Item No: 17

Meeting Date: Wednesday 18th September 2019

Glasgow City
Integration Joint Board

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TRANSFORMATIONAL CHANGE PROGRAMME: OVERNIGHT SUPPORTS PROGRESS REPORT

Purpose of Report:	To update the Integration Joint Board on progress made in relation to the transformational change programme to review overnight supports, in the context of seeking a safe and effective transition from sleepover support to suitable, alternative arrangements that maximise the opportunity for people to be supported to live independently in accordance with assessed need.

Background/Engagement:	Following on from engagement activity reported previously to the IJB in the December 2018 progress report, further engagement events have been held with services users, carers, community organisations, providers and staff. These have ranged from targeted engagement events relating to the 'Connecting Neighbourhoods' test for change work, as well as a City-wide event held on 26th June 2019.

Recommendations:	The Integration Joint Board is asked to: a) note that consideration on the potential suitability, or otherwise, of technology enabled care and support is a core part of every assessment process for social care; b) note the progress made in relation to the test for change 'Connecting Neighbourhoods' work taking place in the Castlemilk and Shettleston areas of the City; and c) note the intention to report the findings of Connecting Neighbourhoods work to the IJB by spring 2020, including recommendations on its potential sustainability and roll-out within the City.

Relevance to Integration Joint Board Strategic Plan:

The aims of the transformational change programme are consistent with the IJB's aspiration to deliver support at the right time, in the right place, and from the right person, and to provide health and social care services in local communities and in homely settings wherever possible. It aspires to maximise choice and control for service users and their legal proxies and to ensure resource is targeted on those with greatest need to mitigate risk.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	While all 9 national health and wellbeing outcomes are relevant, outcomes 2 and 9 are directly related: Outcome 2: People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community. Outcome 9: Resources are used effectively and efficiently in the provision of health and social care services.

Personnel:	Practitioners are supported to meet their responsibilities through a clear policy framework, underpinned with training and guidance material.

Carers:	Carer support needs will continue to be identified through carer assessments and access to support in accordance with GCHSCP's commitment to meet the requirements of the Carers (Scotland) Act 2016.

Provider Organisations:	Providers are key partners in the creation and delivery of services to meet assessed eligible need. Glasgow City HSCP's 2019 Framework Agreement identified 5 care providers as being able to provide technology enabled care and support (TECS). Where appropriate, the TECS provider will work alongside the existing care provider to ensure services are delivered in a co-ordinated way.

Equalities:	An EQIA for this transformational change programme was previously completed and published. This can be accessed at: https://glasgowcity.hscp.scot/equalities-impact-assessments. The action plan associated with the EQIA will be developed further, as necessary, by the overnight support steering group.

Fairer Scotland Compliance:	Consideration of any socio-economic impact has been included as part of the Equality Impact Assessment process.

Financial:	GCHSCP considers that the principle of a sleepover support arrangement no longer represents best value and that suitable, safe and effective alternative arrangements should be explored

	and adopted, where such alternative arrangements meet assessed need. In doing so, every effort will be made to maximise the opportunity for people to be supported to live independently, in accordance with their assessed need.

Legal:	Approved changes arising from the transitional change programme may be of relevance to any potential legal challenge to the outcome of assessed need.

Economic Impact:	None

Sustainability:	There are no environmental sustainability issues related to this paper.

Sustainable Procurement and Article 19:	N/A

Risk Implications:	An aim of the transformational change programme is to identify solutions and measures which support individuals to continue to live independently using a risk enabling approach.

Implications for Glasgow City Council:	Approved changes arising from the transformational change programme will ensure Glasgow City Council continues to discharge its statutory duties to adults in need of community care support in a safe and sustainable way.

Implications for NHS Greater Glasgow & Clyde:	None

Direction Required to Council, Health Board or Both	Direction to:	
	1. No Direction Required	✓
	2. Glasgow City Council	
	3. NHS Greater Glasgow & Clyde	
	4. Glasgow City Council and NHS Greater Glasgow & Clyde	

1. Purpose

1.1 To update the Integration Joint Board on progress made in relation to the transformational change programme to review overnight supports, particularly in relation to the Connecting Neighbourhoods test for change work.

2. Background

2.1 In December 2018, the IJB considered a paper setting out the objectives and terms of reference for the overnight support transformational change programme, along with detailed feedback from stakeholder engagement (https://glasgowcity.hscp.scot/publication/item-no-16-transformational-change-programme-overnight-supports-progress-report). The programme objectives were defined as 'to review the current services in place for people assessed as needing overnight support, and identify future overnight service provision which meets the objectives of supporting people to live safely, and as independently as possible, at home or in a homely setting, in a cost effective and risk enabling way. In doing so, it will seek to identify the arrangements for a safe and effective transition from sleepover support to suitable alternative arrangements, in accordance with assessed need.'

3. Connecting Neighbourhoods - Overview

3.1 Connecting Neighbourhoods is an innovative approach to community collaboration that has been developed in Glasgow City to help take forward the overnight supports transformational change agenda. It is a locality based, technology enabled care and support partnership. There are two Connecting Neighbourhoods projects, the first in Castlemilk and the second in Shettleston. These are progressing as 'test of change', projects, contributing to Glasgow City HSCP's policy direction in transitioning from overnight sleepover support to alternative support arrangements, where appropriate and safe to do so.

