

Summer Newsletter

August 2010

Joint Improvement Team

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Introduction

Welcome to the Summer 2010 edition of the JIT newsletter which, despite the holiday period, reflects a busy and varied work plan with lots of activity underway locally and nationally! The newsletter provides updates on the national Reshaping Care for Older People Programme along with a number of other key developments impacting on health and social care services and partnership working.

The early summer saw the publication of the NHS Quality Strategy, Dementia Strategy and Carers Strategy and there are opportunities to focus on how we target our resources and improve outcomes for people in this rather challenging time! JIT is working with colleagues to support work on the dementia strategy and there will be an update on this in the next newsletter.

Hope summer holidays are not over for everyone and we can still hope for a sunny August!

Dr Margaret Whoriskey
Joint Improvement Team

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Expert Review of the Joint Improvement Team

Following an invitation to tender process conducted during July, the Joint Improvement Team has commissioned an external expert (Alison Petch, Director, Institute for Research and Innovation in Social Services) to contribute to an expert review of the work undertaken by the JIT and its future role.

The expert review of the JIT will comprise a variety of activities which will be shared between the Scottish Government and the external contractor.

The expert review will assess the contribution and impact of the JIT to the work of Partnerships and major policy initiatives and provide recommendations on the future role, shape and purpose of the JIT in the context of current policy developments and requirements.

The review will assess whether the JIT has succeeded in delivering its main aims and objectives which are:

- To help health and social care partnerships to improve services through partnership working
- To provide support to improve joint working between organisations through partnership working while taking into account local circumstances
- To support local service developments which may be suitable for wider development across the country

The review will also assess the specific characteristics which underpin the JIT which include:

- The tri-partite sponsorship by the Scottish Government/NHS/COSLA
- The value base that indicates the JIT seeks to work with partnerships by invitation and in a co-operative manner
- The manner of support offered which is largely through JIT Associates/Action Group members
- The relationship of the JIT with other parts of the Scottish Government; particularly the Primary Care and Community Care Directorate and COSLA
- Governance and accountability arrangements for the JIT

The expert review should seek to make recommendations on:

- The future role, shape and purpose of the JIT in the context of the developing relationships between central government and local government
- The links between JIT and wider Scottish Government policies/initiatives including Shifting the Balance of Care, the NHS Quality Strategy, Patient Safety, Reshaping Care for Older People and associated Government policies and practise
- The potential opportunities presented for the role of the JIT by current/future developments including the increasing emphasis on an outcomes based approach to health and social care services; demographic changes to the population; the potential for greater integration of health and social care services and other services (as referenced in Sir John Arbuthnott's Clyde Valley Review report)

A written report will be produced at the end of the review.

Reshaping Care for Older People

Reablement Workshops

The Joint Improvement Team is running a series of workshops for local authorities and their partners on care at home services and in particular re-enablement approaches. The workshops are based on the emerging practice in England and in two Scottish authorities, Edinburgh and Stirling where the JIT has been assisting introduction of the approach.

The workshops are geographically based to enable a partnership approach, and to allow Local authorities to work with their health, housing and independent, voluntary and private provider colleagues to explore the introduction of this approach and to make connections to housing, intermediate care, and rehabilitation services.

Specifically, the workshops are designed to explore the 'step by step' redesign of care at home services to provide a re-ablement service. This will be explored within the context of outcomes practice, and other major themes including anticipatory care, discharge practice, long term condition support, rehabilitation, telehealth and care, and shifting the balance of care.

The dates for forthcoming events are:

- Glasgow, North Lanarkshire, South Lanarkshire, Renfrewshire, East Renfrewshire, East Dunbartonshire, West Dunbartonshire, Iverclyde: 24 August and 22 September
- North Ayrshire, South Ayrshire, East Ayrshire, Dumfries and Galloway: 29 September, 27 October
- Fife, Stirling, Falkirk, Clackmannanshire, East Lothian, Midlothian, West Lothian: 28 October, 18 November

Public Consultation

The public engagement phase of the Reshaping Care for Older People Programme is well under way. By the end of July, seven national public engagement events had been held, with a further four still to take place in Perth, Lanarkshire, Scottish Borders and Orkney. At these events, a wide range of opinions and ideas have been put forward about care and support for older people, both now and in the future. We are also assisting at local awareness sessions held by health and social care partnerships, from which further views will be fed into the engagement phase. Following the final national event at the end of September, the results of the public engagement phase will help to inform the strategic approach to delivering a fair and sustainable care system for Scots in future. Further information is available at <http://www.scotland.gov.uk/topics/health/care/reshaping> .

