

‘Integration Matters’

October 2018

Keeping you informed about Health and Social Care Integration in Angus



Vicky Irons, Chief Officer

Welcome to the October edition of Integration Matters.

As you will all know, person centred care is our priority and we continue to work hard to provide high quality, safe and effective care and support to the people of Angus. In June we presented the [2017/18 Strategic Progress and Performance Report](#) to the Angus Integration Joint Board (IJB).

The purpose of the report was to update the IJB on the progress made in delivering the Strategic Plan and the effect of our activity on performance during 2017/18. We are now beginning to work on preparing our next Strategic Commissioning Plan for 2019-2022. We have made progress towards our current vision for health and social care in Angus and we will continue to do so as we fully embed the Angus Care Model into practice. This means that we need to create a new vision which sets our ambition to make a difference in the health and wellbeing of our population and the outcomes for people who use our services, and continue to shift the balance of care so that people are supported as close to home as possible. Making a difference needs the support of people who live in Angus to be responsible for their own health and wellbeing and contribute to a community that actively cares for everybody.

I was delighted to welcome Jeane Freeman, Cabinet Secretary for Health and Sport, to Angus on 24 August. Ms Freeman was keen to learn about our achievements in developing the Angus Care Model. We outlined our strong plan for enhanced community support as well as the Help to Live at Home transformation programme. Ms Freeman also enquired about the obstacles that hinder progress to integrate health and social care in Angus. Since her visit, the Scottish Government, NHS Scotland and COSLA have issued a joint statement setting out their shared commitment to integration as leaders in the public sector. They acknowledged that “we need to step up the pace on integrating health and social care”. I am particularly keen to hear about how you think we should be moving forward. Please email me your ideas at hsciangus.tayside@nhs.net.

Communicating and engaging with people who use our services and their carers is particularly important to us and we are about to embark on our fourth series of drop in ‘Continuing the Conversation’ information sessions across Angus. These sessions offer people the chance to talk to a variety of staff and will help shape adult and social care services for the future. This series will focus on palliative and end of life care, older people’s mental health, overnight support, and falls prevention. A wide variety of information will be on display about living well and how people can help themselves to stay healthy and improve their wellbeing. This is an important opportunity for people in Angus to find out about health and social care in their locality and get involved in shaping the future vision and direction of adult health and social care as we develop our new Strategic Commissioning Plan for the next three years.

(Cont.)

(Cont.)

I hope you have all found time to have a look at our new Health and Social Care Partnership website <http://www.angushscp.scot> which was launched in August. The website has been developed primarily to showcase the work that the Angus Integration Joint Board (IJB) delivers and commissions. We will continue to develop the range of information on the website. Our Performance information will be available via an interactive Data Dashboard that we are currently developing. This will be complete and live by 31 October 2018.

As you will know, this year Christmas Day falls on a Tuesday. We want to avoid creating two consecutive 5 day weekends and we need your support to ensure we maintain the level of care and support that people expect on Monday 24 December and Monday 31 December. Your support with this will be appreciated.

I hope you enjoy reading the October edition of the Newsletter. If you have any ideas for the Christmas edition, please forward these to hsci Angus.tayside@nhs.net. We have a lot to be proud of, and need to spread the word.

Vicky Irons

CONTENTS

★	Welcome from Vicky Irons, Chief Officer	page 1
★	News from the Localities	
	• North East	page 3
	• North West	page 3
	• South West	page 4
	• South East	page 5
★	Inspectors' praise for Rowan and Willow Units at Stracathro	page 6
★	NHS Inform ask for feedback from Angus	page 6
★	New role to improve palliative and end of life care in Angus	page 7
★	Cognitive Stimulation Therapy in Day Care	page 7
★	Carers (Scotland) Act 2016 – Supporting Carers	page 8
★	Self-directed Support Service	page 9
★	Angus Care Model – October 'Continuing the Conversation' events	page 10
★	Prepare for Winter – get your Flu jab!	page 11
★	Call blocking equipment success	page 12
★	Volunteer Transport	page 12

News from the North East Locality

The following was discussed at the last Locality Improvement Group meeting:

- ★ **Mental Health and Wellbeing Nurse Service.** Very well received in North East Locality but there is a bigger need. Plan quantifying unmet need with agreed Read Code. No further action as increased provision via New GP contract planned.
- ★ **Brechin MSK service.** Plan quantifying unmet need in Brechin and need in other practices. Read Code agreed. No further action as increased provision via New GP contract planned.
- ★ **IIC Beds.** Meeting with the decision makers led to long awaited clarity. The contract is currently being reviewed.
- ★ **Participatory Budgeting.** In October 2018, Edzell & The Glens will hold a Participatory Budgeting event. A final evaluation of the Montrose Participatory Budgeting project will be concluded in March 2019.
- ★ **SAS Pilot approved.** Integration of ambulance service in acute unscheduled care in General Practice.

Marc Jacobs, Chair, North East Locality Improvement Group

News from the North West Locality

Feedback from the last Locality Improvement Group meeting:

This was an interesting meeting which was very well attended. All members now have names on desks so improving clarity of who is who.

A talk on **suicide awareness** was given by Susan Duncan which provoked a lengthy discussion re:

- New national guidelines and how these can be implemented locally;
- The current app and how this can be improved upon;
- How to improve training and where to target this e.g. schools, young adult groups.

Continuing the conversation event –

Upcoming event in our locality in Kirriemuir Town Hall on 18 October 2018

- Information to include mental health, ACP, prescribing, OT integration, pain service and ECS.

James Shaw, Chair, North West Locality Improvement Group

News from the South West Locality

Topics discussed at the last Locality Improvement Group meeting included:

- ★ Penumbra level 1 mental health support working extremely well in SW.
- ★ Monifieth Integrated Care. Staff development days continue to be delivered and undertaken by Healthcare district nursing and social care teams. Next stage is to combine these days in order to facilitate as smooth a transition as possible. Delay to start date. Now planned for 15th October 2018
- ★ We continue for support to our under 16 years populations with the introduction of Parent to Parent support groups in each practice. This will provide Mental Health support to both children under 16 and under and to their families within the South West locality.
- ★ We continue to build plans to ensure our populations are fully cared for in terms of in-house provision of many of the proposed changes in nursing service provision. We look less to the Care and Treatment Services (C&TS) model in the SW and will be more aligned to in-house provision, with only certain elements being transferred to the C&TS.

General update

The group continues to meet frequently. It has proven especially beneficial in that both practice managers are now part of the SW GP cluster team. This provides an insight into clinical matters, ideas and aspirations and how these may be best supported. We have planned development afternoon on 25 September 2018 which will look to provide an inclusive platform for ideas and set our priorities in the short to medium term. We await the distribution of the Angus Strategic Plan in order to ensure our future direction supports this.

Gail Forrest has unfortunately been on long-term sickness absence and we wish her well. Both core and reference groups are currently looking at their part of the current LIP to update and inform. Our priorities will also shift focus from that of the current plan as we transition through to planning 2019-21.

We are making real progress in terms of specific in-practice support, all of which chimes with the tenets of the new GP contract. Penumbra as mentioned, are having a real impact in shifting low-level mental health contact away from GPs. Clearly, there is still contact in terms of in-house referral, but the greater proportion of these initial contacts are now made directly to Penumbra; this is true in both practices.

The 'Do you Need to Talk' service has been expanded to cover two days in practices; such has been the demand for this much sought after resource. It continues to run in both Monifieth and Carnoustie High schools.

Our VAA link worker, Clive Goldstraw continues to provide excellent support to both populations and has been particularly effective in bringing together various elements of social prescribing. In short, he is key to co-ordinating and overseeing many of our in-house initiatives.

The plans for Monifieth Integrated Care (Neighbourhood Care) are forming well. Infrastructure and accommodation works are now complete, with WIFI and electrical works on-going. Furniture is due to arrive Friday 7th September.

Eric Blyth, Chair, South West Locality Improvement Group

News from the South East Locality

Structure of group

The South East group have recently appointed a new vice chair - Elaine Summers.

Over the last two meetings the South East Locality Improvement Group has revised the structure of its meetings which appears to have generated an increase in contributions from group members. Meetings now have two distinct parts including business including updates and presentations from partners followed by workshops around priorities.

The focus of the last two workshops has been to identify emerging priorities over the last year and to develop proposals. These proposals will either run as 6 month tests of change or carry forward to 18/19 if seen to align to priorities for that year.

Work is also underway to also develop workshops to evaluate the last year and to set priorities for the coming year. These workshops will take us to April 2019.

A further workshop was carried out around Suicide Awareness through Susan Duncan. Some emerging actions include wider upskilling of staff across all sectors.

New Proposals for tests of change

Communications – This involves the appointment of a Link Worker who would support people to access reliable information related to health (via NHS Inform) and existing community resources in the area. By providing easy access to information and guidance which can alleviate issues such as loneliness and isolation, attendance at GP practices related to these issues should reduce. Practical help will also be available to those who may struggle to access information online, empowering people to gain the tools they need to manage their own health

Advanced Care Planning - To ensure we meet this target along with the National health and wellbeing care outcomes we would like to recruit a band 6 practitioner who is focused on the ethos of Advance Care Planning, inclusive of Anticipatory Care Planning, DNACPR, Power of Attorney and Adult with Incapacity certificates. The practitioner would be involved in creating a robust infrastructure to support the change of culture required to support best practice around anticipatory care planning in order to optimize the care and quality of life of the residents, while respecting their wishes. This work would build on the current test of change in Angus.

Existing tests of change update

The Arbroath Healthy Living Initiative is underway with the launch of the pop up community café in Strathairlie and a range of community based activities supporting health, wellbeing and independence. Activities have included exercise groups, healthy eating classes, welfare rights sessions, mental health support sessions and family learning activities. All sessions have been well attended so far but there is ongoing work to promote the initiative to partners and communities in Arbroath.

Jennifer Miller, Chair, South East Locality Improvement Group

Inspectors' praise for Willow and Rowan Units at Stracathro



Angus HSCP has welcomed the Mental Welfare Commission for Scotland's report on the Rowan and Willow Psychiatry of Old Age units at Stracathro Hospital.

The Rowan Unit is a mixed-sex ward with 15 beds providing admission, assessment and treatment for older people with functional mental health problems. Willow Unit is also mixed-sex and has 12 beds for people with dementia, as well as providing short-term and intermediate care for people with dementia who exhibit agitated or distressed behaviour.

The Commission visited in May and spoke to staff, patients and family members.

Inspectors said patients were positive about the wards, and relatives also spoke highly about provision, saying they felt staff kept them well informed about the care and treatment provided.

The report concluded that the physical environment in the wards is good, with all accommodation in both units in single en-suite rooms.

Consultant old age psychiatrist Cesar Rodriguez, associate medical director at NHS Tayside, said: "I am delighted that the Mental Welfare Commission for Scotland's visit was followed by such an extremely positive and reassuring report. This is indeed a true reflection of the high standards of care received by the patients admitted to these specialist units. The other specialist dementia ward in Angus – Prosen Unit at Whitehills Health & Community Care Centre - obtained an equally positive report earlier this year; recognising the good practice in all psychiatry of old age inpatient areas in Angus."

Congratulations to all concerned.

NHS Inform ask for feedback from Angus

NHS inform is Scotland's national health information service. It aims to provide the people in Scotland with accurate and relevant information to help them make informed decisions about their own health and the health of the people they care for.



NHS Inform are developing a Living Well section which will be specifically related to long term conditions. On 26 June 2018 representatives from the Angus Long Term Conditions Self Management Group were invited to receive a preview this development in order to provide opinion and feedback.

Rhona Guild, Long Term Conditions Lead said "NHS Inform approached us on the recommendation of the Alliance who are very familiar with our self management approaches locally, to ask if we would act as a reference forum for the development of the Living Well section of the website. We had a good turnout with public members representing a number of disease specific groups - including COPD (chronic obstructive pulmonary disease), Stroke, MS (multiple sclerosis) and cardiac, as well as representation from Voluntary Action Angus and social prescribing. This is the first of what we anticipate will be an ongoing collaboration to enable our local voices to support the development of national resources such as NHS Inform, and I think an indication of the national respect for Angus and our population."

New role to improve palliative and end of life care in Angus



Angus Health and Social Care Partnership (HSCP) has appointed Elaine Colville to a new senior nurse role to develop and strengthen adult palliative and end of life care across Angus.

Angus is one of the first HSCPs in Scotland to develop a strategy for palliative and end of life care for adults. Elaine, who has 24 years of palliative care experience, will work alongside staff in community hospitals and care homes to improve the care delivered to people, in addition to working on strategy development. The strategy for palliative and end of life care for adults will include all areas where people are cared for and supported.

Elaine said, "I will be listening to and gathering the views of people's experiences of palliative and end of life care. I am keen to hear about what is done well and what we can do better. We need to ensure the strategy is future-focused and deliverable."

Gail Smith, Head of Community Health & Care Services (North Angus), said, "The Angus HSCP is very appreciative to Forfar-based charity Lippen Care for providing funding for this important post. A major element of Elaine's role is the provision of education, both formal and informal, to the multi-professional and multi-agency team. We are delighted to welcome Elaine to the team."

Cognitive Stimulation Therapy in Day Care

Over the past 12 months 3 Angus Day Care Centres have introduced a programme of Cognitive Stimulation Therapy sessions for people who attend the centres. CST is an evidence based treatment for people with mild to moderate dementia, developed by Spector et al. (2006) and recommended by The National Institute for Health and Care Excellence (NICE) guidance.

Pictured right: Kirriemuir CST Group Members



With support from local Older People Community Mental Health Team and Psychology staff, groups have been formed at Dalhousie Centre in Brechin, Kirriemuir Day Care and The Adam Centre in Montrose. Staff at the centres have been running groups on a weekly basis. The groups are made up of a regular cohort of attendees for the set number of sessions of each group.

Attendees have commented that they enjoyed the socialising and "the laughs". People also felt that groups had wider significance stating that it gave "a chance to hear my voice" and "it has helped to use my brain more"

Staff have found the groups have added to the quality of service they offer and welcomed the opportunity to work in a collaborative way with colleagues in the Community Mental Health Older People Team and Psychology service.

Carers (Scotland) Act 2016 – Supporting Carers

The Carers (Scotland) Act 2016 took effect on April 1st 2018 and will ensure better and more consistent support for carers so that they can continue to care, if they so wish, in better health and to have a life alongside their caring role.

The Scottish Government have published a Carers' charter which sets out the rights of carers in or under the Act. This gives a really clear summary of what is included in the legislation:
<https://beta.gov.scot/publications/carers-charter/>

What's happening in Angus?

The implementation of the legislation is being co-ordinated in Angus by the Carer Planning & Development Group (CPDG) chaired by Jerry Forteach, Programme Manager, Angus Health and Social Care Partnership.

From 1 September 2018 to 31 March 2019 this group is monitoring the implementation of the new Adult Carer Support Plan which now replaces the Carers Assessment was used by staff in Adult Services Teams and the Carer Information & Support Plan used by staff at Angus Carers Centre.



After March 2019 the CPDG will then consider how the use of the Adult Carers Support Plan, which is the 'gateway' to families getting support for their unpaid caring role, can be rolled out for use by other teams within the Health & Social Care Partnership. The CPDG are working on a suite of information to keep you up to date with progress in Angus. Look out for further briefings through your AHSCP networks.

Q. Do you support a family member to look after a patient or service user who could not otherwise care for themselves?

If you answered yes to this question then you may want to find out more your responsibilities under the Act which will ensure carers are identified as early as possible and are offered support at an appropriate time. Lesley Simpson from Angus Carers Centre can attend your team meeting to tell you more about the new legislation. If you would like Lesley to attend your team meeting please contact her at lesley@anguscarerscentre.org.uk or call 01241 439157.

Key facts

From 1 April 2018, the following will apply as a result of the Carers Act taking effect:

Adult Carer Support Plans/Young Carer Statements: Carers have the right to be offered or request an Adult Carer Support Plan (ACSP) or Young Carer Statement (YCS), setting out their personal outcomes and identified needs.

Information and advice: Local authorities are required to establish and maintain an information and advice service for carers. They must also publish and keep under review a Short Breaks Services Statement. This statement must be published by 31st December 2018.

Support to carers: Local authorities have a duty to provide support to carers, based on the carer's needs which meet local eligibility criteria. Local authorities also have powers to enable them to provide support to carers who do not meet local eligibility criteria.

Breaks from caring: Local authorities are required to consider whether any support provided should include, or take the form of, a break from caring. They must also have regard to the desirability of breaks being provided on a planned basis.

Hospital discharge: Health boards have a duty to inform the carer and to invite their views before a cared-for person is discharged from hospital. These must be taken into account before the discharge of the cared-for person.

Self-directed Support Service

Independent Advice and Support got a fantastic boost in September when the Self-directed Support Service, part of Dundee Carers Centre, were awarded Scottish Government funding of almost half a million pounds, over the next three years.

Team Manager Meg Marr said: "We are delighted that our bid was successful, and our team have been recognised at a national level for the high-quality resources and support that we have developed over the last six years. This investment will complement the funding we receive from the Health and Social Care Partnership to provide Option 1 support to Personal Assistant Employers. It will also enable us to increase access to Self-directed Support reaching more people who could benefit from information, support and guidance. We worked closely with colleagues from the Health and Social Care Partnership to develop a bid based on identified need, which promotes closer integrated working between our organisations to meet these needs."

Gail Forrest, Senior Planning Officer for Self-directed Support (SDS) said "The Angus Health and Social Care Partnership is delighted that the Self-directed Support Service has been awarded continued funding from the Scottish Government Support in the Right Direction fund to increase access to Self-Directed Support from 2018 to 2021. We have been working collaboratively over many years in Angus and this funding will ensure that this valuable work continues."

The aim of the team is to increase access to Self-directed Support, enabling people to participate fully in the SDS process and provide the following support to Carers & Disabled people;

SDS Advisors

The Self-directed Support (SDS) team work across Dundee & Angus and can help individuals to direct their own support and work towards;

- Understanding all four options of Self-directed Support
- Finding the right people to support them
- Budgeting, paperwork and other responsibilities
- Keeping up-to-date with all employment related legislation and regulation

We will then continue to support as and when required – whether it's making adjustments to employment contracts or supporting employers to resolve work related issues.

Learning & Development

Our Learning & Development worker can provide training on:

- Becoming a PA employer
- Understanding their duties and responsibilities
- Empowering individuals to make the most of the employer / employee relationship.

They will provide support to work through the Employers Self-Assessment checklist and identify opportunities to develop skills including access to a range of accredited training, which meets individuals' needs and lifestyle.

Finance team

- 1:1 support to manage payroll for employees
- Holding bank accounts and making payments related to support under the Third-Party Money Management scheme
- Advising on the operation of pensions and money management
- Financial monitoring relating to support for the Health & Social Care Partnership

If you would like to know more about Self-directed Support and the range of support available, please contact:

Self-directed Support Service (Dundee & Angus), Dundee Carers Centre – Seagate House,
132-134 Seagate, Dundee, DD1 2HB.

Tel No.: 01382 200422

Email: sds@dundeecarerscentre.org.uk

Website: www.directpayments.org

Angus Care Model

Building sustainable, safe and effective care for the future



Continuing the conversation

Monday 15 October 2018
4pm to 6pm
Birkhill Millennium Hall

Wednesday 17 October 2018
4pm to 6pm
Links Health Centre, Montrose

Thursday 18 October
2018
4pm to 6pm
Kirriemuir Town Hall

Monday 22 October 2018
4pm to 6pm
Monifieth Burgh Chamber
(within Monifieth Library)

Tuesday 23 October 2018
4pm to 6pm
Angus Carers Centre, Arbroath

Come along and talk to staff at our drop in sessions.
Get involved in shaping the future model of care in Angus.

Conversation topics include:

Palliative Care
and End of Life

Living well

Prescribing matters

Falls prevention

Older people's
mental health

What's new in your
locality?

Prepare for Winter



They're here! Flu jabs have made their way back ready to protect you from catching this year's strain of the flu virus.

Take a look at our clinic timetable and make sure you go along and get your jab done. You need the vaccine every year. If you were vaccinated last year, you joined the fight against flu and took an extra step towards excellent care to the people we support. Please do the same again this year, as you won't be protected against the new strains of flu that are circulating.

Angus HSCP Staff flu vaccination clinics

Date	Time	Venue
10/10/18	2-4pm	Abbey Health Centre, Arbroath
11/10/18	9am-noon	Stracathro, B Block, Outpatient Department
12/10/18	10am-noon	Susan Carnegie Centre, Stracathro
12/10/18	2-4pm	Links Health Centre, Montrose
18/10/18	9am-noon	Stracathro Day Hospital, A Block
22/10/18	10am-noon	Whitehills H&CCC, Outpatient Department, Forfar
23/10/18	9am-noon	Strathmartine – Clozapine Clinic Room
24/10/18	2-4pm	Susan Carnegie Centre, Stracathro
24/10/18	4-6pm	Whitehills H&CCC, Outpatient Department, Forfar
30/10/18	10am-noon	Links Health Centre, Montrose
30/10/18	2-4pm	Whitehills H&CCC, Outpatient Department, Forfar
31/08/18	2-4pm	Arbroath Infirmary Outpatient Department
31/08/18	4.30-6.30pm	Arbroath Infirmary Outpatient Department
02/11/18	10am-noon	Angus House, Orchardbank, Forfar
05/11/18	2-4pm	Angus House, Orchardbank, Forfar
08/11/18	9am-noon	Stracathro, B Block, Outpatient Department
13/11/18	10am-noon	Angus House, Orchardbank, Forfar
13/11/18	10am-noon	Arbroath Infirmary, Outpatient Department
16/11/18	2-4pm	Angus House, Orchardbank, Forfar

Call blocking equipment success

Blocking equipment installed on phones belonging to older and more vulnerable Angus residents has prevented 81,643 nuisance calls from getting through.

Angus Council installed 154 trueCall units free of charge to phones since 2013, with the aim of preventing scam calls from reaching their intended targets.



Feedback has been overwhelmingly positive, with families saying it has allowed elderly relatives to live in their own homes for longer, reduced their fear of cold calls and improved their quality of life.

It is estimated that the project has prevented **almost 100,000 scams** and made estimated savings of **£327,793** in Angus. When savings to households, NHS and Health & Social Care costs is taken into consideration, the council said the call blockers will deliver a saving of £1,518,531 during their five year lifespan, against an outlay of £23,870.

In 2016, Angus Health & Social Care Partnership received funding from the Scottish Government Technology Enabled Care Programme to purchase an additional 160 trueCall units.

Mark Hodgkinson, adult protection and review officer for Angus Health & Social Care Partnership, said: "The scale of the problem with scammers is massive. We're proud of what we have done locally. Angus Council is still the only local authority in Scotland to have a formal policy on financial harm. The savings made by the installation of the trueCall devices represent a very clear indication of our determination to do all we can to protect people from this persisting menace."

This is an excellent example of joint working between Trading Standards and our Partnerships' Enablement & Response Team staff to promote and install call blockers to prevent scam and nuisance calls to vulnerable service users.

Volunteer Transport



At the request of Voluntary Action Angus, Angus Health and Social Care Partnership have agreed to oversee the organisation and management of volunteer transport from October 2018.

We wish to provide reassurance that people who meet the required criteria for this service will continue to receive this support. We are very grateful for the significant effort made by volunteers who play a major part in building an Angus that actively cares.

GET IN TOUCH

The aim of this newsletter is to provide you with an update on what's going on in health and social care, share developments and bring you stories that show how it all fits together. We welcome your feedback on anything covered in this issue and suggestions for future issues.

All contributions are welcomed. The deadline for articles for the next edition is 30 November 2018 and these should be emailed to hsciangus.tayside@nhs.net.

Thank you!