

Midlothian Integration Joint Board



Thursday 9 December 2021, 2.00pm

Chief Officer Report

Item number: 5.2

Executive summary

The paper sets out the key service pressures and service developments happening across Midlothian IJB over the previous month and looks ahead to the following 8 weeks.

Board members are asked to:

- *Note the issues and updates raised in the report*

Chief Officer Report

1 Purpose

- 1.1 The paper sets out the key service pressures and service developments happening across Midlothian IJB over the previous month and looks ahead to the following 8 weeks.

2 Recommendations

- 2.1 As a result of this report Members are asked to:
- Note the updates highlighted by the HSCP Senior management team within the report.

3 Background and main report

3.1 Chief Officer

The Health and Social care system remains under pressure. Workforce capacity, impacted by covid and general absence, continues to be an issue across all services. Demand on Emergency departments also remains high. Winter planning/delivery is well under way and embedded into operational service delivery.

Mairi Simpson and Jamie Megaw have been successful in securing new posts within Lothian. Both have been with Midlothian for a considerable time and have contributed to many of the local successes Midlothian HSCP has achieved. Both will be sorely missed, and I would like to thank them for their commitment and support, both personally, and to the wider service. I wish them every success in their new posts. Recruitment is underway to replace these posts.

Welcome to Hannah Cairns, who is our new Chief AHP (Allied Health Professions). Hannah joins the HSCP team from Edinburgh HSCP, where she has managed integrated teams, and carried a significant general management portfolio.

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3.2 Head of Adult Services

Community Justice

The Covid-19 pandemic has challenged all services including Justice Social Work and Community Justice. Adapting service delivery within the context of limited face-to-face contact has impacted on both service users and staff. Use of technology has been at the forefront of service delivery to provide consistency of contact giving some predictability in the pandemic. In line with 'Connecting Scotland', funding was sourced to ensure that digital poverty was addressed via the use of tablets and smart phones as well as data of which 400 top ups were provided. Continuation of the No.11 Allocations Service has been hugely beneficial to those individuals who were liberated from Scottish Prison Service establishments as part of the early release programme. Data gathered since the inception in

2019 of the No 11 Allocations Service shows that every individual liberated from HMP to Midlothian has an offer of suitable accommodation, voluntary support through Change Grow Live and if necessary, substance misuse support.

Addressing employability during the pandemic became a greater need particularly for those within Midlothian communities who were involved with the justice system. Training sessions were delivered to staff in conjunction with Recruit with Conviction, a project that promotes safe, suitable and sustainable employment for people with convictions. This was to ensure frontline workers understood the legislative changes within the Management of Offenders Act (Scotland) Act 2019, which came into force on 30 November 2020.

The partnership continues to monitor actions within Community Justice Outcome Improvement Plan 2020-2023. Relaying the importance of Community Justice and increasing awareness is embedded throughout the actions within the plan. To aid this, Midlothian's Community Justice Toolkit has been developed. This is now a compulsory learning module for all Midlothian Council Staff and will be available for partnership agencies and for young people in Midlothian's High schools.

Wellbeing

Midlothian HSCP recruited a Wellbeing Lead in September 2021 to develop and take forward the wellbeing programme for staff working within the HSCP. Since coming into post the Wellbeing lead has been exploring and focussing on a range of forums with the aim of meeting some of the immediate wellbeing areas of need across the HSCP over the winter period. These include:-

- The development of Peer Supervision group-based support (trial sites Care at Home), followed by extension to MCH (Midlothian Community Hospital) and residential homes with the support of trained peer support staff.
- Supporting the creation of wellbeing spaces in MCH and Highbank Intermediate Care facility – this was highlighted by staff at both facilities as lacking for staff at present.
- Mapping wellbeing areas for access to rest spaces and meal preparation – on the back of the engagement the wellbeing lead has undertaken with teams this is an emerging theme.
- Communication - scoping and revision of the Staff Wellbeing Update. The wellbeing lead is liaising with the communications team to ascertain preferred methods of communication with staff for the dissemination of information on wellbeing.
- Trail the 4 week wellbeing programme created by Newbyres Care Home (if appropriate) within other areas with support from the Learning & Development team. This 4 week programme is based on the Thistle Foundation House of Care model and has been working well at Newbyres.
- Prioritising the Scottish Government funding for wellbeing across other staff teams including Primary Care) - reviewed the bids submitted from service leads and prioritised funding where they meet the criteria of supporting teams who are affected by work inequalities and highest demand to improve staff wellbeing.
- An action plan is currently being developed to capture the current and intended actions over the next 12 months.