Consultation on Wider Planning for an Ageing Population

'Wider Planning for an Ageing Population' is the housing and communities workstream of the joint Scottish Government/COSLA/NHS 'Reshaping Care for

Older People' programme. The programme aims to engage all interests in reshaping care and support services, so that we meet policy objectives in ways that are sustainable.



The Wider Planning for an Ageing Population Working Group completed its final report in March 2010. It identified five main outcomes for older people's housing, covering clear strategic leadership, making best use of existing housing stock, new housing provision, low level preventative support, supporting infrastructure, and proposed a range of actions to achieve them.

A consultation on the final report of the Wider Planning workstream was launched at the Housing Options for Older People conference on 29 June. The consultation aims to gather views on the report and its proposed outcomes and actions from a wide range of housing and

service providers, older people and others with an interest in ageing population issues.

We would be keen to receive responses from organisations in the health and social care sectors, as well as the housing sector, and would encourage you also to pass on details of the consultation to anyone else who may be interested. The consultation can be viewed at:

<http://www.scotland.gov.uk/Publications/2010/06/25130641/0>. The closing date for responses is 29 September 2010.

Long Term Conditions

The Long Term Conditions Collaborative (LTCC) programme, now in its third year, supports partnerships to implement the [Long Term Conditions Action Plan](#). This aims to improve the health and wellbeing of, and to enhance the quality and outcomes of care and support for, 2 million people in Scotland who currently live with a long term condition.

The LTCC is working with the JIT on actions that require an integrated approach across health, social care, and voluntary sector partners such as integrated care management, anticipatory care planning, telecare, Intermediate Care, and Talking Points. LTCC's work to promote self management aligns well with the Reshaping Care for Older People work on community capacity building.

A Development Steering Group led by the Information Services Division is identifying and evaluating factors that may enhance the SPARRA (Scottish Patients at Risk of Readmission and Admission) risk prediction tool. These include the use of GP/Primary Care, A&E, Social Care and prescribing information to predict an individual's risk of emergency admission.

A number of NHS Boards have already achieved a reduction in emergency admissions of residents from Care Homes. A key factor has been the systematic use of anticipatory care plans (ACPs) to discuss, record and share information about the preferred actions and choices an individual and their carer has about their future care. A national LTCC ehealth group is progressing work to enable electronic sharing of ACP summaries across teams and care settings.

Lanarkshire, Grampian and Forth Valley CHPs have adopted Lean principles to enable their community nursing teams to have a more flexible, responsive, efficient and person centred approach. All Boards are now invited to participate in the Productive Community Services programme to meet our demographic, economic and workforce challenges. This work will complement the current interest in a reablement approach to homecare.

The LTC Collaborative is supporting NHS Boards to shift the balance of care and achieve a reduction in bed days for a basket of long term conditions. Many partnerships are developing Intermediate care services to support earlier intervention and care closer to home for older people, those who fall and for people with chronic heart failure and respiratory disease. Some areas are linking these services with a targeted use of telehealthcare support to reduce risk, enhance monitoring and increase confidence.

These and other developments are described and discussed through the LTCC Community of Practice website and can be viewed at.

(<http://www.knowledge.scot.nhs.uk/ltc/workstreams/complex-care.aspx>)

For further information please contact Fraser McJannett, LTCC Programme Officer: fraser.mcjannett@scotland.gsi.gov.

NMIS Compliance

The National Minimum Information Standards 2008 were initially issued in 2008, with follow up letters to partnerships in 2009 and 2010, as reminders that eSSA compliance was expected by March 2010.

The standards encompass a blend of data and information standards, along with an agreed set of headings. The detail underneath the information standards can be covered in training and guidance and is not necessarily limited to being covered in assessment forms, tools or recording methods/systems. The wording of the headings in information standards can also be amended to suit local needs as long as the integrity of meaning and any data standards relating to the headings is maintained. This has been encouraged in order to make them more outcome focused. If agencies/partnerships use the data standards – and they are encouraged to do so – then these do have to match the NMIS wording and integrity although slight variations can be accepted.

Replies were to be in two forms. Firstly a position statement would indicate the status and progress towards implementation. Secondly a self assessment form to be returned evidencing compliance. Returns are below, as of 30 July 2010:

	Numbers	Paper Compliant	eSSA Compliant
Partnership Returns	11	10	8
NHS Returns	2	1	0
LA Returns	7	5	4
Nil Returns	14	0	0

One partnership has evidenced full compliance (West Lothian) with 7 other Partnerships, and a further 4 councils indicating compliance in their position statements, the results are promising.

Review of the Community Care Outcomes Framework

The Community Care Benchmarking Network has taken the decision to carry out a review of the Community Care Outcomes Framework. Their intention is to carry this out between now and Autumn 2011 to coincide with any review of the National Performance Framework following the next Holyrood elections in May 2011. The review will aim to achieve closer alignment with both the NHS Quality Strategy, HEAT reporting framework and Single Outcome Agreements, and will see to further harmonise existing reporting arrangements.

In light of the commonly held view that the existing framework focuses too heavily on older people, there is agreement that any revised set of measures should extend its application to any person who uses community care support or services. An update on progress – including information about how to get involved - will be included here at appropriate stages throughout the course of the review.

For further information on the review, contact Colin Blyth at colin.blyth@scotland.gsi.gov.uk or Chris Bruce at chris.bruce@scotland.gsi.gov.uk.

Transport with Care

The JIT Project on Transport with Care continues to inform the potential for integrated transport service in health and social care. Several partnerships continue to explore the potential for shared, bookable and coordinated transport services. Transport is the key to enabling good outcomes, in the Reshaping Care and support agenda, safety and security, seeing people and alleviating loneliness, and having things to do in inclusive communities.

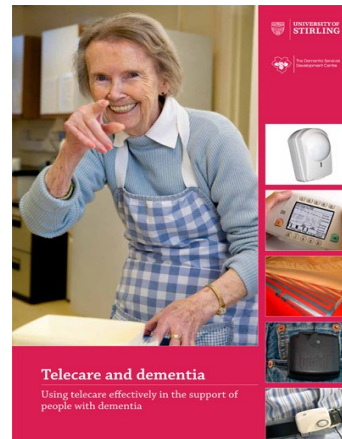
The impact on the outcomes for patients and service users and carers are clear, as are the potential efficiency and green outcomes for providers. The project has informed the health transport policy and will input to the current Audit Scotland activity on transport.

Contact JIT Associate Alex Davidson for more information at: alex.davidson6@btinternet.com

Telecare

Telecare Workbooks

The Joint Improvement Team, with funding assistance from the Scottish Government's National Telecare Development Programme, has recently published four workbooks in conjunction with the Dementia Services Development Centre. These books, *Telecare and Dementia*, *Telecare and Learning Disability*, *Telecare and Physical Disability*, and *Telecare and Sensory Impairment*, are particularly important tools for assessors, care support and development staff, and telecare service managers. All four books are available as free downloads from the DSDC shop website at www.dementiashop.co.uk.



These books explore the ways in which telecare equipment can provide support and reassurance to carers and users as well as advance understanding between these groups more generally. In order to guide trainers in creating skill-development programmes, all four books contain case studies as well as a module on telecare of particular relevance for nurses, social workers, and occupational therapists.

Written with the goal of highlighting the importance of telecare in supporting the quality of life of users of telecare, they make invaluable resources for telecare users and carers. One of the workbooks has in fact already received outside recognition, with *Telecare and Dementia* receiving the Alzheimer's Society's Book of the Month award for June.

You can find out more about the Joint Improvement Team's work with telecare at www.jitscotland.org.uk/action-areas/telecare-in-scotland/ or contact Moira MacKenzie at moira.mackenzie@scotland.gsi.gov.uk.

SSAC Telehealthcare Report

SSAC published the results of a one-day forum session on telehealthcare on 6 May 2010. This outlines a five-step action plan for telehealthcare for the future:

- Articulate a vision for THC in Scotland
- Provide leadership and infrastructure
- Establish technology standards and procurement policies
- Take initiative in telehealthcare research and development
- Implement national telehealthcare solutions as an integral part of NHSScotland

The executive summary and full copy of the report can be accessed via SSAC's website: www.scottishscience.org.uk.

Other News

Scottish Government Strategy Launches

The Scottish Government has launched two new health strategies this Summer, which focus on realigning Scottish policy on dementia and unpaid carers.

On 1 June, Public Health Minister Shona Robison launched the Government's Dementia Strategy which aims to improve support after diagnosis and hospital care for those with dementia.

Said Robison, "the dementia strategy sets out plans to develop our first-ever national standards of care for people with dementia, ensuring they not only receive the best clinical care but are treated with respect and dignity. Our consultation told us that this is one of the challenges that people with dementia and their families face, and it is something that must improve".

Following that, the Government launched *Caring Together* and *Getting it Right for Young Carers* on 26 July. These two plans aim to support carers and young carers with a £5 million investment in respite and short breaks as well as by:

- Creating a Carer's Rights Charter
- Investing in carers training
- Improving the identification of carers by health and social care services
- Making carers' own health and wellbeing a priority
- Promoting carer-friendly employment practices

"Unpaid carers sustain the health and social care system in Scotland. This new strategy should be viewed as a statement of intent, a down payment investing in the future of a caring society" said Pat Begley, Director of Carers Scotland.

More details on the national Dementia Strategy can be found [here](#), while more information regarding the carer strategy can be found [here](#).

Southcentral Foundation Visit to NHS Fife

The Southcentral Foundation is an Alaska Native-owned healthcare organisation serving Alaskans living in a geographically diverse section of Southern Alaska. Twenty years ago, the system was in disrepair with poor health outcomes, high rates of chronic illnesses and A & E admissions.

Over the course of two decades, however, the Foundation decided to rebuild their



service from the bottom-up with a radically patient-centric focus. Thanks to this new approach the Foundation has reduced A & E admissions by 40%, registered a 50% drop in specialist referrals, and a decrease in primary care visits by 20%.

The Foundation's model has been studied worldwide, and in early June NHS Fife had the pleasure of hosting delegates from the Foundation as they travelled across Scotland sharing their experience in turning around their health and care system.

Experiences like the Southcentral Foundation's and others will continue to guide Scotland's NHS as it focuses on a more mutual system driven by patient centredness.

Secondment Opportunity

The Partnership Improvement and Outcomes Division is now recruiting a secondee to work within the Joint Outcomes Team. The length of appointment is negotiable between 1-3 years and the post-holder will be responsible for co-production and community capacity in the Reshaping Care for Older People programme.

The closing date for applications is Monday 13 September. Further information about the post and an application form can be downloaded from the JIT website at <http://www.jitScotland.org.uk>.

Forthcoming Events

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

- **10 August 2010**
Reshaping Care for Older People Event: Perth
A public event for those interested in the state of the Scottish Government's Reshaping Care for Older People programme. The event will be held on 10 August at the Dewars Conference Centre in Perth.
- **26 August 2010**
Reshaping Care for Older People Event: Orkney
The public is invited to the Orkney Ayre Hotel in Kirkwall on 26 August.
- **7 September 2010**
Workshop on International Opportunities in Independent/Assisted Living
The MATCH Project and the Wellness and Health Innovation Centre are jointly organising a workshop on funding and collaborative opportunities in technologies for independent and assisted living.

The conference will be held on 7 September at the University of West Scotland, Hamilton. For more information on registration, please visit <http://www.match-project.org.uk/events/workshop.html>
- **9-10 September 2010**
Association of CHPs Annual Conference and AGM
The Association of Community Health Partnerships' Annual Conference and AGM will be held at Crutherland House Hotel in East Kilbride on the 9th and 10th of September.

- **22 September 2010**

- **National Association of Equipment Providers Conference**

- This conference has been organised by the Scottish Group of the National Association of Equipment Providers with the aim of bringing together a wide range of people working in the provision of community equipment, and developing thinking about how best we can deliver the most effective services for the future in the context of current opportunities and challenges.

- It is a free event, open to all with an interest in community equipment provision working in health, housing, education, and social care.

- It will be taking place at Heriot-Watt University in Edinburgh on Wednesday 22 September from 9:15am to 3:30pm.

- **23 September 2010**

- **Reshaping Care for Older People Event: Borders**

- The final Reshaping Care event of 2010 will take place at the Volunteer Halls in Galashiels on 23 September.

- **30 September 2010**

- **Talking Points Learning and Action Group Meeting**

- For group members.