3.2 In particular, the test for change projects are seeking to develop a more "clustered response" model among local care providers, potentially sharing responsibilities to respond quickly to someone at home when the need arises as an alternative to a sleepover service. While the focus is on sleepover and overnight provision, it is recognised that this cannot be considered in isolation from considering the support an individual receives during day time and therefore the project has close links with the work of GCHSCP's Central Review Team.

3.3 The Connecting Neighbourhoods collaboration has brought social care providers together along with SOL Connect, a TECS provider, HSCP staff and service users and their family or carer. The collaboration works together to analyse the existing overnight support arrangements in an identified "neighbourhood" area and seeks to develop a 'response plan' to set out the proposed overnight support arrangements to meet the overnight support needs of those living in that area.

3.4 Connecting Neighbourhoods has recently received funding from the Scottish Government's Building Collaboration Fund. This award is in recognition of the innovative collaborative aspect of the model. Some of that funding will be used to commission an independent evaluation of the work.

4.   Connecting Neighbourhoods – Initial Findings and Assessment Process

4.1   As part of the Castlemilk (G45) test for change project, 54 people in that local area were identified as being in receipt of overnight support, across 7 different providers. Within this cohort of people, 18 separate overnight support arrangements were identified, with a mixture of waking night and sleepovers. One of the most significant developments in the Connecting Neighbourhoods Castlemilk initiative has been the development of a draft response plan to set out proposals on how the provider organisations in the area could better work together to support service users overnight in a more effective and efficient way and in turn, reduce the reliance on sleepover provision.

4.2   The Shettleston (G32) test for change project has identified 66 service users currently in receipt of overnight supports, across 11 social care providers (albeit 50% of those service users are supported by one provider). A mapping exercise is taking place to better identify people's needs and further engagement sessions are due to take place with service users and their families and carers. Following on from this, it is the intention to develop a draft response plan.

4.3   It is important to highlight that the response plans as part of the test for change projects for Castlemilk and Shettleston will only be implemented upon the completion of the assessment process. The assessment process will utilise, as a starting point, the existing Support Needs Assessment (SNA) which identifies the individual services users' need for overnight support. Using the existing SNA as a starting point allows all current overnight arrangements within a neighbourhood to be considered as part of Connecting Neighbourhoods initiative.

4.4   The TECS assessment, which will in the Castlemilk area be facilitated by SOL Connect, will use their resources and expertise to risk assess and advise whether each individual's needs could potentially be met via TECS, with or without access to the response service. A TECS risk assessment meeting brings together everyone involved in the individuals' care and support including service users where possible, families and /or welfare guardians, providers, care managers and health staff.

4.5   Following the TECS risk assessment, GCHSCP care managers will be required to complete a support needs assessment to confirm each individual service user's need for overnight support. The GCHSCP care manager can then use the outcome of the TECS risk assessment meeting to inform their assessment. This is crucial as it allows GCHSCP staff to assess service users' support needs with full knowledge of the available options and take an informed view on whether a technology based element of support is appropriate and whether the person's needs can be met safely through the agreed response plan.

4.6   At all stages of the process, the HSCP will make the decision on whether it is appropriate for the TECS/Telecare element of the assessment to continue.

4.7   It is anticipated that service users who are part of the test for change projects who are assessed as suitable for moving onto alterative response plan overnight support arrangements, will begin to do so later in 2019. It is the intention to report the outcome and findings from this test for change work to IJB members in spring 2020, including recommendations on its potential sustainability and roll-out within the City.

4.8 Out with the test for change projects, it is important to note that consideration of the potential suitability of TECS is currently a core part of the HSCP's assessment process for social care.

5.   Engagement

5.1 Following on from engagement activity reported previously to the IJB in the December 2018 progress report, further engagement events have been held with services users, carers, community organisations, providers and staff. These have ranged from targeted engagement events relating to the Connecting Neighbourhoods test for change work, as well as a City-wide event held on 26th June 2019.

5.2 The City-wide event was attended by 60 participants. In addition to sharing information on Connecting Neighbourhoods, participants were taken through how the assessment process is undertaken, incorporating consideration of technology enabled care and support, provided with further examples of how TECS has worked successfully for some individuals, and given the opportunity to see some of the technological solutions in action through demonstration stalls. Further engagement events on Connecting Neighbourhoods are scheduled to take place in September 2019, with a commitment given to hold a further City-wide event in spring 2020.

5.3 Given the concerns and issues expressed at earlier engagement events (as previously reported to IJB members), considerable effort has gone into ensuring all stakeholders, particularly family members and service users involved in the Connecting Neighbourhoods work, are fully involved and have their questions and concerns addressed, as far as it is possible to do so. This has meant that project timescales have moved beyond original estimations but this has been necessary to ensure the full participation of service users and their families in the test for change work.

5.4 Service users and families have been assured that Glasgow City HSCP recognizes that it is not a 'one size fits all' solution and that for some individuals, assistive technology or alternative response arrangements may not be a suitable option. In such circumstances, Glasgow City HSCP remains committed to doing all it can to support individuals to live as independently as possible in the community in line with a person's assessed need and the resources that are aligned to meet that need.

6.   Recommendations

6.1 The Integration Joint Board is asked to:

a) note that consideration on the potential suitability, or otherwise, of technology enabled care and support is a core part of every assessment process for social care;

b) note the progress made in relation to the test for change Connecting Neighbourhoods work taking place in the Castlemilk and Shettleston areas of the City; and

c) note the intention to report the findings of Connecting Neighbourhoods work to the IJB by spring 2020, including recommendations on its potential sustainability and roll-out within the City.