

# Health and Social Care News Update



Issue 6 – Autumn 2017

Colleagues,

**Welcome to the latest Health and Social Care News Update which provides information on a range of developments and successes being progressed on behalf of the Partnership. Our Annual Performance Report provides detailed information about what has been achieved over the past year, reflecting all the hard work that has been carried out to meet our priorities and for which I would like to add my appreciation and thanks.**

The report also sets out our priorities for 2017/18, key to which is continuing to deliver responsive health and social care services which are focussed on the needs of the people who use them and their local communities. Your support in helping us to achieve this goal is vital and again, I would like to acknowledge the commitment and dedication of staff working across both organisations as we work together to ensure the best possible health and wellbeing outcomes for the people of the Borders.

Over the past few months we have seen a number of projects come to fruition, including the launch of the Matching Unit and What Matters-Scottish Borders community hubs in Ettrick, Yarrow, Hawick and Galashiels. Both initiatives are

proving highly effective in not only enabling service users and carers to access the support they need, but also in terms of providing staff with new ways of working and solutions that are of significant benefit.

The evaluation report received in July for the Community Capacity Building team was also highly encouraging. The project is one that continues to go from strength to strength with an impressive range of activities already benefiting communities across the Borders and new ones being developed all the time.

The consultation for the health and social care locality plans which have been developed for Berwickshire, Cheviot, Eildon, Teviot & Liddesdale and Tweeddale ends on 16 September and I would encourage you to make sure you have a look at these and provide us with your feedback as we are keen to have as comprehensive a picture as we can to help us develop a strategy for the future delivery services.

The Partnership has also developed a joint transformation programme to ensure that we can successfully address the challenges that we face. I would ask you to read the article on page 5 that outlines



the ten projects that are being progressed so you are familiar with the aims and scope of the programme. You will see that your feedback and engagement would be welcome – just contact the project team to find out more.

As you may be aware, I am due to retire in the near future and we are in the process of recruiting a replacement Chief Officer. I would like to thank all staff across the NHS and Council and partners and communities for their support.

I am sure the joint agenda will continue to progress and make a difference to the people in the Borders.

**Elaine Torrance**  
Chief Officer Health and Social  
Care Integration

## Matching Unit makes great progress

A new centralised service for matching requests for care at home provision with home care providers is proving a great success. Set up with funding from the Partnership's Integrated Care Fund, the Matching Unit became operational in Teviot on 17 April. Since then the service has been rolled out to Tweeddale, Eildon and Cheviot and preparations are underway to roll out to the Berwickshire area.

Planning is also underway for the Matching Unit to assist with sourcing care at home that will enable people to be discharged from hospital. The team is located in Hawick and is made up of three co-ordinators and a team leader.

Project Manager, Elena Hendry, said: "The results the team has achieved since becoming operational have been outstanding at the time of going to print, they have sourced over 265 care packages for people urgently needing a service, and in the first week of opening in Tweeddale they were able to almost clear the waiting list.

"The feedback received from both people receiving the service and staff within social work teams has been overwhelmingly positive and we are delighted with the results.



This is such an encouraging start to the project and the team is to be congratulated and thanked for making such a difference already."

To find out more, contact:  
[elena.hendry@scotborders.gov.uk](mailto:elena.hendry@scotborders.gov.uk)

## What Matters-Scottish Borders community hubs are launched

The first community led support hubs are now up and running in Hawick, the Ettrick and Yarrow Valleys and Galashiels.

What Matters-Scottish Borders is a new way of providing advice and information for adults who are looking for ways to maintain independence in their own homes.

Communities are given the opportunity to attend drop-in sessions in their own locality where they can meet with a range of professional staff and trained volunteers and get advice about social care needs, general wellbeing and independence.

### What Matters-Scottish Borders is available at:

- Kirkhope Village Hall, Main Street, Ettrickbridge, first Wednesday of every month 10.00am-12.00noon.
- Yarrow Hall, Yarrow Feus, first Wednesday of every month, 2.00-3.00pm.
- Burnfoot Community Hub – by appointment only.
- British Red Cross, Galashiels – by appointment only.

