



**Report by the Head of Health and Community Care
West Dunbartonshire Health & Social Care Partnership**

Management Group: January 2021

Subject: Independent DIG

1. Purpose

- 1.1 Community Planning's Independent Delivery and Improvement Group has been in existence for a number of years to plan and deliver better services aimed at making a real difference to people's lives.

2. Recommendations

- 2.1 CPWD is asked to note the report.

3. Background

- 3.1 Our work is categorised under 3 themes. The DIG has met twice since the pandemic began and the following outlines some of the areas we have focused on to promote wellbeing of all.

3.2 Local Outcomes Improvement Plan (LOIP) and Update

The key local outcomes detailed in the LOIP are;

- People are supported to live independently
- The quality of life for older people is improving
- Housing options are responsive to changing needs over time

A clear focus for the DIG has been ensuring support for people's wellbeing, in terms of our, patients, clients and residents and also our staff. This update on the deliverables within the LIOP will focus on Wellbeing.

4. Main Issues

4.1 People are Supported to Live Independently

Within the "People are supported to live independently" outcome people have continued to be supported to remain active and enjoy life, however the Face to Face approach has been reduced with telephone and video call (Attend

Anywhere) being the main contact. Where assessments have been undertaken, the Rockwood Frailty tool forms part of any ongoing assessments. Services continue to provide face to face support where this is assessed as being required.

Integrated teams provide support to clients in relation to their wider care needs; an example is an increase in online Blue Badge applications during the pandemic. The teams offer telephone support to complete applications where individuals are having difficulty doing this independently.

The District Nursing Teams and Care Homes work collaboratively to support person centred palliative and end of life care, supporting care in the home / homely setting and reducing unnecessary admissions to hospital, individuals and family members' well being during this time are also supported.

Visiting loved ones in care homes has been severely restricted during lockdown, which has been very distressing for many families. All Care Homes in West Dunbartonshire quickly rolled out a programme of digital contact, supporting families to meet via skype or facetime.

Support to Care Home residents needing to go to hospital has continued using the Red Bag initiative. Residents were managed in the community where possible to ensure the risks of Covid transmission were reduced where possible with advance infection control measures.

Work with the voluntary sector to create opportunities for people to volunteer and to be supported by volunteers is ongoing and has been closely aligned to the Local Authority Humanitarian Crisis Support Service ensuring individuals' needs are being supported.

The ability to respond quickly when people experience crisis or are suffering from increased frailty remains a top priority. Both the Focused Intervention Team and our Community Nursing Teams are at the forefront of preventing unnecessary hospital admissions which can have a detrimental effect on patient well being. The joint working between the Scottish Ambulance Service and the Focussed Intervention Team aims to promote direct referrals from SAS to the FIT team. A short video has been developed and shared to all relevant ambulance crews, explaining the referral process and service provision. Collaboration between services is ongoing with potential to significantly increase referral rates.

The delivery of a high standard of person centred palliative and end of life care, continued through delivery of face to face interventions and support to patients, families and carers by community nursing and wider integrated teams.

The pilot Community Link Worker service funded by the Primary Care Improvement Plan, and managed by WDCVS, has operated in a hybrid format since the pandemic began. Continuing service restrictions affecting a range of

community-based support services has made onward-referral challenging in a number of areas, requiring link workers to provide additional maintenance support calls and exploring more online support options. The main areas of support requested have been around mental health, anxiety and household finance concerns. Link Workers continued to liaise closely with WDCVS support colleagues to ensure relevant clients have also been included in Covid support services over the festive period.

4.2 Quality of Life for Older People is Improving

Within the “quality of life for older people is improving” outcome the development of the New Health Centre and Care Home in Clydebank was paused, but due to its essential nature, permission was granted for work on the care home to restart very quickly. The Queens Quay Care Home was completed in November 2020 and residents moved safely into the facility in December 2020. This has had a positive impact on the well being of residents and staff who are embracing the new modern facility.

Work on the New Health and Care Centre was reinstated immediately following the easing of restrictions and we are working towards the revised timeline of summer / autumn 2021.