The East Lothian and Midlothian Public Protection Committee (EMPPC)

The East Lothian and Midlothian Public Protection Committee (EMPPC) is the local strategic partnership responsible for the overview of policy and practice in relation to Adult Protection, Child Protection, Offender Management and Violence Against Women and Girls. The primary aim of the Committee is to provide leadership and strategic oversight of Public Protection activity and performance across East Lothian and Midlothian. It discharges its functions through four sub-groups. Every group meets quarterly and has representation from partner agencies, including Police, NHS, Health and Social Care Partnership, Council services (such as Housing, Children's Services, Learning and Development), Scottish Fire and Rescue Service, Third Sector.

The EMPPC annual report was approved by the Chief Strategic Oversight Group in October 2021. It covers the period April 2020 to March 2021 and provides an overview of the Committee's response to the COVID pandemic, and adaptation of services, to ensure that vulnerable children and adults at risk of harm and in need of protection continued to receive supports and intervention.

[EMPPC Annual Report 2020-21](#)

Midlothian and East Lothian Drug and Alcohol Partnership (MELDAP)

MELDAP, the Midlothian Substance Use Service and third sector colleagues, are preparing a proposal for Scottish Government for staffing resource to ensure the delivery of national Medication Assisted Treatment Standards (MAT).

This proposal will include Nurse Practitioner Non-Medical Prescribers, third Sector Peer and Substance Use Workers and management support. If successful, these staff will lead the delivery of specific treatment standards including:-

- Standard 1 - All people accessing services have the option to start MAT from the same day of presentation.
- Standard 2 - All people are supported to make an informed choice on what medication to use for MAT and the appropriate dose.
- Standards 3 - All people at high risk of drug- related harm are proactively identified and offered support to commence, re-commence or continue MAT.
- Standard 4 - All people are offered evidence-based harm reduction at the point of MAT delivery.
- Standard 5 - All people will receive support to remain in treatment as long as requested.
- Along with other treatment, psycho-social support and recovery services, MLHSCP/MELDAP will also assist to further develop the delivery of the following treatment standards
- Standard 6. The system that provides MAT is psychologically and trauma informed (Tier 1); routinely delivers evidence based low intensity psychosocial interventions (Tier 2); and supports the development of social networks.
- Standard 7. All people have the option of MAT shared with Primary Care.
- Standard 8. All people have access to advocacy and support for housing, welfare and income needs.
- Standard 9. All people with co-occurring drug use and mental health difficulties can receive mental health care at the point of MAT delivery
- Standard 10. All people receive trauma informed care

The MELDAP Midlothian Core Delivery Group met to discuss final investment recommendations to the MELDAP Strategic Group. These will be presented at the meeting of the MELDAP Strategic Group on 6th December 2021 for final decision making.

Recommendations include proposed expenditure against new monies provided by Scottish Government in areas such as Assertive Outreach provision, Out of Hours support and provision of Navigators based at RIE.

Nick Clater, Head of Adult Services – nick.clater@midlothian.gov.uk

3.3 **Nursing**

Health Visiting

A recruitment process has been progressed for a Clinical Nurse Manager to lead the Health Visiting Service and the 0-5yrs Immunisations Team. A preferred candidate has been identified and plans are being made for them to come into post early in the New Year. More details will be shared once pre-employment checks have been completed.

The Health Visiting teams continue to deliver a universal service to support parents, promote the health and wellbeing of children, and to undertake targeted work to address health inequalities. Work continues to nurture collaboration and supportive relationships with colleagues across health, social work, early years services and third sector organisations, with the aim of delivering seamless and integrated approaches when working with Midlothian's most vulnerable children. Health Visitors are participating in Good Conversations training, programmes to improve skills in supporting mental health (The Solihull Model) and in promoting the healthy weight programme. We are planning for 4 of our experienced Health Visitors to undertake a programme at Queen Margaret University to become Practice Assessors. Undertaking this qualification will increase the number of practice placements we can provide for qualified nurses who are training to be Health Visitors. Providing placements supports workforce planning and promotes Midlothian as good place to practice as a Health Visitor.

0-5 Immunisations

The 0-5 years Immunisations team has continued to deliver the schedule of routine childhood vaccinations. Since September, the team has also been delivering nasal flu immunisations from a range of local venues, including weekend clinics. Uptake to the 19th November was 69.5% which is a significant improvement from the 57% achieved in the flu campaign in 2020. There are still a number of scheduled clinics to take place, so the final figure will be higher. The use of social media to promote awareness has proved very successful in encouraging parents and carers to bring children to have their flu vaccine and has created opportunities to discuss other issues with the team on duty.

