose House.
2.6	<u>General Data Protection Regulations (GDPR)</u>
	During the last few months our Business Support staff were busy ensuring that the partnership was ready for the introduction of the GDPR regulations on 25 th May 2018. As part of the new regulations the partnership established an Information Asset Register and a new Health and Social Care Partnership Drive. Approximately 12,000 service-user folders have been created which was a great achievement in a very short period of time.
	Work continues to data cleanse the service-user and corporate information and many teams have also taken this opportunity to look at how processes are managed, how corporate information is organised, to reduce paperwork where appropriate, minimising duplication across teams and generally being more mindful about what information is being collected, shared and kept. Streamlining our processes is critical to ensure we continue to deliver a high level of service and to be compliant to the relevant legislation.
2.7	<u>Telecare</u>
	Following a tendering exercise early 2018 Hanover Scotland were awarded, in February 2018, the contract to deliver NA's Telecare Call Monitoring and Alarm Receiving Service from 1 September 2018. Cordia, the current provider of the Service, did also submit a tender but they were unsuccessful.
	Since February 2018 there has been a high level of implementation and decommissioning activity within Community Care Services to ensure the digital transfer of 4,500 service users, who have a range of Telecare and Community Alarm peripherals within their Homes, is completed by 31 August 2108.
	The implementation has not gone smoothly or to timescale, due to the incoming provider's own operational and strategic difficulties, which they did not share at any of the implementation meetings as timeously as they should have. Indeed if it had not been for the Digital and Telecare supplier, Tunstall, stepping in to assist, then the incoming provider would not have been able to deliver the contract they were awarded.

	As a result of the situation it's left just under two weeks for all three partners, Hanover, Tunstall and Community Care Services NA, to implement and deliver the entire project. As it stands, at the time of writing this report, the transfer to Hanover Scotland will take place at 12noon on Wednesday 29 August leaving a two day contingency arrangement with Cordia available prior to Cordia's contract finishing.
	It is testament to the working relationships between Community Care Services and Tunstall coupled with the incredibly hard work of many people within Tunstall and the Implementation team within Community Care Services that this is the position and that the project will deliver on target. A further update on the outcome of the transfer switchover will be provided in the next Directors report.
3.2	<u>Anticipated Outcomes</u>
	Not applicable.
3.3	<u>Measuring Impact</u>
	Not applicable
4.	IMPLICATIONS

Financial:	None
Human Resources:	None
Legal:	None
Equality:	None
Children and Young People	None
Environmental & Sustainability:	None
Key Priorities:	N/A
Risk Implications:	N/A
Community Benefits:	N/A

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

4.	CONSULTATION
4.1	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.
5.	CONCLUSION

5.1	Members of IJB are asked to note the ongoing developments within the North Ayrshire Health and Social Care Partnership.
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For more information please contact Stephen Brown, Director/Chief Officer on 01294 317723 or sbrown@north-ayrshire.gcsx.gov.uk