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Item No: 6

Meeting Date: Wednesday 26th February 2020

Glasgow City Integration Joint Board Public Engagement Committee

Report By: Stephen Fitzpatrick, Assistant Chief Officer, Older People's Services and South Operations

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UPDATE ON OLDER PEOPLE'S TRANSFORMATIONAL CHANGE PROGRAMME IMPACT REPORT

Purpose of Report:	To provide an update to the IJB Public Engagement Committee on progress towards the agreed actions/next steps outlined in the Older People's Transformational Change Programme Impact Report, tabled on 29 th May 2019.
Background/Engagement:	The Older People's Transformational Change Programme 2018 – 2021 was approved by the IJB in November 2017 . The programme sets out the vision for older people's services and details a major programme of service reform. A report to the IJB Public Engagement Committee on 29th May 2019 described how five of the key work streams are engaging with patients, users, carers and other stakeholders. A number of actions/next steps were identified and an agreement made to report on progress in early 2020.
Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the contents of the report; and b) Note an update will be provided from Home Care Services at the next meeting and a further update from all five work streams in 12 months.

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Relevance to Integration Joint Board Strategic Plan:

Stakeholder engagement is at the core of the Strategic Plan. Involving stakeholders in how to plan and deliver services reflects the objectives of the Strategic Plan, the Participation and Engagement Strategy and is in line with the HSCP's Consultation and Engagement Good Practice Guidelines.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The approach detailed in this report reflects the objectives of the Strategic Plan, which in itself outlines how the National Health and Wellbeing Outcomes will be achieved.
Personnel:	The report sets out the ways in which staff are required to support consultation, participation and engagement.
Carers:	Carers are identified in this report as a key stakeholder group.
Provider Organisations:	Community and third sector organisations are identified in this report as key stakeholders.
Equalities:	People with protected characteristics are identified in this report as key stakeholders.
Fairer Scotland Compliance:	n/a
Financial:	n/a
Legal:	The Public Bodies (Joint Working) Scotland Act outlines the minimum requirements regarding consultation with stakeholders. The examples outlined in this report go beyond the minimum requirements.
Economic Impact:	n/a
Sustainability:	n/a
Sustainable Procurement and Article 19:	n/a
Risk Implications:	n/a

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Implications for Glasgow City Council:	Staff are required to support consultation, participation and engagement activity.
Implications for NHS Greater Glasgow & Clyde:	Staff are required to support consultation, participation and engagement activity.

1. Introduction

- 1.1 The purpose of this paper is to provide a progress report on the actions and next steps agreed by the Public Engagement Committee on 29th May 2019, in relation to the Older People's Transformational Change Programme Impact Report <https://glasgowcity.hscp.scot/publication/item-no-7-older-peoples-transformational-change-programme-impact-report>
- 1.2 The Impact Report describes a range of participation, consultation and engagement activity undertaken by five of the key work streams within the programme. Participants in these activities were patients, users and carers of the specific services involved. The Impact Report set out in detail how their involvement impacted on the way in which the service was delivered. Each work stream also set out a number of further actions and next steps. The work streams cited in the Impact Report are:
- Specialist Dementia Unit, Leverndale Hospital
 - Home Care services
 - Technology Enabled Care
 - Intermediate Care
 - Anticipatory Care

2. Progress on Impact Report Agreed Actions/Next Steps

- 2.1. Each work stream was asked to set out a number of further actions and next steps. An update on the progress being made by four of the five work streams is set out in the table below; an update from Home Care Services will be made at the next meeting.
- 2.2 Table below:

Specialist Dementia Unit	
Please provide an update on how you measured the impact of the activity/service improvement on people using your service, as described in your submission:	A key outcome of the action plan was to develop a relative and carer information pack for Balmore Ward at Leverndale Hospital. This action has been completed. The pack design and content was co-produced with the families of patients on the ward. Another key outcome was to improve communication around activities. Relatives and carers were not always clear about what activities patients were engaged in throughout the day; this could include group activities such as dance, exercise or music, or one to one activities such as reminiscence. A range of

