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**REPORT TO: HEALTH AND SOCIAL CARE SERVICES COMMITTEE ON 5  
NOVEMBER 2014**

**SUBJECT: SERVICES FOR OLDER PEOPLE IN MORAY: JOINT  
INSPECTION REPORT**

**BY: CORPORATE DIRECTOR (EDUCATION AND SOCIAL CARE)**

**1. REASON FOR REPORT**

- 1.1 This report advises Committee of the findings of the recently published Report completed by The Care Inspectorate and Health Improvement Scotland in relation to Adult Health and Social Care Services for older people in Moray. A copy of the report can be found at **APPENDIX 1**.
- 1.2 This report is submitted to Committee in terms of Section III (E) (1) of the Council's Administrative Scheme relating to exercising the function of the Council as Social Work Authority under the Social Work (Scotland) Act 1968.

**2. RECOMMENDATION**

**2.1 It is recommended that Committee:**

- i) consider and note the contents of this report; and**
- ii) note that a joint action plan will be developed to address the 6 recommendations identified for improvement within this plan, which will be brought back to a future meeting of this Committee.**

**3. BACKGROUND**

- 3.1 A report was submitted to this Committee on 9 October 2013 which outlined the scope and timetable associated with the forthcoming inspection of health and social care services for older people in Moray (paragraph 8 of the minute refers).
- 3.2 The inspection was carried out in 3 phases:
- First phase – preparation and analysis of information
  - Second phase – file reading, scrutiny sessions and staff survey
  - Third phase – reporting and follow up

- 3.3 The report describes the progress the Moray Partnership is making towards joint working, and how that progress is impacting on outcomes for patients. The Moray Partnership includes The Moray Council and NHS Grampian (Moray Community Health and Social Care Partnership).

#### **4. AREAS OF STRENGTH**

- 4.1 The Joint Inspection report noted 10 areas of strength in Moray:
- a) Very good outcomes for older people and their carers were being delivered in Moray.
  - b) There were constructive plans to develop more integrated health and social services so that older people and their carers would have a more positive experience of these services.
  - c) Health and social work staff in Moray were generally well motivated and support from line managers made a good contribution to morale.
  - d) A strong commitment to realise the capacity within the community to help older people and their carers.
  - e) Most of the procedures to assist staff in delivering services were fit for purpose.
  - f) The Community Health & Social Care Partnership had made a good start on its plans to integrate their respective services more closely and it was beginning to monitor how well it was progressing.
  - g) Managers had generally put satisfactory recruitment processes and training opportunities in place for staff.
  - h) There had been a history of solid performance in the financial management of health and social work services in Moray.
  - i) Leaders in Moray clearly understood the future challenges in delivering joined up services for older people in Moray.
  - j) The building blocks to achieve better integration of health and social work services were in place and the capacity for future improvement in Moray was good.

#### **5. RECOMMENDATIONS**

- 5.1 There are 6 actions that the Care Inspectorate and Healthcare Improvement Scotland expect the Partnership to take as a result of this joint inspection of services for older people.

5.2 Key Performance Outcomes

**The Moray Partnership should:** take further steps to reduce the number of bed days lost in respect of older people whose discharge from hospital is delayed including those for reasons related to the application of the Adults with Incapacity (Scotland) Act 2000. It should ensure that Section 13 ZA19 of the Social Work (Scotland) Act 1968 continues to be used when appropriate, streamline (where possible) the process of appointment of an adults with incapacity proxy and make sure all the required processes are carried out within appropriate timescales.

### 5.3 Getting Help at the Right Time

**The Moray Partnership should:** further explore and implement any appropriate options to increase the capacity of the home care provision, particularly in respect of recruitment and retention in the area across all providers.

### 5.4 Delivery of Key Processes

**The Moray Partnership should:** carry out a review of the home from hospital and access teams, including their structures, staff roles, procedures and the effectiveness of their communications. The Partnership should continue with initiatives to ensure that hospital discharge arrangements and other referrals intended to support the wellbeing of older people in Moray are dealt with timeously and appropriately.

### 5.5 Policy Development and Plans to Support Improvement in Service

**The Moray Partnership should:** ensure that future policy development of the joint commissioning strategy for older people, 'Living Longer Living Better', gives more detail on:

- how priorities are to be taken forward and resourced
- how joint organisational development planning is to be taken forward
- how consultation and engagement are to be maintained
- the use of advocacy in services for older people, and
- action plans which are SMART (specific, measurable, achievable, realistic, timebound)

### 5.6 Partnership Working

**The Moray Partnership should:** consult relevant partners and agree a proposal to review the reasons for the low level of adult protection meetings and case conferences in response to adult support and protection referrals. The Partnership should satisfy itself about the most appropriate use of these stages in the process, including maximising the involvement of service users and carers as appropriate.

### 5.7 Leadership and Direction

**The Moray Partnership should:** provide more information on the integration pathway for its stakeholders. This should include the vision, objectives, implementation milestones, progress monitoring arrangements, sustainability and any key strategic elements such as the Three Tier Model, prevention, early intervention, reablement, self-directed support and joint information systems. This will also support its communication plan for the joint commissioning strategy for older people.

## 6. NEXT STEPS

- 6.1 As required by The Care Inspectorate and Healthcare Improvement Scotland, The Moray Partnership will now develop a joint Action Plan to address the areas for improvement identified as part of the 6 recommendations made. The action plan will build on the improvement activity that has already been undertaken across the service since this report was produced.

- 6.2 Progress in completing the improvement action plan will be reported to this Committee.

## **7. SUMMARY OF IMPLICATIONS**

### **(a) Moray 2023 A Plan for the Future/ Service Plan**

This links to the Single Outcome Agreement – Outcome 6 – We live longer, healthier lives, and to Local Priority 1: Health – Improving the health and wellbeing of the population; and Local Priority 3: Adults living healthier, sustainable independent lives safeguarded from harm.

### **(b) Policy and Legal**

There are no legal implications and no immediate policy implications arising from this report.

### **(c) Financial implications**

There are no direct financial implications associated with the report and any costs associated with supporting the delivery of the action plan will require to be met from within existing budgets

### **(d) Risk Implications**

A failure to adequately address the outcomes of the scrutiny process could result in greater scrutiny activity in the longer term and attract criticism for both the Council and the NHS.

### **(e) Staffing Implications**

There are no staffing implications arising from this report.

### **(f) Property**

There are no property implications arising from this report.

### **(g) Equalities**

There are no equalities issues arising from this report.

### **(h) Consultations**

Consultations have been undertaken with Head of Community Care; Chief Officer, MCHSCP; Mental Health Lead, NHS Grampian; Service Managers for Provider Services, Specialist Services and Assessment & Care, Moray Council; Sandy Dustan, Service Manager Acute Care, NHS Grampian; Liz Tait, Clinical Governance Lead, NHS Grampian; Community Health Services Lead, NHS Grampian; Senior Performance Officer, Moray Council; Gaye Morrison lead for AWI,

Moray Council, Sandra Gracie, Joint Inspection Lead who agree with the sections of the report relating to their areas of responsibility.

**8. CONCLUSION**

- 8.1 This scrutiny report will assist in our efforts to strive for continuous improvement and will greatly assist in helping improve the quality of service we deliver to service users, carers and our partners across joint services for older people in Moray.**

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Background Papers:

Ref: