

Background

A policy development paper and associated documents

<https://glasgowcity.hscp.scot/meeting/20-june-2018> were presented to the Glasgow City HSCP Integrated Joint Board (IJB) in June 2018. The paper set out a policy direction for the transition from overnight sleepover support to alternative support arrangements.

In December 2018 a progress paper was developed for the IJB responding to issues raised by the IJB members in June and including a completed equalities impact assessment (EqIA) and feedback from stakeholder engagement. This paper (Item 16) can be accessed at <https://glasgowcity.hscp.scot/meeting/12-december-2018> along with updated guidance on Resource Allocation (Item 6).

Overnight Support Transformational Change Steering Group

An Overnight Support Transformational Change Steering Group was established in November 2018. It's remit is to review the current service models in place for overnight support to adults eligible for social care, make recommendations on the future provision of supporting people to live safely and independently as possible at home or a homely setting in a cost effective and risk enabling way.

The Steering Group is chaired by Katrina Philips, Head of Adult Services, NE Locality and the membership includes:

- Service User Representative (GDA, GCIL and People First)
- Carers (Carer Reference Group)
- Provider Organisations (Fairdeal and Community Lifestyles)
- Technology Enabled Care and Support (TECS) Providers (Blackwood Housing Association and SOL Connect)
- Advocacy Services (The Advocacy Project)
- Care Inspectorate
- HSCP (Social Care, Finance, Commissioning and Planning Teams)



The Steering Group will regularly report progress on the transformational changes to overnight support to the Adult Core Leadership Group and the HSCP Senior Management Team. Four subgroups will take forward the strands of work that have been identified in order to ensure, as far as possible, the way we transform and change overnight support is person centred and inclusive achieving equity of service across all care groups.

Overnight Support Transformational Change Sub Groups

1. **Overnight Support Review** sub group will develop proposals for progressing service user case reviews including developing review criteria, processes, improving the access to assessment technology and the development of care plans. Progress and targets:

- Remit to complete 1000 reviews across the HSCP over an initial 18 month period.
- Review work has been in the planning stage and will commence in January 2019.
- Support providers will be identified in Castlemilk (South), Shettleston (North East) and Maryhill (North West) in January 2019 to look at development of overnight responder hubs.

2. **Development of Technology Enabled Care and Support** sub group will focus on proposals for the development of locality based Technology Enabled Care and Support (TECS) services for people looking to use them as part of their assessed care plan. Progress and targets:

- TECS included in the 2019 Social Work Framework Tender.
- We are currently agreeing the process for TECS assessments.
- TECS will be available in Glasgow early in 2019.

3. **Engagement, Communication and Information Sharing** with key stakeholders, including service users, carers, care providers, staff and the wider community is a key element of the work change programme. Progress and targets:

- Produced a Communication and Engagement Plan.
- Organised two HSCP staff briefing session, an engagement event with Care Providers and one with service users, carers and the wider community in September 2018.
- Produce and distribute regular Newsletters for key stakeholders.

4. The **Change Management** sub group will identify risks, opportunities and interdependencies in implementing the change programme and develop an over-arching project plan. This will include workforce considerations, financial issues and link with the work of the Central Review Team (CRT). Progress and targets:

- IJB have been fully informed of progress.
- Steering Group established, workstreams are in place and engagement has started.
- Initial findings and progress with work strands to be reported in March 2019.

The **Central Review Team (CRT)** has been set up to support the implementation of the 2019 Framework tender and overnight transformational change policy. The team will work through a programme of reviews to ensure the service's that are in place continue to meet service users' needs in the most cost effective and risk enabling way. The CRT will engage with all stakeholders including service users, carers and providers to explore opportunities to deliver daytime support in more creative, sustainable, cost effective and risk enabling way.

If you require this information in an alternative format email
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