

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
IJB	Integration Joint Board
CPP	Community Planning Partnership
GP	General Practitioner
ED	Emergency Department
CAMHS	Child and Adolescent Mental Health Service
SPOG	Strategic Planning & Operational Group
IIP	Investors in People

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
	<u>Impact of COVID19 on Children & Young People in Contact with Youth Justice Services including Secure Care</u>
	A national report has been produced about the impact of Covid-19 on children and young people in contact with youth justice services, including secure care. Challenges raised include: isolation and lack of contact with others, changes to the operation of the youth justice system, a high proportion of children in prison/YOI are on remand, extensions of time that children can be deprived of the liberty in secure care without usual checks and balances, impact on children and young people's mental health and alarming concerns about an increase in child criminal exploitation.

	<p>We have very quickly established a working group to look at this report in detail and analyse the potential impact on young people in North Ayrshire. An update will be provided thereafter.</p>
	<p><u>Revised National Guidance for Child Protection in Scotland</u></p>
	<p>On 21st October, Scottish Government published a consultation on the revised National Guidance for Child Protection in Scotland, which will replace the current National Guidance published in 2014. Organisations and individuals can respond to the consultation. The consultation will close on Sunday 17 January 2021. https://consult.gov.scot/child-protection/consultation-on-the-revised-national-guidance/</p>
	<p><u>Independent Review of Adult Social Care</u></p>
	<p>The Scottish Government announced the Independent Review of Adult social Care as part of the Programme for Government. The aim of the Independent Review of Adult Social Care is to recommend improvements to adult social care in Scotland, primarily in terms of the outcomes achieved by and with people who use services, their carers and their families, and the experiences of people who work in adult social care and it will produce its report by January 2021.</p> <p>The Terms of Reference of the Independent Review note that the review will consider and make recommendations on a number of areas in relation to how social care services are delivered, regulated, governed, and funded. The Review is chaired by Derek Feeley, former Scottish Government Director General for Health & Social Care.</p> <p>The Scottish Government have also requested that North Ayrshire HSCP undertake engagement with its public networks and partners, as well as collate evidence on the key principles. Information has been shared with the Strategic Planning Group, HSCP Services, Social Care Governance Board, Locality Planning Forums, CPP Locality Partnerships and HSCP Facebook and twitter sites.</p> <p>The feedback is one of support for the principles and this independent review of adult social care. Stakeholders understand the complexity of the review and its impact on communities, families, carers and a wide range of public sector organisations due to its 'whole system' remit.</p> <p>It is recognised that a 'one size' solution will not fit all areas in Scotland due to the differing geographical, historical commissioning arrangements and economic structure of each locality, the key driver of the review should be to address inequity of provision across Scotland with national standards translated into local delivery to meet local need.</p>
	<p><u>Ayrshire Wide Developments</u></p>
	<p><u>Redesign of Urgent Care</u></p>
	<p>Changes to the way people access A&E will be tested in NHS Ayrshire and Arran ahead of a national redesign of urgent care to help people get the right care in the right place.</p>

	<p>The new process for accessing urgent care will be launched nationally from 1 December. However, as part of an initial rollout of the new approach, NHS Ayrshire and Arran were selected as a “pathfinder” Board which means those calling from Ayrshire and Arran will be able to call NHS 24 on 111 to be directed to the right service from 3 November.</p>
	<p>This service will be available day or night to assess people’s needs and direct the public to the service they need. This could include self-care, GP or primary care, pharmacy, minor injuries or referral for clinical assessment.</p>
	<p>During normal opening hours people should still call their GP practice for urgent care or get help online help from a wide range of information and resources on NHS inform.</p>
	<p>From 3 November, those calling from Ayrshire and Arran are asked to:</p> <ul style="list-style-type: none"> • use the NHS inform website to access advice on common symptoms, guidance for self-help and where to go if further medical care is needed; • contact their local GP practice during the day for an appointment or over the phone advice; • use the NHS 24 telephone service on 111 day or night when they think they need A&E but it is not life-threatening; • use the NHS 24 111 Mental Health Hub and Breathing Space telephone helpline to access mental health advice and guidance; • use NHS 24 111 service and NHS inform out of hours when they are too ill to wait for their GP practice to open, or for worsening symptoms of COVID-19; and • use NHS 24 telephone service 111 for non-life threatening but painful injuries, such as a deep cut, a broken or sprained ankle or a painful burn injury to get an appointment at their local minor injuries unit. <p>For more information, visit www.nhsaaa.net/right-care-right-place</p> <p>In an emergency situation, calls should still be made to 999</p>
	<p><u>MH Unscheduled care and Flow Navigation Hubs</u></p>
	<p>As mentioned above, the national programme of work to re-design Urgent Care and implement a Flow Navigation hub has been progressing in Ayrshire and Arran with a launch date of 3rd November as a pathfinder site.</p>
	<p>Mental Health services are participating and contributing to this service redesign and will provide a specific mental health pathway within the overall Flow Navigation Centre. This pathway will be directly accessible to the NHS 24 Mental Health Hub, Ayrshire Urgent Care Service and Police Scotland.</p>
	<p>The purpose of this pathway is to provide appropriate navigation and facilitation of urgent mental health care for individuals in mental health crisis. Where possible the aim is for care to be provided within the local community; for individuals already open to mental health services, they may be redirected to their existing supports, to the service that already knows them to ensure continuity and consistency of care.</p>

