

Midlothian Integration Joint Board



Thursday 13th October 2022, 14.00-16.00

Chief Officer Report

Item number: 5.2

Executive summary

The paper sets out the key strategic updates for Midlothian IJB Board meeting October 2022.

Board members are asked to:

- *Note the content of the report*

Chief Officer Report

1 Purpose

- 1.1 The paper sets out the key strategic updates for Midlothian IJB Board meeting October 2022.

2 Recommendations

- 2.1 As a result of this report Members are asked to:
- Note the content of the report

3 Background and main report

3.1 Chief Officer

System Pressure

System pressure remains across all services. The HSCP continue to work with NHS Lothian to support patient flow and support local care options where appropriate. Access to care home beds remains a local challenge, as well as rehearsed challenges to recruit carers, in line with national workforce challenges. The HSCP care at home service continue to deliver a year-on-year increase in provision of packages of care.

There is significant concern nationally moving into winter this year, which traditionally presents additional demand relating to winter ailments/accidents. The HSCP have developed a full Winter plan, in line with Scottish Government guidance, and will monitor progress through a performance infrastructure across the next 6 months. A fuller brief will be provided in the IJB Assurance paper later on the agenda, with any additional suggestions/feedback from IJB members relating to the winter plan being well received.

IJB Chief Internal Auditor post

Members will be aware that the IJB received support from Midlothian Council for Chief Internal Auditor capacity. This is in line with the current Integration Scheme. This service provision was through a shared service with Scottish Borders Council. Failing to recruit to this post has led to the progression of a similar shared service model with East Lothian Council.

Planning is underway for this to be in place once appropriate governance agreement is in place across both Councils, but it is anticipated to be around December 2022, upon which a specific paper will be presented to the IJB by Midlothian Council.

Morag Barrow, Chief Officer - morag.barrow@nhsllothian.scot.nhs.uk

3.2 Head of Adult Services

HSCP Mental Health and Resilience Service

Midlothian Health and Social Care Partnership launched an innovative new compassionate Mental Health and Resilience Service (MHARS) on 1st August 2022. The purpose of this service is to improve access to care and support for residents of Midlothian who are experiencing crisis and/or distress with their mental health and/or mental wellbeing.

The service is a collaborative approach between Midlothian HSCP and Penumbra, open to everyone aged 18 to 65 across Midlothian. MHARS offers same day direct access to Mental Health and Wellbeing support through a free confidential telephone number. The service is open seven days a week from 8am to 10pm and can be accessed without a referral from a doctor or other health professional. MHARS has been designed to offer support around an individual's specific needs, and tailor support around what matters most to them.

Since the launch, MHARS has received 126 contacts in total. The outcome of these contacts has enabled 57 individuals to receive further specific intervention in the form of 'Distress Brief Intervention'. One individual required brief crisis follow-up from HSCP clinical support staff, and seven individuals required further mental health assessment from the Midlothian HSCP Intensive Home Treatment Team. Nine individuals have been referred to alternative services, such as Health In Mind/MELD and/or Substance Use Services, with 49 individuals requiring initial support and signposting to the various local community services within Midlothian.

In addition, the service continues to build links and provide advice and support to other statutory and non-statutory services for residents in Midlothian. Working collaboratively with GP practices in Midlothian, a care navigation pathway has been developed to ensure that GP practices are appropriately signposting patients to MHARS. Early user feedback on MHARS has been positive.

HSCP Learning and Development

A new Trauma Development worker post is being progressed. This post will develop partnership working across Midlothian, with the vision for Midlothian to become a Trauma informed community. It will focus on public facing services and buildings to ensure people are treated with dignity and respect with a Trauma informed approach. A programme of training will be put in place and focus on priority groups in the first 6 months.

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

3.3 HSCP Performance

The HSCP have continued working on Outcome Mapping with Matter of Focus and refined the process with a more streamlined approach over the last 6 months. This redesign aims to meet the needs of services to record, analyse and articulate personal outcomes at a service or team level, and link directly to our 6 strategic aims. With this new approach, the HSCP will be able to aggregate collective progress towards the 6 strategic aims at an organisation level for the first time.

The map is being tested across three new service areas and, if successful, would plan to roll out to all areas. The first of three tests of change took place on 23rd September with the Musculoskeletal physiotherapy team and was highly successful.

Future ambitions are to triangulate the aggregated organisational contribution to improving outcomes for people and progress towards the strategic aims with organisational activity data, and changes in population data.

Gill Main, Integration Manager - gill.main3@nhslothian.scot.nhs.uk

3.4 **AHP Governance and Assurance Framework**

Midlothian HSCP has been an early adopter in the testing phase of the Lothian-wide AHP Governance and Assurance Framework which has been developed and led by the Chief AHP in Midlothian. It is the only HSCP to have fully engaged in the initial testing period for Quarter 1 (Q1) which is now complete with evaluation concluded and benefits realised. Midlothian HSCP Senior AHP's and Service Managers have been actively involved in the Q1 testing phase and have an Improvement Plan in place to develop the areas identified alongside Dietetics as a single system service hosted by Midlothian. The output and learning from the Q1 testing were presented to the Lothian AHP Strategic Leads Group and Midlothian HSCP Senior Management Team with a variety of benefits acknowledged including, provision of a toolkit to effectively manage services and provide consistent reporting of assurance, as well as being supportive of a culture of collaboration, shared responsibility, and ownership.

