

Spring Newsletter

April 2010

Joint Improvement Team

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Introduction

Welcome to the Spring edition of the JIT newsletter which provides updates on a number of programme of work relevant to Partnerships working. As usual it is a busy landscape and hopefully this newsletter will assist in the navigation! JIT is continuing with a significant programme of work for 2010/2011 through provision of direct support to local partnerships and on a range of development programmes (some referred to in more details below) including Telecare, Talking Points, Commissioning, Joint Governance, Improvement Approaches, Intermediate Care with updated materials and tools currently on the website or in development. JIT is also working with other support and improvement programmes including Long Term conditions collaborative, Mental Health Collaborative and Shifting the Balance of Care and we will be looking at how we can more effectively collaborate to support partnership working and delivery of improved outcomes in local areas.

Over the next month of so we will see the launch of the NHS Quality Strategy, National Dementia Strategy and Carers Strategy which will add impetus to work already underway and focus priorities.

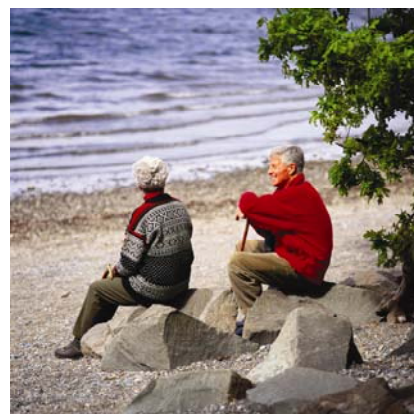
Dr Margaret Whoriskey
Assistant Director – Joint Improvement Team

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Reshaping Care

In response to concerns about the sustainability and fairness of current and future care for older people in the face of financial and demographic pressures, a major work programme – Reshaping Care for Older People – is being taken forward in partnership with



NHS Scotland and COSLA through the Ministerial Strategic Group on Health and Community Care (MSG) chaired by Shona Robison MSP, Minister for Public Health and Sport. The programme is developing practical ideas for change that are sufficiently radical to meet the changing needs of Scotland's population by enabling people to stay at home or in a homely setting, with maximum independence, for as long as possible. The emerging proposals are moving towards more anticipatory and preventative approaches, more rehabilitation, more re-ablement, and greater emphasis on self care and supported self care, with support for unpaid carers and volunteers. A programme of wider engagement and further analysis has begun and will extend over summer 2010. Further details are available on the JIT website. <http://www.jitScotland.org.uk/action-areas/reshaping-care-for-older-people/>

Community Care Outcomes

March saw the launch of a pilot concerning the use of the *Talking Points: Personal Outcomes* approach within a care home setting. The pilot is based in the Scottish Borders, and the initial meeting was well attended with a variety of representatives from the care home sector, Care Commission, Scottish Care and Social Work Inspection Agency (SWIA) as well as from the Joint Improvement Team.

The pilot aims to identify whether and how an outcomes approach can be embedded within a care home context, building on existing practices and structures where possible. Many of the care homes attending the first meeting expressed interest in being involved in the pilot scheme, and it is promising to see such a good response. The intention is to select a privately-owned, a council-run, and a voluntary sector care home in which to initially implement the pilot and progress from there. In the longer term, the aim of the pilot scheme is to support implementation of the Personal Outcomes Approach across the care home sector nationally. This work will be overseen by a national Steering Group and will also complement the work currently being done within the Reshaping Care for Older People workstream on Care Homes.

Integrated Resource Framework

Most Health Boards, some with their local authority partners, are continuing to map patient and locality level cost information and were given the opportunity to discuss progress at the latest IRF learning/sharing event in February 2010.

Following approval of their project plans and OD plans in December 2009, the 4 test sites are now firming up implementation plans which will provide more detail around their local arrangements, including target populations and preferred financial mechanisms, for shifting resources across the health and social care system.

IRF Test Sites

- **Highland:** NHS Highland with Argyll Bute Council and Highland Council;
- **Tayside:** NHS Tayside with Angus Council, Dundee City Council and Perth and Kinross Council;
- **Ayrshire:** NHS Ayrshire and Arran with East Ayrshire Council, North Ayrshire Council and South Ayrshire Council;
- **Lothian:** NHS Lothian with City of Edinburgh Council, East Lothian Council, Midlothian Council and West Lothian Council.