	For anyone new to service, appropriate triage, intervention and signposting will be undertaken. For those individuals not assessed as requiring urgent mental health care they may be directed to attend their GP practice and where available specifically signposting to community link workers and/or mental health practitioners for follow up. Where urgent assessment is required this will be facilitated by wider mental health unscheduled care service.
	The proposed pathway is already in place as part of the Ayrshire Urgent Care Service in the out of hours period. Therefore the plan is to replicate the same model and approach, but over a 24/7 period via the flow navigation centre. A future sustainable workforce plan is currently being devised for the longer term, based on lessons learnt in the first phase of implementation. The evaluation of the pathway should be considered as part of the wider external evaluation of the overall Flow Navigation Hub, chaired by Sir Lewis Ritchie.
	<u>Extreme Teams CAMHS</u>
	<p>The Strategic Operational Planning Group (SPOG) have commissioned an Extreme Team to consider and provide recommendations to a significant and mission critical reform question:</p> <p>“How will we improve Children and Young People’s Mental health and wellbeing with timely access to services and support to Children, young people and their families at a locality level?”</p>
	This will focus on the interface, relationship and delivery outcomes of the multidisciplinary CAMHS service (tier 3 specialist outpatient CAMHS) with community-based Children’s services (Tier 2) and universal services at a locality level to improve children and young people’s experience in alignment with the CAMHS national specification.
	Extreme teaming is a concept developed by Amy Edmondson in her 2019 book ‘The fearless organisation’ and has been adopted by Ayrshire and Arran as an approach to whole system innovation and reform at pace. This requires whole system working of people coming together across professional, disciplinary, organisational and sector boundaries to innovate and deliver with the optimisation of diverse expertise and perspectives. The purpose of the commission is to change and empower a diverse group to own and lead the delivery of a piece of reform in service of our Big Opportunity.
	The Commissioning Director for the Extreme Team is Tim Eltringham (South Ayrshire HSCP) and the Co-Chairs are Thelma Bowers Head of Mental Health (North Ayrshire HSCP) and Mark Inglis, Head of Children’s services, (South Ayrshire HSCP)
	<p>The review team will also consist of the following key members:</p> <p>Marion McAuley - Head of Children, Families and Justice services EAHSCP Stuart McKenzie – Senior Manager CAMHS & Eating Disorder Services NHSCP Ken MacMahon – Head of Psychological Specialty: Child and Adult Learning Disabilities, Psychological services - NHSCP Alison Sutherland - Head of Children, Families and Justice services NAHSCP Dr Helen Smith – Clinical Lead, Consultant Psychiatrist, National Secure Adolescent Inpatient Unit</p>

	<p>The review team has commenced the work and are currently defining the scope with meetings scheduled at pace between October 2020 and December 2020 to ensure reform momentum, creativity, pace and innovative outcomes.</p>
	<p><u>North Ayrshire Developments</u></p>
	<p><u>Dirrans Centre : Investors in People Awards Finalists</u></p>
	<p>A huge congratulations to our staff at the Dirrans Centre on the news that they have reached the finals of the Investors in People Awards 2020.</p> <p>Keep an eye on the Investors in People Twitter page @IIP for lots of great content from the finalists during the countdown to the big announcement on 24th November 2020. You can read more about the Investors in People Awards here.</p>
	<p><u>COVID Update</u></p>
	<p>This update offers assurance to IJB on the HSCP's continued response to the COVID-19 pandemic. The partnership's response to the pandemic continues to be recorded through it's "mobilisation plan" which was submitted to the Scottish Government in July.</p> <p>The partnership, along with NHS and NAC continue to operate on an "emergency" footing with all public facing offices remaining closed. Where staff are required to attend offices, these have been fully risk assessed and appropriate measures put in place such as face coverings, social distancing etc. The Partnership Leadership Team meet weekly and the wider PSMT meeting on a fortnightly basis. The Council and NHS have also reintroduced their senior management and governance meetings on a virtual basis.</p> <p><u>Updates since last IJB</u></p> <ul style="list-style-type: none"> On 23 October 2020, the Scottish Government published Scotland's Strategic Framework which set out their approach on levels of protection designed to reduce transmission of the virus. These measures came into force on 2nd November and are applied to each local authority area. North Ayrshire was placed on Level 3 at that time. These levels will be reviewed/considered on a weekly basis by the Scottish Government based on these indicators :- <ul style="list-style-type: none"> The number of cases per 100,000 people over the past 7 days; The percentage of tests that are positive over the past 7 days; Forecasts of the number of cases per 100,000 consisting of the weekly number of cases in two weeks' time. Current and projected future use of local hospital beds, compared with capacity, and Current and projected future use of intensive care beds, compared with capacity. Care Home Oversight Group continues to meet on a daily basis to provide oversight of the quality of care in each care home in North Ayrshire. Public Health report on the current outbreak status within care homes. All care homes subject to outbreaks are closed to visiting and admissions. The offer of weekly testing of staff across North Ayrshire adult and older people care homes has been underway for some time. In North Ayrshire all 26 care homes are completing the online Daily Safety Huddle Returns which allow care