Alternative venues are being sought for Hawick and Galashiels so that regular drop in sessions can be offered. Plans are also underway for sessions in Berwickshire and Tweeddale from October with Cheviot to follow in due course.

To find out more, email: [whatmatters@scotborders.gov.uk](mailto:whatmatters@scotborders.gov.uk) or contact Nicki Tait on 01835 825080.





## Positive feedback for the Community Capacity Building project

An external evaluation of the Community Capacity Building project completed in July 2017 has praised the positive impact that the project is continuing to provide for older people across the Borders with the social return on investment for the work of the team being estimated at being £10 for every £1 invested.

This represents significant value to both participants and in terms of savings to the health and social care system as a whole. In addition, a survey undertaken by the team itself found that 75% of participants report improved health and wellbeing as a result of taking part in one of the many activities available and that 10% of them had gone on to volunteer in community projects themselves.

The project provides a range of coordinated community support projects across the Borders which aim to support older people on a person-centred basis while encouraging communities to create and run their own services.



The wide range of activities that have people can become involved with include walking football, walking netball, new age kurling, gentle exercise classes and soup clubs as well as a gardening project in partnership with pupils at Jedburgh Grammar, events to celebrate Silver Sunday, production of a directory of services available in the Gala Water area, working in partnership with Outside the Box on happiness habits cafes, supporting the establishment of Men's Sheds and a 10 week pilot delivering lunchtime meals to older people in Peebles.

To find out more, email: [communitycapacity@scotborders.gov.uk](mailto:communitycapacity@scotborders.gov.uk)

## Annual Performance Report 2016/17

The Partnership has published its performance report for 2016/17. The report provides an update on progress of the delivery of our strategic objectives as laid out in the Strategic Plan and was developed following extensive engagement with officers from across the Partnership and in the third, independent and housing sectors.

Chief Officer, Elaine Torrance, said: "The report provides detailed information about our key achievements over the past 12 months. This includes the formation of locality working groups across the Borders' five localities, the implementation of community hubs - which puts communities and the people who live in them at the heart of improving access to health and social care - and the development of the Buurtzorg model of nursing care which will deliver a collaborative and integrated approach to community based health and social care services. Our priorities for 2017/18 are also set out in the report and these include the delivery of a joint programme of transformation which will ensure we can successfully deliver responsive health and social care services which are focused on the needs of the people who use them and their local communities."

You can download the report at: [www.scotborders.gov.uk/integration](http://www.scotborders.gov.uk/integration)

## Locality Plan consultation

The Partnership held a wide-ranging consultation on the health and social care locality plans which have been developed for Berwickshire, Cheviot, Eildon, Teviot & Liddesdale and Tweeddale.

The plans focus on recommendations from the Strategic Plan and the way in which health and social care services will be delivered locally in response to:

- increasing demand for services due to a rise in the population over 65 years of age
- increasing pressure on resources due to the rise in demand
- changing service user expectations and the desire to improve health and social care experience.

The closing date of the consultation is **16 September** with the outcome due to be presented to the Integration Joint Board in **October 2017**.

To find out more, visit: [www.scotborders.gov.uk/HSCPLocalityPlans](http://www.scotborders.gov.uk/HSCPLocalityPlans)

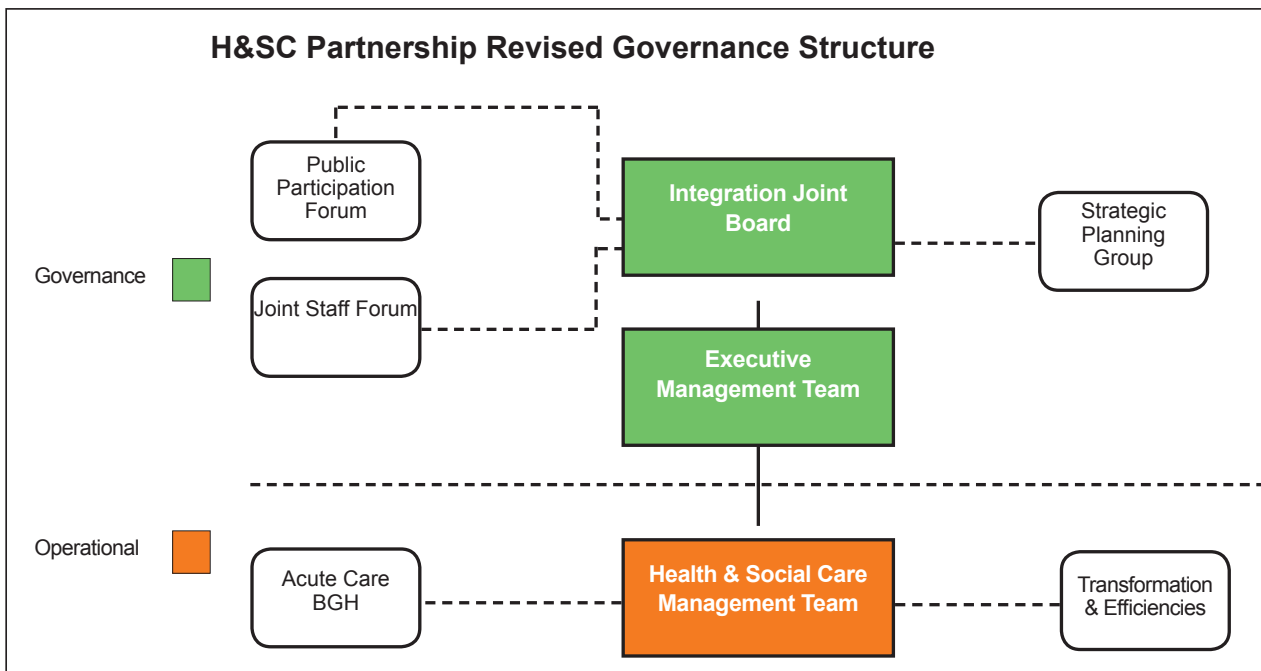
# Integration Joint Board (IJB)

A new governance structure which streamlines the governance process was approved by the IJB at their meeting in 27 March. There were also changes to the membership of the IJB following the local government elections in May.

## The voting members are now:

- Stephen Mather, NHS Borders Non-Executive Director (Chair)
- David Davidson, NHS Borders Non-Executive Director
- Karen Hamilton, NHS Borders Non-Executive Director
- John Raine, NHS Borders Non-Executive Director
- Vacant, NHS Borders Non-Executive Director
- Cllr David Parker (Vice-Chair), Scottish Borders Council Convener
- Cllr Helen Laing, Scottish Borders Council
- Cllr Shona Haslam, Scottish Borders Council Leader
- Cllr Tom Weatherston, Scottish Borders Council
- Cllr John Greenwell, Scottish Borders Council

You can keep up to date with the IJB by reading the minutes of their meetings on the SBC Calendar of Meetings The next meeting is due to take place at SBC Headquarters on 23 October 2017.



## Joint Inspection of Older Peoples' Services

The Partnership is currently waiting on the final report from the Care Inspectorate and confirmation of the date when the report will be published.

Briefing sessions will be set up for staff and other key stakeholders as soon as this is known but in the meantime, you can contact Susan Henderson: [sahenderson@scotborders.gov.uk](mailto:sahenderson@scotborders.gov.uk) if you have any questions.

# Integrated Transformation Programme now underway

The IJB has agreed to implement the Integrated Transformation Programme (ITP) to redesign a range of health and social care services overseen by the Partnership.

This is to make sure that we continue to deliver quality services in an affordable way, secure sustainability through more effective use of scarce resources and meet legislative commitments such as improved carer support.

## Ten workstreams

The following ten project workstreams have been developed and will be delivered by NHS Borders, SBC and Public Health over the next 18 months:

1. Improving Community and Day Hospital Services – Lead: Sandra Pratt
2. Enablement – Lead: Murray Leys

3. Allied Health Professionals – Lead: Sandra Pratt
4. Dementia – Lead: Murray Leys
5. Mental Health Redesign – Lead: Simon Burt
6. Re-imagining Day Services – Lead: Murray Leys
7. Carer's Strategy – Lead: Elaine Torrance
8. Redesign of Alcohol and Drug Services – Lead: Tim Paterson
9. Telecare and Telehealthcare – Lead: Murray Leys
10. Localities and Workforce Planning – Lead: Elaine Torrance

Projects 1-6 and 8 are focused on the redesign of services and the associated care pathways. The Telecare and Telehealthcare project will explore how technology can support the processes around each pathway and achieve both service improvements and efficiency gains.

The Localities and Workforce planning project will consider how integrated teams are configured to deliver re-designed services in the most effective way at local level. Project 7 is aimed at implementing the Carers (Scotland) Act 2016 by 1 April 2018 and dealing with the financial and non-financial impacts of doing so.

## Get involved

The Partnership is keen to make sure that the views and feedback of stakeholders are appropriately represented in relevant workstreams. If you have queries about specific areas of this work or want to be more directly involved, contact [integration@scotborders.gov.uk](mailto:integration@scotborders.gov.uk) to find out more.

## Partnership news in brief

### Alcohol Related Brain Damage leaflet produced

ARBD Coordinator, Dionne Chamberlain has produced a leaflet providing information for people working with clients who are experiencing ARBD. Copies are available from the SBC website or from: [dionne.chamberlain@scotborders.gov.uk](mailto:dionne.chamberlain@scotborders.gov.uk)

### Food and Friendship initiative pilot in Peebles

The Community Capacity team is working with the Food Foundation, a Peebles-based social enterprise, on a 10-week pilot project that will provide a hot meal at lunchtime every Wednesday to older people

living in Peebles. The service is ideal for people unable to cook due to age, disability and illness or who has recently come out of hospital or just do not wish to cook for themselves. The meals are delivered by local volunteers (who have been PVG checked) and cost £5.00 per two course meal. To find out more, contact: Jillian Scott - 07786 477950 or at: [jillian.scott@scotborders.gov.uk](mailto:jillian.scott@scotborders.gov.uk)

### A new home for the Community Equipment Service

The Community Equipment Service (previously BAES) has moved to their new premises in Tweedbank, representing a significant investment in the service by NHS Borders and SBC.

A formal opening of the new provision is planned for 25 September but in the meantime, more information is available from Paul Cathrow at: [pcathrow@sbcare.co.uk](mailto:pcathrow@sbcare.co.uk)



## Other News

- **Celebrating Learning Disability Week**

People with a learning disability and their family carers held a successful event in Galashiels during Learning Disability Week where the five Local Citizens panels also launched their new welcome pack.

Find out more: **Susan Henderson** - [susan.henderson@scotborders.gov.uk](mailto:susan.henderson@scotborders.gov.uk)



- **New Champions appointed**

The following special interest champions were appointed by the new SBC administration:

**Learning Disabilities Champion**, Councillor Kris Chapman;

**Older People's Champion**, Councillor Elaine Thornton-Nicol;

**Voluntary Sector Champion**, Councillor Robin Tatler;

**Equalities Champion**, Councillor John Greenwell.

- **New Dementia Community Workers appointed**

Based at Alzheimer Scotland in Kelso, Simon Wallace and Nikki Hood and will provide support and information for people with dementia and carers. Simon will cover Hawick, Jedburgh, Selkirk, Peebles and Innerleithen while Nikki will be responsible for the Kelso, Galashiels, Melrose, St Boswells, Coldstream and Eyemouth areas.

Contact them at: [nhood@alzscot.org](mailto:nhood@alzscot.org), tel: 07827 823809 and [swallace@slzscot.org](mailto:swallace@slzscot.org), tel: 07584 408392. Another new start is Jacqui Ramage (previously admin assistant team leader at SBC) who has taken up the post of volunteer coordinator with the team.

### Contact us ....

For more information, or if you have suggestions for future issues, email: [integration@scotborders.gov.uk](mailto:integration@scotborders.gov.uk)