A parallel workstream looking at developing reference costs for a range of social care activity has also been established as a complimentary adjunct to the core IRF programme. A small cohort of local authorities submitted data on social care activity in January, and a discussion paper summarising these returns will be completed shortly to inform future iterations of this exercise.

In August 2009, York University were commissioned to conduct an evidence review on financial integration across health and adult social work services, from across the UK and beyond. This review has now been published and can be found on the Scottish Government Social Research website in both [full version](#) and [summary version](#). Broadly speaking, the review found tentative evidence that financial integration can be beneficial, but also acknowledged that robust evidence for improved health outcomes or cost savings is lacking.

An action-research based evaluation of progress in the four test sites trialling the IRF will now draw upon the findings of the evidence review and inform ongoing work in these areas.

The overall aims of the evaluation are to monitor progress nationally; assess the impact of the differing approaches adopted in the test sites, and to articulate these experiences for the benefit of test sites as well as other partnerships within and across health and adult social care services. A consortium led by Fortuno Consulting Ltd have been awarded the contract for this work and will shortly be meeting with each of the test sites to discuss next steps.

Telecare Update

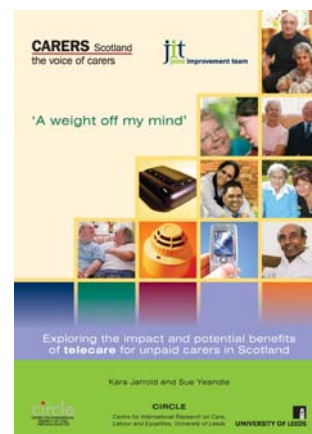
Telecare Development Programme Funding Allocations

£4 million capital funding has been secured for the next financial year and each local partnership will receive an indicative offer of £120,000 subject to match funding of either the same level or higher.

Progress with Awareness Raising

A joint conference was held on 1 December 2009 with Carers Scotland in Glasgow. Nearly 200 people, many of whom are unpaid carers with an interest in Telecare and its potential benefits, attended this event. The conference was used to launch the report undertaken by Leeds University, *A Weight off My Mind*, which explores the impact and potential benefits of telecare for unpaid carers in Scotland. Copies of this report along with a DVD about carers' experience of telecare have been disseminated to partnerships, Councils, Health Boards and other individuals and organisations. The report is also available on the JIT website at:

<http://www.jitScotland.org.uk/action-areas/telecare-in-scotland/telecare-publications/>



Joint Working with SCT

Joint work is continuing with the Scottish Centre for Telehealth with regular meetings with members of the Centre to exchange information and views on how best to make progress.

Telecare and Falls Prevention/Management

JIT are working with 3 partnership areas – Falkirk, South Ayrshire and Perth and Kinross - on developing good practice approaches to this. More information on Falls Prevention is available on the JIT website. <http://www.jitscotland.org.uk/action-areas/telecare-in-scotland/learning-network/falls-prevention-network/>

Telecare Learning Network Meetings 2010/11

The programme for the Telecare Learning Network has now been established for 2010/11 with the following dates agreed:

- 12 May 2010
- 11 August 2010
- 3 November 2010
- 16 February 2011

These will all be held at the Iris Murdoch Centre at Stirling University, with the Dementia Services Development Centre managing these events in partnership with JIT and the Chartered Institute of Housing in Scotland. Reservations can be made via Eileen Richardson from the Iris Murdoch Centre, at Eileen.richardson@stir.ac.uk

Social Care Procurement

Draft guidance on Social Care Procurement in Scotland (SCPS) was out for consultation, with the consultation period ending on 5 April 2010. A summary extract paper is available, which includes the guidance material on service user and carer involvement in the procurement process.

The draft guidance has been informed by a programme of activity, including surveys and consultation meetings, developed in partnership with local authorities, service providers, service users and carers and regulators, who are all members of the National Reference Group for this work. The various reports from this work can be access through the JIT website. <http://www.jitscotland.org.uk/action-areas/commissioning/procurement/>

Talking Points: A Personal Outcomes Approach

Work is continuing on development and implementation of the *Talking Points: Personal Outcomes Approach*, including both mainstreaming activity in “early implementer” areas and introducing the approach in others. An update report on Talking Points is currently being drafted which will include positive examples and give guidance on how Talking Points information should be used in different areas. The guidance, which will be available by May, will re-emphasise the paramount importance of keeping the person at the centre, and ensuring that data gathering

imperatives do not eclipse that. Further information relating to Talking Points, including all materials can be accessed via the JIT website:

<http://www.jitScotland.org.uk/action-areas/talking-points-user-and-carer-involvement/>

We're also developing resources to support a focus on outcomes with people with communication support needs. A new Talking Points communication resource will include an introduction to communicating about outcomes in general, before going on to consider particular issues for people with communication support needs. The associated dvd will be available in May and the resource will include guidance, audio clips and links to other relevant resources. Additionally, piloting has recently been completed with health and social care staff to develop a "Talking Mats" symbol set for using Talking Points with people with various communication support needs. The symbol set will be available from Spring.

Following a successful event with care home providers and other partners in the Borders on 2nd March, a pilot of Talking Points in the care home sector will begin in Spring. Initial work will focus on testing the feasibility and applicability of the personal outcomes approach within this new sector, with a focus on quality of life, anticipatory care and re-ablement where appropriate.

To keep up to date on key developments relating to Talking Points, join our Community of Practice <http://www.communities.idea.gov.uk/welcome.do>. Register and then type "Community Care Outcomes" into the 'find communities' box. You can also contact Rob Mackie for further information Robert.Mackie@scotland.gsi.gov.uk

Intermediate Care

A successful event was held on 17th March 2010 in Dunblane which provided a forum to share progress with work underway across the Intermediate Care Demonstrator Programmes and developments in some other areas. A report from the conference is now available. <http://www.jitScotland.org.uk/action-areas/intermediate-care/conference-material/>

Guidance on Intermediate Care for Scotland will be developed over coming months.

Enhancing information in Community Care: the Indicator of Relative Need (IoRN)

The Scottish Government has asked local authorities to implement the older people's Indicator of Relative Need (IoRN™) in the context of the implementation of the national Eligibility Criteria guidance. This updates the previous guidance issued jointly to the NHS and to social work services in 2003 and the guidance on the IoRN contained in the release of the National Minimum Information Standards for health and social care in 2008. For the benefit of anyone who is not familiar with the tool this article provides some background on the IoRN and gives some examples of its potential use locally. Further information is available on request.

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Background

The IoRN was originally developed to support a growing demand for summary information to support decision making at all levels in community care. Whether for individual care management or for wider service management and planning, the availability of good information on relative (in)dependency is increasingly recognised as an important asset. Whether the goal is better and more efficient services or the focus is on helping people remain as independent as possible in their own home, this person-based information is a vital component of the information landscape for social and nursing care and for housing services. A future demographic challenge that is likely to affect community and hospital health care and social care alike means that we need, more than ever, to understand the characteristics of people needing support.

What is the IoRN?

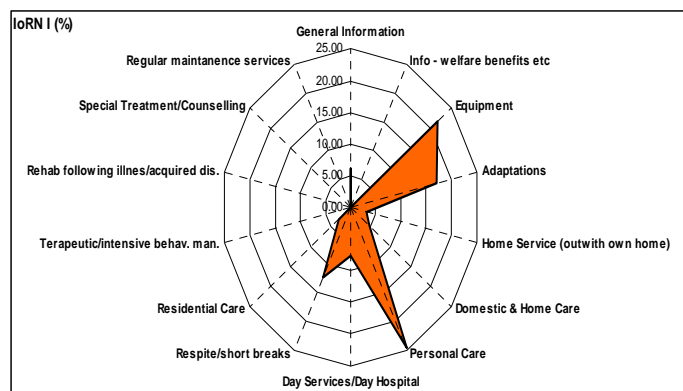
The IoRN is a questionnaire containing carefully selected questions that are designed to inform an algorithm for determining the relative independence/dependence of individuals. The questionnaire covers characteristics such as activities of daily living, food and drink preparation and mental health and behavioural issues to categorise the individual into one of nine groups - where group A is 'most independent' and I is 'least independent'. A lead practitioner will normally complete an IoRN immediately after an assessment. Experience suggests that this typically adds no more than five or six minutes on to the assessment time.

The development of the IoRN in 2001/2 (it was originally known as the Resource Use Measure) involved a large number of practitioners working across Scotland. This approach ensured that the eventual tool made sense and was not onerous to practitioners who complete IoRN questionnaires routinely. Nevertheless, to ensure a high degree of consistency across Scotland it is highly recommended that practitioners are offered the specialist training on the tool prior to its use. Training for practitioners is currently available on request from Margaret Quinn at ISDSScotland (e-mail margaret.quinn@nhs.net).