	<p>homes to report information in one place including COVID 19 infection rates, demand on services and staff testing. As at 26 October 2020, 1,091 staff (of an available 1,243 staff) were tested resulting in a total of 88% of the care home workforce being tested for COVID 19. These efforts go a long way towards protecting both residents and staff. A communication has been issued to Care Home Managers thanking them for their continued support, despite the challenging environment they are operating within. Contact details for free confidential listening services for people working in social care have also been re-issued.</p> <ul style="list-style-type: none"> • Delayed Discharge figures are increasing nationally, but North Ayrshire HSCP is focussed on sustaining and improving our performance. This is being considered alongside our capacity requirements for social care over the winter period. • Services within the partnership continue to operate well and with appropriate staffing levels. • PPE Hub continues to operate well, supporting providers and carers. There are sufficient stock levels for 2-3 months supply and increased stock has been secured from the National Hub to ensure sufficient stock levels over the winter period.
	<u>Adult Social Care Winter Preparedness Plan</u>
	The Scottish Government published their plan outlining steps to prepare and support Scotland's social care sector through the winter on 3 rd November 2020.
	The Adult Social Care Winter Preparedness Plan , including an additional £112 million in funding, will support social care users in residential, community and home settings, and the people who provide that care, including unpaid carers.
	An evidence paper has been published with the plan outlining how the new measures have been informed by lessons learned about COVID-19 to date, including Public Health Scotland's discharge report and the Care Inspectorate's Care at Home inquiry. The plan also takes into account the findings of the root cause analysis of care home outbreaks commissioned by the Cabinet Secretary, which was also published on 3 rd November.
	<p>Actions outlined in the plan include:</p> <ul style="list-style-type: none"> • enhanced infection prevention and control, with a focus on investment Nurse Director teams • Daily review of COVID-19 symptoms in care home residents and staff, including temperature checking so early testing can be undertaken and pre-emptive infection control measures put in place • Expanded testing access for the care at home workforce and designated visitors as capacity increases • NHS National Services Scotland will continue to provide free of charge top-up and emergency provision of PPE to ensure staff, unpaid carers, and Social Care Personal Assistants have the PPE they need until at least the end of March 2021 • Prioritise a 'home first' approach to care, supporting people to stay home or in a homely setting with maximum independence for as long as possible • Support to all care homes to provide access to digital devices, connectivity and support to help manage conditions from home or connect those receiving care with their loved ones

	<ul style="list-style-type: none"> • Support for additional costs of restricting staff movement across care settings • Increased support for the Social Care Staff Support Fund and winter sustainability funding, through to the end of March 2021 • Maintaining and promoting access to local NHS Board workforce wellbeing services, the health and social care wellbeing national hub PROMIS and the NHS 24 mental health support service to support care home staff, the third sector and unpaid carers • Support for additional oversight and administration costs associated with responding to the pandemic and outbreak management • Publication of a website with information and advice for families on visiting. <p>The partnership has contingency plans in place for the winter period, but these are being revisited based on the requirements of the plan, operational implications and requirements in the guidance</p>
	<u>Flu Immunisation Programme – North Ayrshire</u>
	<p>This year Scottish Government decided to extend health board free flu vaccine programmes to include certain social care staff of all ages who have a direct hands-on care role working in the following settings:</p> <ul style="list-style-type: none"> • Residential care and secure care for children • Community care for persons at home (including housing support and care at home services) • Care homes for adults <p>Since the commencement of the Seasonal Flu Vaccination Programme in North Ayrshire on 28 September 2020 to date, a total of 1477 staff within the health & social care sector have received the flu vaccination.</p> <p>During September and October 2020, seven static clinics were delivered within community facilities. In addition, mobile ambulance units, staffed by volunteers from St Johns Ambulance, have been deployed to locations within localities (e.g. health centres and community centres) in an effort to reach health and social care staff within their local area.</p> <p>Due to recent national shortages in vaccine supply, remaining vaccines are targeted at staff within care homes and care at home services. The programme utilising the mobile units is ongoing during November 2020.</p>
3.	PROPOSALS
3.1	<u>Anticipated Outcomes</u>
	Not applicable.
3.2	<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.

For more information please contact Chief Officer on 01294 317723 or cohscp@north-ayrshire.gov.uk