Care homes have embraced the use of Digital approaches which have steadily increased during the pandemic within a number of settings. We have introduced Attend Anywhere, Skype and WhatsApp to support and maintain close contact with families which supports residents’ health and well being. Where restrictions allow window, garden and indoor visiting has taken place in line with restrictions. Visiting will be reintroduced in-line with national guidance. Essential visits remain in place to support residents with distressing behaviour or to support families and residents during end of life care.

We have added to activity planning for residents, to support motivation, these activities are having a positive impact on residents’ emotional health and well being. Day services continue to provide meals and daily welfare calls to clients in the community.

Staff wellbeing is paramount and is supported by daily briefings, offering / signposting staff to wellbeing services and counselling (where appropriate). These services are tailored for staff experiencing anxiety or stress related to the current pandemic.

Wellbeing meetings with staff during periods of absence are continuing and staff are being linked into wellbeing support where required.

The availability of respite and short breaks continues to be paused. All carers with agreed respite have been contacted and alternative supports offered where possible. Community teams and the Carers Centre have been working together to identify and implement appropriate wellbeing and other supports for individuals.

Out of the Blue is a replacement care project delivered by Carers of West Dunbartonshire (CWD) for unpaid carers; it provides adult carers with at home replacement care sessions. 'Replacement care' is purchased by Carers of West Dunbartonshire from a care provider of the carer's choosing. The aim of the project is to give carers the opportunity to do things which other people take for granted, to have a life alongside caring and to look after their own health and wellbeing. Some examples of how carers use Out of the Blue are:

- To attend a social event with family or friends,
- To attend a medical appointment,
- To attend a training course or hobby classes.

In response to the coronavirus pandemic, 30 carers were identified for a cohort model; each carer was allocated a personalised budget (managed by CWD) of £700 which gave them access to approximately 35 - 40 hours of replacement care. This is in addition to the carers who continue to use the Out of the Blue in a more ad hoc way.

Live Active GP Referral scheme and vitality programme were reinstated remotely when restrictions eased in summer 2020, due to the most recent restrictions in December 2020 / January 2021 our local leisure services are currently closed. The Live Active team continue to undertake activities with patients remotely supporting the wellbeing of local residents.

From April 2020 a number of Adult Carers have access to Leisure Trust services via the newly developed Carers Leisure Trust Pass. This provides opportunities for individuals to focus on their own health & wellbeing and have time for themselves. The restrictions in place at any given time will impact on individual's ability to access these services.

4.3 Housing options are responsive to changing needs over time

The Support to the housing sector to sustain the tenancies of vulnerable households through early social work interventions, promoting payment of rent, signing up for benefits and other assistance has been paused along with remedial actions as a result of Covid.

4.4 Next Steps

The Independent DIG is committed to meeting quarterly and the first meeting following the easing of restrictions and recovery phase took place in September 2020.

The DIG will review and update the current Action Plan.

5. People Implications

5.1 Implications for staff and patients groups are considered in the associated workplans for each area.

6. Financial Implications

6.1 All areas captured have associated budget.

7. Risk Analysis

7.1 Risks associated with the actions have been captured within local action plans, Overall risks are highlighted in the paper.

7.2 There are no legal issues with this report.

8. Equalities Impact Assessment (EIA)

8.1 Where required the activities contained within this report have been assessed in relation to their impact on equalities and human rights through the relevant plan. No negative impacts on equality groups or potential for infringement have been identified.

9. Consultation

9.1 No consultation required for update.

10. Strategic Assessment

10.1 At its meeting on 25 October 2017, the Council agreed that its five main strategic priorities for 2017 - 2022 are as follows:

- A strong local economy and improved employment opportunities.
- Supported individuals, families and carers living independently and with dignity.
- Meaningful community engagement with active empowered and informed citizens who feel safe and engaged.
- Open, accountable and accessible local government.
- Efficient and effective frontline services that improve the everyday lives of residents.

Person to Contact: **Jo Gibson**

Appendices: **None**

Background Papers: **None**

Wards Affected: **All**