

Connecting Care

A newsletter for council and NHS staff working in adult and older people's services
Issue 2: May 2014

Landmark legislation

The full integration of health and social care services across Scotland has taken significant steps forward over the last few weeks.

The new Public Bodies (Joint Working) (Scotland) Act 2014 has received royal assent and is now law. The Act provides a framework to support improvements in the quality and consistency of health and social care services through integration. It was heralded by Alex Neil, Cabinet Secretary for Health and Wellbeing, as the most substantial reform to Scotland's NHS and social care services in a generation.

Mr Neil said: "Full integration will result in more joined-up and seamless health and social care provision that will, without a doubt, improve people's lives."

The Scottish Government has also provided further information in relation to the way that NHS Boards and their Local Authority partners will work together under the legislation.

Draft regulations to accompany the act and which give more detail on the way that we will integrate are now out for consultation and our Transitional Leadership Group will respond to these between now and the end of summer.

These draft regulations set out which services must be delegated, those that may be delegated, high level national outcomes for integration bodies and detail the information that we will need to write into our Integration Scheme. More information on the draft regulations and consultation documents can be found at the link [here](#).

Moray, in line with the rest of Scotland, will be required to put in place local integrated arrangements by April 2015 with the full integration of services expected by April 2016.



Christine Lester, NHS Grampian

Moray Transitional Leadership Group Co-chairs



Lorna Creswell, The Moray Council

Chief Officer

The position of chief officer will be re-advertised after a joint interview panel of NHS and council representatives took the decision not to appoint.

Staff visioning workshops

Valuable discussions have been held among NHS and Council staff in the first wave of integration workshops.

More than 200 members of the health and social care workforce put forward their views on how we move forward together, helping to lay the groundwork for the creation of a vision and set of values as we evolve into a more integrated partnership.

Working individually and in teams, staff identified more integrated ways of working to break down organisational barriers and meet people's needs more effectively.

Staff at every workshop identified the need to simplify access and navigation around health and social care services, said Robin Paterson, integration project officer, who led the events.

"We had a good spread of representatives from both health and social care at the workshops and the level of engagement was particularly good.

"We wanted to give people an understanding of what is being progressed in terms of integration throughout Scotland and the delivery of outcomes which really matter to people who receive services and the communities we serve," Robin explained.

"The workshops also gave staff the opportunity to shape the future vision of what an integrated health and social care partnership should look like in Moray."

Workshops with groups in the wider community have also taken place. Harlequins project officer Mary Fiske said the workshop she attended was very informative and engaging which sparked good, proactive discussions.

"I felt it was important to hear the views of staff in other services and to better understand their roles and the pressures they face," Mary said.

"It enabled me to come away and think about integration opportunities in the future as a means of breaking down barriers, being a more robust service and providing good support to individuals."

MS nurse Gillian Alexander commented: "I thought the workshop was very informative and gave an insight in to how Moray is looking to make integration work. It is important for staff to have their say and be listened to."

Added Robin: "The clear messages coming include the importance of keeping things simple for people receiving services. This is closely tied in with making sure that professionals can share information on people receiving both health and social care services."

There is still time to take part in the vision exercise. Email

Robin.patersonson@moray.gov.uk for a copy of the vision exercise paper.

Dates set for next staff workshops

The next round of engagement workshops will focus on service delivery as Moray's integration scheme continues to be shaped by staff.

Everyday processes and the systems behind them need to be improved to ensure we deliver a seamless experience for those who access health and social care services.

We want to deliver services which are: more integrated from the point of view of recipients; which best anticipate needs and prevent them from arising; and which make the best use of available facilities, people and resources.

A sub-group headed by Roddy Huggan (the council's Commissioning & Performance Manager) and George McLean (NHS Grampian Business Manager), is looking at the process and systems we current use and the opportunities for improved joint working.

This Joint Systems group is proposing some overarching design principles for the project which include:

- ✓ People are treated as a single customer of health and social care
- ✓ Service delivery is supported by back office functions
- ✓ Process which do not add value are removed
- ✓ Intelligence held in separate systems is shared
- ✓ The right people handle the right data at the right time.

A number of processes have already been identified by the sub-group and the workshops will be an opportunity for staff to fill in any gaps and highlight which areas will deliver maximum benefit, as well as hear more about the progress of the overall integration scheme.

The workshops will be held at the following:

- ❖ Forres – 23rd June from 10am-noon in Forres Town Hall
- ❖ Keith – 25th June from 10am-noon in the Longmore Hall
- ❖ Buckie – 2nd July from 2-4pm in the Lady Cathcart Community Centre
- ❖ Elgin – 7th July from 10am to noon in The Gallery, Elgin Library

To book a place contact Rachel Foster on 01343 567132 or email

Rachel.foster@moray.gov.uk

Progress report

Progress continues to be made towards the drafting of the Integration Scheme document to be submitted to the Scottish Government early next year which, once approved, will formally establish the new single organisation.

The document will be informed by the work of the five sub-groups which is being overseen by the Transitional Leadership Group and it is this group which will also confirm the timeline for shadow partnership arrangements in Moray.

Joint Inspection

At the end of last year a joint inspection on older people's services in Moray was carried out by the Care Inspectorate and Health Improvement Scotland.

The inspection, designed to test the quality of integrated working, included a number of elements:

- ♦ ***Consideration of a large body of evidence submitted by the partnership in relation to strategies, policies and performance information***
- ♦ ***A staff survey***
- ♦ ***An inspection of the files of people in receipt of services from both health and social care***
- ♦ ***Interviews with some of the patients/service users, their families and the staff who had supported them***
- ♦ ***Meetings with a range of staff, representatives of other organisations and the public.***

The draft joint inspection report has been responded to by senior management and is being finalised before being made public. An action plan will be produced to respond to areas highlighted for improvement.

The findings of the report will also be used to help inform the integration scheme for Moray.

Locality planning

A key element of the Bill is the creation of a locality plan with the community's participation.

Moray will be split into smaller areas where local stakeholders will begin to tackle health and social care issues of greatest concern to their locality.

Substantial input into planning and decisions on delivery is expected to come from service users, unpaid carers, GPs, nurses, AHPs, community pharmacists, fellow health professionals, social care professionals, the third sector, independent sector, councillors and housing interests among others.

We want to create genuine opportunities in Moray for local reshaping of care which is focused on clinical, community and voluntary solutions so that we deliver better outcomes for individuals.

A lot of work lies ahead in determining how this will work. The first step will be to host an extensive series of listening events to stimulate discussion about the health, social care and wellbeing issues that matter to people.

Joint funding bid

Moray is set to receive just over £100,000 in the first tranche of transitional funding from the Scottish Government to help deliver on the programme of work ahead.

The creation of a number of temporary posts/secondment opportunities between now and March 2015 is being considered to provide additional capacity in both the NHS and Council.