



Integration Joint Board– First Annual Review

SUMMARY BY THIRD SECTOR DUMFRIES AND GALLOWAY

Working together to put our sector first
Dumfries and Galloway's Third Sector Interface

INTRODUCTION

This report contains the details of the first Integration Joint Board (IJB) annual review; the first of its kind in Scotland to be held in front of a public audience. The IJB Annual Performance Report 2016/17 describes the progress in this first year, of the health and social care partnership towards nine national health and wellbeing outcomes. Members of the IJB delivered a one hour presentation before opening up the floor to questions from members of the public and the Scrutiny panel, which included Jeff Ace, CEO of the NHS Board, Phil Jones, Chair of the NHS Board, and Gavin Stevenson, CEO of the Council.

This review highlighted five areas which are to be addressed by the IJB across Dumfries and Galloway through the development of Health and Social Care Integration:

- ◆ Giving more people a say over their care and support;
- ◆ Keeping people safe from harm;
- ◆ Supporting the workforce;
- ◆ Improving outcomes for people;
- ◆ Making the most of resources.



GIVING MORE PEOPLE A SAY OVER THEIR CARE AND SUPPORT

Much of the work in the first year has been about establishing new ways of working to support people to lead healthy lives as independently as possible, including SDS.

Self-directed support (SDS) allows individuals to choose the organisation they want to deliver their support. SDS in Dumfries and Galloway offers four flexible options of support. Options 1 and 2 allow individuals to arrange their own support, whereas Options 3 and 4 allow individuals to get help to arrange support. The Integration Joint Board are in favour of Option 2 which helps the individual manage their support if they do not feel confident in directly managing it themselves. By using this Option, individuals are still able to choose the support they want and how it will be provided.

New ways of delivering health and social care and support is helping to protect vulnerable adults, avoid people going into hospital unnecessarily and support people to go home from hospital on time.

KEEPING PEOPLE SAFE FROM HARM

In April 2017 a Multi Agency Safeguarding Hub (MASH) was developed in Dumfries and Galloway. MASH brings together people who support vulnerable adults including representatives who are co-located in Police Scotland's Divisional Headquarters at Cornwall Mount, Dumfries.

The purpose of the MASH is to protect vulnerable adults through effective information-sharing and rapid decision-making. The staff in the MASH will screen adult protection referrals. They will gather and share information enabling them to have an initial referral discussion (IRD). This means decisions can be made quickly and any immediate action can be taken to keep people safe. The IJB aim for referrals to be processed within 2 days.

A quality improvement hub has also been developed by the NHS which provides information, techniques, tools and resources to help individuals apply quality improvement into their work. The hub has been collaborated among special health boards and Scottish Government Health Directorates.

FEATURES OF THE HUB

- ◆ A knowledge centre– with quality improvement tools and case studies
- ◆ Education and learning offers
- ◆ Networks and communities to join

SUPPORTING THE WORKFORCE

A One Team approach has been developed to transform the delivery of support across Nithsdale, one locality within Dumfries and Galloway. The One Team approach will bring together multi-disciplinary teams and enable the public to take greater control over their lives. The One Team approach will include a 'Health and Wellbeing Hub' that will provide a single point of contact for general practice and other health and social care professionals. The One Team will assess and, where possible rehabilitate, re-able and support people in their own homes.

One Team allows partnership working between communities, the third and independent sector and other partner agencies to develop new and innovative solutions that make best use of resources.

The IJB has also improved the lives of over 1,800 Care at Home staff by securing the Scottish living wage of £8.45 from all but two care providers.

IMPROVING OUTCOMES FOR PEOPLE

The quality and safety of health and social care is improving to ensure people get the right support or treatment, in the right place, at the right time.

The IJB aim to increase the use of social prescribing within Dumfries and Galloway. Social prescribing has been introduced as a means of enabling primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector instead of prescribing them with medicine when often it is not required. This in turn, will increase the number of people taking part in local community groups.

The IJB is also trying to improve physical access to services for people in rural areas. This means that people in rural communities are able to easily access all the services they require, physically or online. The IJB used a method of 'Asking the Experts' which involved asking the public how they would like to access their services.

Dementia friendly communities are also being introduced in the four localities across Dumfries and Galloway. Pupils are now being taught about dementia in local schools. This method of early intervention will teach pupils of the effects of dementia and how to look after someone with dementia. The hope is that more children will become interested in taking up a careers as carers for the elderly.

MAKING THE MOST OF RESOURCES

The IJB managed to break even in their financial position for 2016/17.

The Board are facing more challenges in the year ahead as they have more money to save. This means they will have to explore new roles, new teams and new ways of delivering services in order to continue saving.



CHALLENGES

During the IJB annual review, 4 main challenges were highlighted:

- ◆ **Workforce sustainability**

Challenges include the falling work age population, dependency ratio associated with projected ageing population, recruitment issues and GP sustainability.

- ◆ **Engagement and Co-production**

With a wide range of stakeholders, it is crucial to continue building relationships and form new ways of working together through the development of health and social care integration. This can be achieved through engagement and co-production.

- ◆ **Performance and financial pressures**

Financially, the Health and Social Care Integration Partnership delivered a breakeven financial position for 2016/17.

IJB are aiming to save £30 million annually through forming new teams, roles and new ways of delivering services.

Temporary medical costs, Care Home and Care at Home, and efficiency of buildings will present specific challenges.

- ◆ **Increasing demands**

The number of people aged 85+ is increasing in Dumfries and Galloway, along with the number of people aged 85+ living alone. In addition, the number of people living with long term conditions is increasing. These numbers are expected to rise by 17% over the next 10years, the demand for carers is also increasing.



QUESTIONS RAISED

Questions raised by the Scrutiny panel included topics such as:

- palliative care;
- creating a multi-skilled health and social care workforce;
- the role of Dumfries and Galloway in the West of Scotland regional plan;
- social prescribing, consultation and engagement;
- the opening of the new hospital at Christmas, the busiest time of the year;
- what can the scrutiny board do for the IJB.

Responses from members of the IJB were honest about what is currently being done and what could be done better. The Board admitted that although palliative care was considered a huge part of health and social care, but had not been a focus of the IJB in it's first year. The IJB have confirmed that palliative care is something that will have more focus in future.

Co-production was an issue that was discussed throughout the review. It is of high importance to all members of the IJB that they are using local communities as equal partners in the development of Health and Social Care Integration in Dumfries and Galloway.

"We must move from co-production to actually doing it "

Penny Halliday, Chair of IJB

"Having the community at the heart of what we do"

Penny Halliday, Chair of IJB

Questions raised by the public also included third sector funding being granted three yearly instead of annually and communication, or lack of, between professionals and older people in the community.