ACENS - Adults with Exceptional and Complex Needs

This service is a Lothian wide service hosted by Midlothian, and demand continues to grow. A number of new staff have been recruited recently and are completing their induction. The nature of the work provides limited opportunities for the team to get together face to face, and the team continue to use technology to keep in touch and provide each other with support when on shift in a number of different locations. Quality improvement projects are being undertaken to improve person centred care planning, safety checks, equipment ordering and infection control awareness. The team are planning to provide more learning opportunities for student nurses who will have the opportunity to participate in the delivery of complex care in people's own homes.

Fiona Stratton, Chief Nurse – Fiona.stratton@nhslothian.scot.nhs.uk

3.4 Vaccinations

Since the Autumn flu and COVID Booster programme commenced at the end of September over 30,000 residents have received a flu vaccination and 25,500 residents have received a COVID Booster Vaccination. Uptake is good with 74% of people over 70 receiving a Booster already with more scheduled during the last week of November. The Flu vaccination uptake in people over 70 is now over 85%. The HSCP has taken over the flu vaccination programme from General Practices and has run clinics for adults from three locations. This has meant that people have had to travel further to access a vaccination and the HSCP has monitored uptake across communities to assess the model and there is minimal variation between practice populations (between 83% and 88% uptake in the people over 70 between practices).

Midlothian HSCP is currently vaccinating almost 1000 people per day. Online booking is now available for anyone over the age of 40 to book an appointment and for people aged 16 or 17 to book their 2nd COVID Vaccination. The housebound vaccination programme will be finished by the 10th December. The Care Home vaccination programme has been completed.

Jamie Megaw, Strategic Programme Manager – Jamie.megaw@nhslothian.scot.nhs.uk

3.5 Head of Older people and Primary care

District Nursing

Demand for our District Nursing service has increased year on year. This has prompted a need to review the leadership, structure and capacity within the team. Funding has been recently agreed to introduce 4 Team Lead roles to District Nursing. Work is also underway to streamline access to the service via the single point of access, thereby improving the patient journey and facilitating better collaborative working across all our community services.

GP Advance Physiotherapy Practitioners (APP)

GP App service is available in all 12 GP practices with convincing evidence to suggest the service has improved the patient experience, improved GP capacity, reduced referrals to secondary care, reduced inappropriate MRI requests and has consistently high levels of staff and patient satisfaction. All clinics offer appointments within 48 hours.

Musculoskeletal Physiotherapy (MSK)

Waits remain higher than is desirable following restriction to service delivery relating to the pandemic. The team are looking at options to increase capacity. They are also exploring options for starting student led evening MSK clinics in collaboration with Queen Margaret University..

Intermediate Care

All teams are working collaboratively to reduce inappropriate admissions to hospital for Midlothian residents, reduce length of stay where safe and appropriate, facilitate earlier appropriate discharge, and reduce unnecessary delay using Home First principles. Robust data to support the investment in the team is having the intended impact. Continued focus on re-ablement and rehabilitation within the community has also enabled the teams to prevent crisis, reduce Emergency Department attendances, develop new pathways and reduce demand for packages of care. This team is contributing significantly to the continued management of delayed discharges in Midlothian and helped us to maintain our position through a challenging time.

Care at Home

Care at Home services nationally have experienced significant difficulties maintaining service delivery due to staffing pressures. Midlothian HSCP care at home services and external provider partners have also felt this pressure around service delivery, particularly across September and early October. Letters were issued to all service users to reassure that any impact on care provision would be discussed directly with them if service delivery were to be disrupted due to shortage of available resource. Staff recruitment has continued to be a focus and we have seen a slight increase in applications as we came into autumn/winter.

Care Homes

The care inspectorate undertook an inspection recently within Newbyres Care Home, with the following indicative gradings were indicated in the draft report:

- How well we support peoples wellbeing:

people experience compassion, dignity and respect	grade 4
people get the most out of life	grade 4
peoples health benefits from their care and support	grade 3
- How good is our care and support during Covid 19:

Infection control practice support a safe environment for people experiencing care & staff	grade 4
staffing arrangements are responsive to the changing needs of people experiencing care	grade 4

A full report will follow in relation to the final care inspectorate report at future IJB meeting.

