



Joint Inspection of Adult Services. Physical Disabilities, Long Term Conditions and Carers.

Report by: Nick Clater, Head of Service, Health and Social Care

Report for Noting

1 Recommendations

Cabinet is requested to

1. To note the outcome of the inspection for Adult Services with a specific focus on people with Physical Disabilities, Long Term Conditions and their Unpaid Carers.

2 Purpose of Report/Executive Summary

This report advises of

1. The outcome of the strategic inspection
2. The recommendations that will be included within the improvement plan.

Date: 30/11/23

Report Contact: Nick Clater

3 Background

3.1 Inspection

The joint inspection of adult services with a focus on integration and outcomes for people with physical disabilities, long term conditions and their carers commenced in May of this year. In July, the partnership submitted our 'Position Statement' which sought to benchmark our activity against the five quality indicators outlined by the Care Inspectorate and Health Improvement Scotland.

- 1- Key performance outcomes
- 2- Experience of people who use our services
- 3- Delivery of key processes
- 4- Strategic planning, policy, quality and improvement
- 5- Leadership and direction

Narrative and evidential documents were provided to support statements relating to how the partnership is evidencing outcomes, commissioning services and developing key processes to support people accessing our services to have positive experiences. In parallel with the partnership's written contribution, the Care Inspectorate and Health Improvement Scotland completed extensive engagement activity with people and their carers and staff from third sector organisations as well as a range of professionals from within the Partnership.

3.2 Grades

The scrutiny activity was concluded with the publication of the final report on 28th November 2023.

The evaluation within the report assessed the Partnership as being 'Good' (Grade 4) for all 5 indicators we were assessed against.

An evaluation of good applies to performance where there is a number of important strengths which, taken together, clearly outweigh areas for improvement. The strengths will have a significant positive impact on people's experiences and outcomes. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Extract from Care Inspectorate guidance.

The Inspection report noted strengths in the following areas:

- Most people with physical disabilities and complex needs had positive experiences of integrated and person-centred health and social care, which supported an improved quality of life.

- There was a positive and effective approach to early intervention and prevention support. This was prioritised across the workforce and made a demonstrably positive impact on peoples' outcomes.
- The partnership had embarked on a whole systems approach to embedding a strengths-based outcomes approach to planning, delivery, and evaluation of its services. This included the introduction of a single system to support monitoring and evaluating how outcomes were being met across all services.
- The partnership had a culture of integration which was evidenced through a number of integrated teams, services and decision-making processes.
- Having shared access to health and social care records contributed to positive outcomes for people. Not all staff in all teams had shared access to records. The partnership should find ways to widen access where possible.

It is noted that the report is broadly very positive, and appreciation is due to all staff and third sector colleagues who contributed to the inspection activity.

3.2 Areas for Improvement

The report identifies 4 main areas where improvements should be made:

- The partnership should continue to address support for carers, as their experiences were less positive than those of people receiving care and support.
- The partnership should make sure that it has an integrated approach to providing information and advice, so that people can make informed choices about their support, care, and treatment.
- The partnership should ensure that staff are supported to be more confident in their knowledge of and in applying self-directed support so people receiving support can be clearer about their rights and choices.
- The partnership should build on their strong relationships with providers in developing sustainable solutions to providing care.

An improvement plan will be developed with guidance from the Partnership's link inspector within the Care Inspectorate. This will then be monitored and reviewed throughout 2024.

4 Report Implications (Resource, Digital and Risk)

4.1 Resource

There are no direct resource requirements arising from the inspection.

4.2 Digital

There are no digital implications related to this paper.

4.3 Risk

There is a reputation risk to Midlothian Health and Social Care Partnership should identified improvements not be progressed.

4.4 Ensuring Equalities (if required a separate IIA must be completed)

All relevant IIAs sit within service.

4.4 Additional Report Implications

There are no additional report implications at present.

Appendices

Appendix A – Additional Report Implications

Appendix B – Background information/Links

APPENDIX A – Report Implications

A.1 Key Priorities within the Single Midlothian Plan

A.2 Key Drivers for Change

Key drivers addressed in this report:

- Holistic Working
- Hub and Spoke
- Modern
- Sustainable
- Transformational
- Preventative
- Asset-based
- Continuous Improvement
- One size fits one
- None of the above

A.3 Key Delivery Streams

Key delivery streams addressed in this report:

- One Council Working with you, for you
- Preventative and Sustainable
- Efficient and Modern
- Innovative and Ambitious
- None of the above

A.4 Delivering Best Value

The report does not directly impact on Delivering Best Value

A.5 Involving Communities and Other Stakeholders

A full engagement strategy was carried out by the Care Inspectorate and Health Improvement Scotland in order to undertake their scrutiny activity.

Any improvements that require relevant consultation with service users, family members and carers will be undertaken by the relevant service.

A.6 Impact on Performance and Outcomes

The attached inspection report highlights several areas within the partnership where strength-based outcomes are the focus in service planning, delivery and evaluation. Any recommendations and areas for improvement will, once

addressed further improve the performance and the outcomes of people using the service.

A.7 Adopting a Preventative Approach

Not applicable

A.8 Supporting Sustainable Development

Not applicable

APPENDIX B

Inspection Report