Given the success of the initial phase of testing, a further phase is planned for Q2 before a full roll out of all AHP services across Lothian and the associated HSCP's. It is anticipated that this will be from Q3 (January 2023) onwards. Midlothian HSCP will initially focus on the development of new performance indicators/frameworks for all services and professional groups, as well as Service Specifications and Service Plans. These areas will be addressed as a component of the HSCP Quality Management System, and an adapted Governance and Assurance Framework is currently being developed for use across all integrated services within the HSCP.

Midlothian HSCP Neurological Conditions Project

Midlothian HSCP received funding from the Scottish Government Framework for Neurological Care 2020-2025 for a system-wide Neurological project that has been underway since November 2021. The project aim was to execute a whole-system approach to improve outcomes for people living with a neurological condition who live in Midlothian, and their families.

The initial scoping phase of the project has now concluded and, included local data analysis and gathering of evidence from engagement with stakeholders from Midlothian HSCP, NHS Lothian and community organisations. Evidence has also been gathered from engagement with a wide range of local people living with a neurological condition led by Artlink as our commissioned third-sector engagement partner. A self-evaluation analysis has been completed with range of stakeholders across the HSCP validated by NHS Lothian Neuro-Rehabilitation Group. In addition, a partnership project with Cerebral Palsy Scotland has been agreed and is underway to improve outcomes for this targeted group. This will support both respective organisations to achieve their project outcomes.

Within a wider Project Group an initial test of change was agreed, and the project team are currently initiating this next stage in partnership with Thistle Wellbeing Service. It is anticipated that this test of change will be initiated from the end of October 2022 for 12 months. Further details will follow as the project progresses.

Transforming Local Systems Technology Enabled Care (TEC) Pathfinder project

In April 2019, Midlothian HSCP became one of four Pathfinder sites within the Scottish Government Transforming Local Systems (TLS) programme. Midlothian has been engaged in transforming the frailty system of care working with partners including the Digital Health

and Care Innovation Centre (DHI), VOCAL, and the British Red Cross. The DHI has brought service design expertise and technical build capabilities which have been fundamental to the Service Design approach required.

Pathfinders were required to adopt the *Scottish Approach to Service Design* characterised by the Double Diamond which creates two spaces covering four phases:

- Setting up the problem - *Discover and Define* - the challenge of our system putting the citizen at the centre of siloed, dis-integrated services rather than enabling them, by design, in a *partnership of all the talents*.
- Generating a solution - *Develop and Deliver* – development of a prototype solution which focuses on changing ownership of data in our system with the citizen acting as the integration point.

The TLS programme formally closed in September, pending impact evaluation due at the start of the next financial year. However, Midlothian HSCP Pathfinder work will continue until March 2023, due to the challenges resulting from Covid, and capacity in the core team. This will allow the team to complete functional prototype development alongside other output materials, including the learning that can be applied more widely in the Digital Programme.

Hannah Cairns, Chief AHP - hannah.cairns@nhslothian.scot.nhs.uk

3.5 Primary Care in Midlothian

All 12 GP practices remain open, providing full General Medical Services. However, in line with national trends, all practices are currently reporting increased patient demand for appointments. The HSCP will continue to support local practices to review local data and consider models of care that may support resilience moving forward. Winter plans have been requested as part of routine HSCP winter planning.

Community Treatment & Assessment Centre (CTAC) services are provided in all 12 practices, with Phlebotomy appointment capacity recently being increased. Expansion of the Pharmacotherapy team continues, as well successful efficiency remodelling such as the Medicines Reconciliation Hub, and improvement work on high-risk medicines, acute prescribing and serial CMS prescriptions, which will all improve medication safety and access for patients.

Dental, Optometry & Audiology

Progress against Midlothian IJB Directions to date has been reviewed, and initial collaborative conversations have taken place in support of moving actions forward. Local New Audiology clinics for Midlothian residents at Midlothian Community Hospital will begin from October 2022.

Older peoples' care in Midlothian

The two new Care of the Elderly Consultants who were appointed earlier this year have successfully supported the expansion and increased capacity in Midlothian's Hospital at Home service, working closely with the service's two Speciality Doctors. A further Consultant post is being recruited to, which will provide additional medical support for in-patients in Midlothian Community Hospital (MCH). New local Parkinson's out-patient clinics have now been established at MCH, and planning has started to increase other available options for out-patient medical assessment & review.

Rebecca Green, Clinical Director – rebecca.green@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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| DATE | October 2022 |