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Specialist Dementia Unit	
	measures have been tested on the ward, including the use of photography, patient diaries and notice boards. There has been a significant increase in structured activity delivered by Occupational Therapy and Physiotherapy staff, who are now part of the multi-disciplinary team. Comments cards have also been tested and relative and carer satisfaction is high.
Please provide an update on what progress has been made towards the identified 'Next Steps' as outlined in your submission:	The relative and carer engagement programme has been recognised as an exemplar of good practice. A short video was created by iHub Focus on Dementia Team for inclusion in a toolkit currently being developed to share learning with other dementia teams and services. https://ihub.scot/improvement-programmes/focus-on-dementia/specialist-dementia-units/case-studies/ The work has been presented at a range of local and national events to support the development of good practice in other areas.
Please describe any additional activity and/or developments involving people who use your service that have taken place since your submission:	An agreement has been reached to continue to deliver an on-site engagement programme to support relative and carer engagement on Balmore Ward. The Relative and Carer Information Pack will be piloted on the ward and within the South Older People Community Mental Health Teams, supporting families to plan in advance, when an admission to Balmore Ward might be a possibility.
Technology Enabled Care	
Please provide an update on how you measured the impact of the activity/service improvement on people using your service, as described in your submission:	Referral rates will be closely monitored to measure the success of the new online referral system following its formal launch on 17 th February 2020.
Please provide an update on what progress has been made towards the identified 'Next Steps' as outlined in your submission:	A successful bid to the Scottish Enterprise Can Do Challenge (Phase 2) has been made, awarding an additional £273,000 investment in two SMEs to further develop digital care solutions for Glasgow City HSCP.
Please describe any additional activity and/or developments involving people who use your service that have taken place since your submission:	• 22/2/19 Knightswood Connect Event (NW) • 14/5/19 – 'Independence as you get older' Event – Parkhead schoolhouse – general telecare information (NE) • 22/5/19 – Community Connectors (East) (NE) • 19/9/19 –service user and carer information Event -Parkhead

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Specialist Dementia Unit	
	Schoolhouse (NE) 5/11/19 – Good Practice Dementia Event –City Chambers (Citywide)
Intermediate Care	
Please provide an update on how you measured the impact of the activity/service improvement on people using your service, as described in your submission:	The questionnaires undertaken with service users and feedback from staff engagement events were analysed and utilised to evaluate the performance of the Intermediate care service in conjunction with statistical data that we collect about admissions and return home rates etc.
Please provide an update on what progress has been made towards the identified 'Next Steps' as outlined in your submission:	The feedback from service users, carers and staff who work in the Multi-disciplinary teams has been used to inform the Intermediate Care improvement programme and has been utilised to influence the development of the framework tender for intermediate care services. An online questionnaire has now been developed which can be used to gather feedback from service users and carers.
Please describe any additional activity and/or developments involving people who use your service that have taken place since your submission:	A communication and engagement strategy is now being developed for Intermediate care. This will build on the work already undertaken by developing video and communication material that can spread the message about Intermediate care including the philosophy of promoting independence and ensuring home first option is always considered at point of discharge from hospital and IC . Further consultation with staff and service users will be undertaken during 2020 and this will feed into the Maximising Independence programme.
Anticipatory Care	
Please provide an update on how you measured the impact of the activity/service improvement on people using your service, as described in your submission:	Data has been gathered on number of staff who attended anticipatory care plans (ACP) awareness sessions. An excel work book has been devised to capture information from staff on the: - number of ACP conversations held with patients / carers; - number of ACP summaries completed; and, - the number of ACP summaries shared with GPs The number of conversations are significantly greater than the ACPs completed and shared indicating greater public awareness is required. As the number of ACPs increase the opportunity to gather qualitative data will also increase which will help gain an insight into the true benefits to individuals. The longer term ambition remains to evidence the change in the number of people admitted to Acute Care or alternative places of care as “Preferred place of Care “.
Please provide an update	The re-launch of the national Anticipatory Care Plans (ACPs)

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Specialist Dementia Unit	
on what progress has been made towards the identified 'Next Steps' as outlined in your submission:	with HSCP Older People and Primary Care Teams has been delivered in 3 Phases through 2 hour Awareness sessions to over 500 staff. This entailed refocusing on the importance and benefits of ACP; re familiarising staff with the national resources, introducing a Standard Operating Procedure and working with eHealth to implement a new Electronic ACP Summary on Clinical Portal for Health and Social Care Staff. Work is ongoing to embed these new processes. Further engagement with the public has taken place at local events community events i.e. Active Seniors Day and local engagement forum re their understanding and experience of ACP.
Please describe any additional activity and/or developments involving people who use your service that have taken place since your submission:	MacMillan funded posts will be partly utilised across the 6 HSCPs within GGC Board area to raise awareness of ACP with the public. Work is underway with the Community Respiratory Team to work with Respiratory Consultants at Palliative Care clinics to introduce ACP to patients with severe COPD.

3. Recommendations

3.1 The IJB Public Engagement Committee is asked to:

- a) Note the contents of the report; and
- b) Note an update will be provided from Home Care Services at the next meeting and a further update from all five work streams in 12 months.

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