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3.6 Public Health & Strategic Planning

Midlothian IJB Strategic Plan 2022-25

Work continues to progress on the IJB Strategic Plan 2022-25 and the corresponding Joint Needs Assessment. Workshops for IJB and Strategic Planning Group members took place in October. A revised timeframe for the plan was approved by IJB members at the workshop on 11th November 2021. Strategic Planning Group members from third sector organisations reported that they had felt involved in the development of the Midlothian IJB Strategic Plan 2022-25.

IJB Scheme of Integration

NHS Lothian has restarted work to review and update the integration scheme. The original scheme was approved in 2015 but was revised in 2019 to incorporate new responsibilities arising from the Carers (Scotland) Act 2016 and associated regulations. The Scheme should have been reviewed in 2020 but this was delayed due to the pandemic. NHS Lothian officials have made contact with counterparts in Midlothian Council as both parties have responsibility for this task.

Midway

Midlothian HSCP is supporting staff to adopt 'The Midway' as an approach – where staff are facilitators, not fixers, shift power to the person, understand trauma and recognise inequality. The Senior Management Team of the HSCP undertook Good Conversations training in November to reinforce their support for, and understanding of, the approach.

The Management Team training focused on:

- Adopting a Good Conversation approach to staff supervision
- Supporting teams to change processes to better prepare and empower people for appointments/services

In October 2021 the Scottish Government announced an allocation of £1.6m funding in 2021-22 to support the implementation of the National Trauma Training Programme and trauma-informed practice. This will support the sustainability of the Midlothian Trauma Pilot.

Drug Related Deaths Funding application

A collaborative bid to the Corra Foundation was submitted for a Digital Harm Reduction pilot in Midlothian Council's two high support temporary accommodations. It would involve peer support and the use of technology to build on existing practices and to provide an early welfare warning to support the detection of possible overdose.

This proposal is aligned to MAT Standard 3- All people at high risk of drug-related harm are proactively identified and offered support to commence or continue treatment.

The bid included Midlothian HSCP, Midlothian Council (housing and homelessness services), MELDAP (Midlothian and East Lothian Alcohol and Drug Partnership) and With You (third sector organisation providing temporary accommodation support).

Health Inclusion Team (HIT) and Detect Cancer Early

The Health Inclusion Team nurses are participating in a pilot programme led by Public Health to detect head and neck cancers. Head and neck cancers are a priority tumour group because of high rates of late diagnosis, as well as a strong link between lifestyle and risk of developing head and neck cancer.

The HIT nurses will invite people they already meet with to engage and will offer a brief intervention conversation if they are:

- an individual with a history of substance misuse, homeless, and severe mental health with either or both
 - Excess alcohol intake
 - Smokers (tobacco chewed or smoked)
- South Asian and Indian men with either or both
 - Excess alcohol intake
 - Smokers (tobacco chewed or smoked)

Unpaid Carers

VOCAL – Voice of Carers Across Lothian, has undertaken a survey since 2011 to understand the experiences of unpaid carers, and receive feedback on the services and support it provides. Over 1,200 unpaid carers took part in the 2021 survey, sharing their views and experiences of caring in Edinburgh and Midlothian. (394 respondents lived in Midlothian.)

The findings are being considered by the Midlothian Carer Strategic Group and there are plans to share with a broader stakeholder group in January 2022. A summary of findings and the full Midlothian report are available [here](#). The findings will be discussed by the IJB Strategic Planning Group in 2022.

Midlothian Community Planning Partnership

The annual Community Planning Partnership Conference took place on 22nd and 23rd November 2021. Midlothian Health and Social Care Partnership is one of the 5 themes of the Midlothian Community Plan. The conference focused on people, place, planet and wellbeing. Cllr Muirhead is Chair of the Midlothian Community Planning Partnership.

Mairi Simpson, Integration Manager – mairi.simpson@nhslothian.scot.nhs.uk

4 Policy Implications

- 4.1 The issues outlined in this report relate to the integration of health and social care services and the delivery of policy objectives within the IJBs Strategic Plan.

5 Directions

- 5.1 The report reflects the ongoing work in support of the delivery of the current Directions issued by Midlothian IJB.

6 Equalities Implications

- 6.1 There are no specific equalities issues arising from this update report.

7 Resource Implications

- 7.1 There are no direct resource implications arising from this report.

8 Risk

- 8.1 The key risks associated with the delivery of services and programmes of work are articulated and monitored by managers and, where appropriate, reflected in the risk register.

9 Involving people

- 9.1 There continues to be ongoing engagement and involvement with key stakeholders across the Partnership to support development and delivery of services.

10 Background Papers

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Appendices: