

Health and Social Care News Update



Colleagues,

Welcome to a new Health and Social Care News Update.

As you may know, Susan Manion has been successful in a new appointment as Chief Officer at East Dumbarton Partnership. We all wish Susan well in her new role. An announcement regarding the interim arrangements will follow as soon as possible.

We recognise there is still much to do to as part of Health and Social Care Integration to achieve our vision which is to **'work together for the best possible health and wellbeing in our communities'**. However, we continue to work hard to improve the outcomes for the people of the Borders every day. That is down to the efforts and commitment of our staff and partners, and we would like to thank each and every one of you.

This newsletter demonstrates some examples of this great work which shows how we are continuing to work together to ensure our services are as joined up and seamless as possible. We also have an opportunity to demonstrate this through the Joint Inspection of Older Peoples' services which you can read more about on page 2. We believe the inspection will be helpful to get an external view on our service.

Another project which aims to take us forward on this journey is the Community Led Support engagement sessions which have been planned to facilitate the co-production of health and social care services in the Borders. You can read about our collaboration and our plans in this issue, as well as events taking place to discuss the Buurtzorg 'Neighbourhood' model of care and how it could benefit us here in the Borders. Please also have a look at the successful work delivered by the Transport Hub and Borders Community Capacity Building team.

In a recent report, the Independent Cancer Taskforce estimated that 30,000 lives can be saved each year by 2020 through earlier cancer diagnosis and better treatment and care. Here in the Borders, a new pilot service has started up to aid people living with cancer. In this issue, you can read more about the Transforming Care After Treatment (TCAT) service which is now available for people living with cancer in the Tweeddale area.

We look forward to continuing working with you, and we are arranging opportunities to meet up with as many staff as possible in the coming weeks. Going forward, we encourage you to tell us about the work you're involved in so we can collectively continue on this journey through inspiring others, and sharing good practice.

Tracey Logan
Chief Executive
Scottish Borders Council

Jane Davidson
Chief Executive
NHS Borders

Joint Inspection of Older Peoples' Services

Our joint older people's services are to have an inspection by the Care Inspectorate and Health Improvement Scotland early next year. Our staff will play a key role in this inspection. It provides us with an opportunity to showcase our services, and also highlight areas for improvement.

The start date for the inspection is 16 January 2017, and the inspection team will be with us for over a month. During the first week, the inspection team will review our case files.

The week commencing 6 February, the team will join us again for case file follow-up work, and then return the week commencing 20 February for interviews with key stakeholders. The entire inspection process consists of several phases: producing a self-evaluation report, on-site inspection work, case file audits and focus groups.

Evelyn Rodger, Director of Nursing, Midwifery and Acute Services, says: "We welcome this joint inspection, the purpose of which is to assess the standards of care we provide to older people.

"The observations of the Inspectors will provide us with an independent, robust view of the quality of this care and will help us to understand where our improvement work should be focused."

Elaine Torrance, Chief Social Work Officer added: "Many people will have a role to play in this inspection, which gives us the opportunity to showcase what we are good at and also identify where we have room for improvement."

A dedicated team with representatives from across the Partnership has been set up to oversee the inspection process and regular updates on the inspection will be provided going forward.

Staff will have an opportunity to express their views on the inspection, and a staff survey will be sent out in mid-November. We would encourage all staff to respond to give their views on what we do well as well as what we could improve.

Read more about the Care Inspectorate and Healthcare Improvement Scotland inspection in their report [Quality Indicators and Illustrations, Joint inspection for adult services](#). For more information contact Warwick Shaw, Head of Delivery Support, warwick.shaw@borders.scot.nhs.uk, or Susan Henderson, Planning Manager (adults), Social Work, SAHenderson@scotborders.gcsx.gov.uk

Continuing our journey of Partnership working...

As part of Health and Social Care Integration we are continuing to look at how we can work together effectively for the best possible health and wellbeing in our communities. Here are some of examples of how we are taking forward this work:

1. Community Led Conversations - Engagement sessions planned to co-produce health and social care services

National Development Team for inclusion (NDTi) is assisting the Scottish Borders Health and Social Care Partnership to facilitate the co-production of health and social care services in the Borders. Engagement sessions are planned for November to examine how to best implement community led support model (CLS) in the Borders. We urge you to come along to provide your views and ideas.

What is a Community Led Support Model?

A community led support model is developed at grass root level and is based on the principles of co-production, person-centred working, partnership with local people, empowerment of staff teams and reduced bureaucracy and simplified processes.

Elaine Torrance, Chief Social Work Officer explained: “The focus of this work is to consider how community led support model could best work in our five localities. We need to re-shape the way we provide local health and social care services, and in order to do that well, we need input from our communities.”

Engagement Events

The Partnership is committed to using a co-productive approach and a set of engagement events have been organised. Everyone is invited to come along to these events and have their say, for example:

- Interested local people including service users, carers and volunteers
- Members of Locality Planning Groups
- Health and social care staff active in these localities
- Independent health contractor staff
- Other staff from the council, NHS Borders, voluntary and independent sectors

Elaine added: “We hope people will take the time out of their busy day to come and be a part of this process. We will have both day and evening sessions in each of the five localities, so we hope people will be able to attend.”

When and where?

- Galashiels Volunteer Hall - 9 Nov, 2:30pm-5:30pm
- Lauder Public Hall - 9th Nov, 10am-1pm
- Hawick Town Hall – 10th Nov, 10 am-1pm
- **Newcastleton Village Hall** – 16 Nov, 1pm-4pm
- **West Linton St Andrews Parish**, Old Church Hall - 21 Nov, 10am-1pm.
- **Peebles Burgh Hall** - 21 Nov, 3:30pm-6:30pm
- **Jedburgh Town Hall** (Lesser Hall) - 23 Nov, 10am-1pm
- **Kelso Tait Hall** - 23 Nov, 3pm-6pm
- **Duns Swimming Pool** (The Guy Roberts Room) – 30th Nov, 10am-1pm
- **Eyemouth Community Centre** - 30 Nov, 3pm-6pm

This work is funded through the Integrated Care Fund (ICF), funding provided by the Scottish Government in order to enable change to integrate health and social care services. The project has a timescale of 18 months. If you have any questions, please contact Clare Richards, project manager ICF, at Clare.Richards@scotborders.gov.uk.

2. Buurtzorg in the Borders – a new model of care

Events are taking place to look at developing a new model of care in the Borders which started in the Netherlands called 'Buurtzorg'.

The scheme is being led by community nurses working in partnership with other professionals and the community. It has been translated as 'neighbourhood care'.

Following on from a successful day in Coldstream on 29 September, two further engagement events are being held where staff will have the opportunity to hear more from a Buurtzorg nurse who will share her experience. You will then have the opportunity to discuss what this means for us in the Borders and how it could work here.

Both events take place on 30 November at the following venues/times:

- Burnfoot Community Centre, Hawick from 9.30am to 12.30pm
- MacArts Centre, Galashiels from 1.30pm to 4.30pm.

If you would like to book your place or would like more information please contact Kirsten Austin by email or phone Kirsten.austin@borders.scot.nhs.uk or telephone: 01896 828220.

Please specify which session you wish to attend.

3. Cancer support pilot in Tweeddale

Transforming Care After Treatment (TCAT) is a new service for people living with cancer in the Tweeddale area.

"The aim of the project is to help support people after their treatment and recovery from cancer to enable them to live as independent a life as possible within their own communities," explained Angela Davidson, project coordinator. "The thing that stands out about this particular project is that we are working in partnership with other organisations to provide a tailor-made person focused support plan based on each person's individual needs."

TCAT is a joint project between:



- British Red Cross
- Macmillan Cancer Support
- NHS Borders
- Scottish Borders Council
- FitBorders

It is part of a national programme which aims to improve the support every person affected by cancer in Scotland receives after their treatment ends. The programme works with the individual and their families to provide advice, information and support to assist them to regain control of their own life.

“People can either self-refer, be referred by their GP” said Angela Davidson. “So far, the people involved in the project have given very positive feedback. Each person’s needs are very different and having one point of contact locally to support them is very helpful.”

Please call the Tweeddale Social Care and Health team on 01721 726355 to get more information about TCAT.

4. Transport Hub

The Transport Hub project is a part of a bigger review of transport provision in the Borders and the project is working to put in place a co-ordinated, sustainable approach to community transport provision. In June, the Transport Hub received an award for ‘the Accessibility project of the year’ for the work it has delivered so far.

The project, which started up in April 2015, reports that it is now easier for service users and staff to book and use transport services, improvements in appropriate transport provision and better vehicle utilisation. The project also states greater partnership working, improvement of the skill of the volunteer base and respite provision for carers.

During its first year of operation, the Transport Hub has facilitated 482 journeys by using 56 volunteers.

5. Borders Community Capacity Building (BCCB)

BCCB has a dedicated team which work hard to encourage people to engage and participate in activities in order to improve their mental and physical wellbeing and reduce isolation. BCCB supports a wide range of activities like new age curling, badminton, indoors bowls, dominoes, darts, table tennis, pool, gentle exercise and walking football. Projects initiated by BCCB should be self-sustaining by 2018.

BCCB reported an increase in the number of people, from different communities, becoming engaged in physical activities and being more active in their communities. They also reported an improvement in their participants’ physical and mental wellbeing:

- 86% of participants stated that gentle exercise classes had improved their fitness
- 98% of participants stated that the gentle exercise class had given them an increased opportunity to socialise
- 45% felt that the gentle exercise class had increased their confidence
- Reduced isolation
- 67% of men said that walking football had increased their fitness
- 100% of men said that walking football had increased their opportunity to socialise



Innerleithen gentle exercise class, Spring 2016

6. Our staff achievements

Our staff work tirelessly every day to deliver the best possible service to our communities. Here are examples of our staff being acknowledged for their work nationally:

Ruth Dorward

Jedburgh GP Ruth Dorward won the Doctor Award at this year's prestigious Scottish Health Awards in Edinburgh on 3 November.

Having worked in General Practice for the last 27 years, Ruth's nomination described her as a great GP and an excellent family doctor who demonstrates enthusiasm and passion for her role and profession.

Commenting on her win, Ruth said: "This is a win for the whole Primary Care team, of which I am only a small part. Their support enables me to be the best I can be."

Also recognised on the night were finalists Clare Gillespie, a Music Therapist within Scottish Borders Learning Disability Service, and Isobel Burton, Public Dental Officer at Hawick Dental Centre.



Ruth Dorward (centre) accompanied by Shona Robison MSP, Cabinet Secretary for Health & Sport (left) and Dr Gregor Smith, Deputy Chief Medical Officer for Scotland (right).

The Awards are the most recognised awards ceremony for healthcare professionals within Scotland and reward Scotland's most dedicated and caring NHS workers. Run by the Daily Record, in partnership with NHSScotland and the Scottish Government the awards are now well established in the Scottish calendar.

Marion Woods

Marion Woods, Clinical Service Manager Dental, LASS and Sexual and Reproductive Health, was chosen as a runner up in the Manager of the Year awards at the Institute of Health Services Management (IHSM) awards on Thursday 6 October.



Contact us...

We encourage you to share your stories, examples of good practice and/or achievements by emailing us at: integration@scotborders.gov.uk. Please also get in touch if you have any queries.

You can also find out more from www.scotborders.gov.uk/integration