Examples of use of IoRN data

The Indicator of Relative Need is recommended for use with older people who are living in the community, though some local examples of its successful use with younger adults with complex needs have been reported. Use of the IoRN at review (or at reassessment, etc) greatly enhances the potential use of the tool in outcome measurement. Uses include:

- As a local monitoring tool for showing who is being assessed under the different national eligibility categories.



- As supporting information for validating decisions in care plans eg when considering possible care home admission.

- Alongside other information as a way of identifying individuals with high support needs (with or without a carer).
- When used at follow-up points, as a way of objectively demonstrating changes in (in)dependence eg in intermediate care.

Note that the Scottish Government's Partnership Improvement and Outcomes Division (PIOD) is conducting a survey of the (plans for) use of the IoRN by Partnerships during April 2010. Your support in responding to this survey would be greatly appreciated.

Other Links

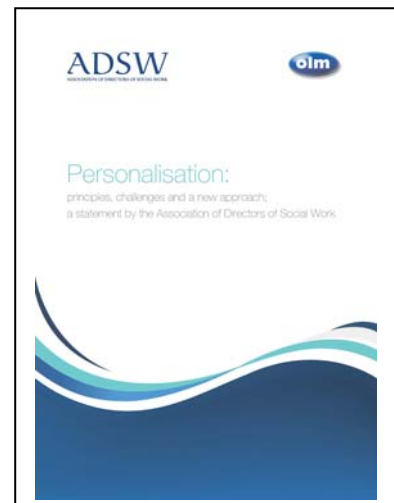
MSC or Postgraduate Diploma/Certificate in Integrated Service Improvement: Health and Social Care – University of Edinburgh

This MSc programme started the current academic year. It builds on several years of CPD and post Graduate training in service development for social work and health care middle managers from all over Scotland. 18 students are enrolled on the Programme. Their input, together with engagement with Scottish organisations, engaged in service and quality improvement, ensure that the programme is in tune with current trends in service and quality improvement practice and its application in Scottish health and social care contexts.

For more information and application details please see University of Edinburgh's website. <http://www.ed.ac.uk/studying/postgraduate/finder/details.php?id=613>

ADSW Personalisation Statement

Published in December 2009, this paper sets out ADSW's position regarding the personalisation of social work services in Scotland. It aims to maintain the momentum for change established by the publication of the Changing Lives Service Development Group papers and follows on from ADSW's seminar in September 2008, organised as part of the association's drive to implement the Changing Lives recommendations at local level. The paper is based upon extensive consultation with partners, service users and carers, and is split into three main sections which look at the principles of personalisation, the challenges in moving towards a personalised approach and how best to commission personalised services. Copies are available direct from ADSW.



Electronic Discharge Information System On-Line Nationally (EDISON)

EDISON is the first nationwide cross-agency individual patient/client management system. It has had a major impact upon the efficient discharge of people from hospital. The EDISON system is currently LIVE nationally in Scotland across 15 Health Boards and 32 Council Areas for the management of Delayed Discharge Patients. EDISON won the UK e-Government National Award held in London in

January 2010 - E-government excellence: Innovation in strategy on a national level (Delivering innovative strategies which have demonstrated above-average results in improved services, processes and effectiveness within the transformational government agenda). This is a major achievement for a Scottish programme such as EDISON where competition included a range of national UK systems. Gordon Brown gave a keynote address to the event on the benefits of new and developing systems making a difference to people's lives.

Forthcoming Events

Full details of the following events can be found in the [Upcoming Events](#) section of the JIT's website.

- **15 April 2010**
Launch of Telecare and Dementia Workbook, Dementia Centre, Stirling University.
- **19 May 2010**
Capable, Integrated and Fit for the Future – Radisson Glasgow
An event to launch a multi agency capability framework for intermediate care developed by NHS Lanarkshire in partnership with NHS Education for Scotland.
- **25 May 2010**
Wellness and Innovation Project – Glasgow
Enterprise and Europe event.
- **10 June 2010**
TSA – Glasgow Marriott Hotel
TSA Members only forum.
- **22 June -24 June 2010**
National Association Equipment Providers - Blackpool
For those working in the health, social care and voluntary sector and involved in equipment commission, assessment, supply loan and procurement within the community equipment and wheelchair service.