

**ANGUS INTEGRATION JOINT BOARD****26 JUNE 2024****CHIEF OFFICER UPDATE****REPORT BY JILLIAN GALLOWAY, CHIEF OFFICER****1. ABSTRACT**

This report provides an update to Angus Integration Joint Board (IJB) on behalf of the Chief Officer on items that do not merit a full report, but the Board may wish to note. The report details updates on work underway across Angus Health and Social Care Partnership (AHSCP) and information in relation to a range of policy updates. Topics covered in the report include:

- Safer Staffing Progress Update
- Day Opportunities Engagement Update
- Delayed Discharge Position
- Collaborative Care Home Support Team
- Tayside Oral Health Needs Assessment
- NHS Tayside Annual Delivery Plan 2024 – 2027, NHS Tayside Strategy and supporting engagement activities.
- Consumer Duty Update
- United Nations Convention on the Rights of the Child (UNCRC)
- Climate Change Update
- Early Release of Prisoners and Prescribed Victim Support Regulations
- Are you OK launch
- Volunteer Week
- Tayside Sexual Assault Response Coordination Service represented at Buckingham Palace
- Two Angus Nurses recognised in Royal College of Nursing Scotland Nurse of the Year Awards 2024

2. RECOMMENDATION

- 2.1 It is recommended that the Integrated Joint Board notes the update provided within this Report.

3. BACKGROUND AND CURRENT POSITION**3.1 Safer Staffing Progress Update**

The AHSCP Safe Staffing Steering Group continues to meet bi-monthly with appropriate representation from required service areas in scope of the Act. There are regular standing items on the agenda, seeking assurance and focused conversations around risk assessment and escalation. Health representatives have planned meetings to complete the quarterly Health Care Safer Staffing Act (HCSSA) Reporting Template and submit this to NHS Tayside, who then provide a submission to the Scottish Government. A co-chair of the Steering Group also attends the HCSSA Programme Board. There are mechanisms and systems in place such as SafeCare, Real time Staffing Resource and staffing tools. For Health Services that do not have e-rostering there is an onboarding plan which will include access to SafeCare, with a timescale of 6 months. Social care representatives will meet regularly to provide assurances about their regulated services and this information will be provided to the Steering Group. The Care Inspectorate have begun inspections and these outputs will provide assurance in relation to regulated social care services. Kinloch Care Home are also participating in the Care Inspectorate Staffing Method Pilot.

Training continues to be a standing item on the Steering Group agenda. There are information and training resources available on TURAS, Learn Pro, Healthcare Improvement Scotland SWAY and webinars, presentation slides and resources in respect of the HCSSA are also circulated to staff in scope of the Act.

AHSCP are supporting the independent sector with this agenda through the investment of the Independent Sector Lead (ISL) role. The ISL had several meetings with a group of care homes who then devised their own staffing tools to gather information to evidence and ensure outcomes for people, based on the Safer Staffing legislation.

This ISL will continue to liaise with providers following Care Inspections based on the feedback they receive in regard to Safer Staffing. There are a number of concerns raised by the providers regarding funding and staffing of some roles.

3.2 Day Opportunities Engagement Update

Since the IJB in April significant work continues to develop the draft Strategic Day Opportunities Framework in line with data analysis from our extensive engagement work and the agreed direction from the IJB in April 2024 (IJB 14/24). The framework will contain six priority areas and actions:

- Day Opportunities Review
- Cost and Eligibility
- Transport
- Accessible information for improving awareness and understanding
- Improving flexibility and reduction in social isolation
- Ensuring quality of day opportunities

The draft is out for consultation with professional leads across AHSCP and is due to be presented to the Executive Management Team in June. An engagement plan to consult on the draft framework is underway and it is anticipated that engagement with the public will take place in July 2024. Once this has been approved, we shall commence public engagement (after the General Election).

3.3 Delayed Discharge Position

AHSCP has agreed with other partners within NHS Tayside to set parameters for delays in hospital. In Angus we have agreed that we should work to:

Hospital	RAG Status		
	Green	Amber	Red
Ninewells	0-3	4-5	Over 5
Total Delays	0-15	16-30	Over 30

The discharge status of people in hospital is evaluated on a daily basis, looking for any potential delays in accessing on-going care. Most people leave an Acute Hospital with no need for social care intervention but when there is a requirement for ongoing care, a referral to Angus Enablement & Response Team (ERT) is made by the Integrated Discharge Team based in Ninewells which is part funded by AHSCP. More complex discharges and discharges from Community Hospitals across Tayside are managed by the Angus Discharge team based within Whitehills Health and Community Care Centre (WHCCC) in Forfar and locality teams across Angus.

Since the inception of the Angus Discharge Team (ADT) in November 2022 evidence has shown that having one team focusing on all complex Acute Hospital discharges and discharges from WHCCC, Royal Victoria Hospital and Arbroath Royal Infirmary has led to a reduction in the length of stay by 87% and a reduction in delays of 93% as of February 2024. Unfortunately, due to staffing resources within the team the service has been unable to maintain this performance having had to pass back the assessment of complex discharges from Ninewells and RVH to locality teams. This has led to a gradual increase in our delay performance.

The service has made several changes to protect against further delays. The ADT now have a member of ERT within the team as a test of change until August 2024 to monitor whether this increases the efficiency and quality of discharges from hospital to ERT. As a test of change over winter the ADT allocated a part-time Social Worker to be based within RVH focusing on every Angus person in Ward 4 and Ward 5, this worked very well but due to budget pressures we could no longer sustain this. Work remains ongoing to improve the discharge process for people in RVH.

As at 12-06-2024 there were 14 delays (plus 5 LD) - Total Delays 19

Classification	Number delayed
Ninewells	1
Royal Victoria Hospital	3
Angus Community Hospitals	7
Psychiatry of Old Age	2
Murray Royal	1
Learning Disability	5

National data presented to IJB in February showed 13.9% decrease in the number of days people aged 75+ spend in hospital when they are ready to be discharged per 1,000.

3.4 Collaborative Care Home Support Team

AHSCP established the Collaborative Care Home Support Team (CCHST) in January 2024. The role of the CCHST is to provide direct support to care homes, analyse trends in practice and undertake development work to support emerging areas of practice from a social work perspective. This is to build on the positive work undertaken by the Care Home Nurses and offer holistic support to care.

The team will facilitate and signpost care homes to appropriate professionals and training opportunities when required alongside supporting the implementation of the My Health, My Care, My Home Framework, Supporting Tayside Excellence Programme (STEP), leading Large Scale Investigations (LSI's), and facilitating contracts monitoring meetings with care providers.

Feedback from providers has been extremely positive with most valuing having one single point of contact within the partnership and requests for training have been made from across the care home provision in Angus. The main areas where care homes have voiced a need for support are around Adult Support and Protection and understanding roles and responsibilities in respect of this, training around effective care planning and recording alongside support with team developments such as supporting staff to be accountable. Care Home providers have shared frustration at the current set up within the partnership, with multiple providers citing difficulty when trying to organise care reviews for service users due to worker availability, having to contact duty multiple times, having reviews cancelled or that they simply do not take place. Care Homes advise they have conducted the reviews themselves without the presence of social work to ensure they can meet their agency requirements.

There is an ongoing weekly multi-disciplinary team meeting which provides oversight across the Care Homes in Angus, this is attended by staff from infection prevention & control, care home liaison team, district nurses, independent sector lead, care home nurses, care inspectorate and social work. This meeting was previously attended by the Care Home Lead for allied health professionals, however the funding for this post is no longer in place and so links with allied health professionals are established through care home nurses and district nursing teams.

3.5 Tayside Oral Health Needs Assessment

NHS Tayside Dental Access Taskforce commissioned a needs assessment to explore current pressures impacting on dental services and availability of NHS dental care across Tayside. The report, completed in March 2024, highlights significant challenges which are having an impact upon dental services.

While oral health has improved over recent years, dental disease continues to affect a large proportion of the population, in particular those in more deprived areas who are less likely to be registered with or participate in dental care. Access to dental care is less readily available at the present time and pressures are being felt across all branches of dental services and in all areas of Tayside.

Dental practices in Angus are predominantly located in SIMD 1 and 2 areas (most deprived) however this does not necessarily reflect the SIMD profile of people registered with the practice (unlike general practice, there is no geographic 'catchment' for dental practices). In December 2023 there was one practice in Angus accepting new NHS patients with restrictions on patient categories.

The Public Dental Service (PDS) provides dental services for people who cannot access care from an independent dentist. The Angus PDS is based in Springfield Medical Centre in Arbroath.

Dental data in the Scottish Health Survey, are based on self-reported responses to survey question. Specific information relating to Angus includes:

- The perceived need for treatment included in the most recent data comparing 2016-19 with 2018-22, indicates that the need for treatment has increased across Scotland as a whole (34%), but has increased by a greater degree across all areas of Tayside and most markedly in Angus (42%).
- Adult dental registrations rates in Angus since 2016 are lower than national levels. For children, registration rates in Angus have generally been in line with national figures.

Across all areas of Tayside the Childsmile target of offering supervised tooth-brushing in all early years/nursery establishments has not been reached. Remobilisation of the programme is ongoing following a pause during the COVID-19 pandemic.

The needs assessment makes six recommendations:

- i. Prioritising prevention and oral health improvement is essential to reducing the risk of dental disease.
- ii. Seek support to increase access to NHS dental registration across all areas of Tayside
- iii. Explore ways to increase recruitment and retention and build the workforce.
- iv. Urgent action is required to review Emergency Dental Service provision in light of increasing demand in and out of hours.
- v. Continued maintenance and replacement of dental chairs and equipment.
- vi. Investment in oral healthcare and prevention of dental disease.

3.6 NHS Tayside Annual Delivery Plan 2024 – 2027, NHS Tayside Strategy and supporting engagement activities.

This 3-year plan has a primary focus for 2024-2025 on bridging the financial gap. It outlines the actions needed to achieve the savings target set by the Scottish Government of £58m. It has been written in collaboration with representatives from all three Health and Social Care Partnerships (HSCPs) across Tayside and executive leads across NHS Tayside.

The plan will be delivered through 10 workstreams, each with an assigned executive sponsor from NHS Tayside Executive leadership Team (ELT):

- Optimising Medicines
- Optimising Urgent and Unscheduled Care
- Optimising Planned Care
- People and Culture
- Partnership Working

- Mental Health and Learning Disability Whole System Change
- Anchor/Climate Change
- Corporate Working
- Strategy
- Optimising Infrastructure

Progress of the plan will be reported monthly to ELT using a Portfolio Management Office (PMO) approach. This PMO will be the conduit for which each work-stream will share their high-level update reports before these are compiled into one summary report for ELT to provide assurance and reporting of emerging challenges to delivery.

In October 2023, Tayside NHS Board was provided with an update on the strategic risk: As a result of a failure to develop an organisational strategy which details the Boards vision, corporate objectives, key priorities and within available resources, there is a risk that NHS Tayside will not deliver Horizons 2 and 3 of Scottish Governments future vision of reform and transformation which may result in the inability to deliver safe, effective care and clinical services to the population of Tayside resulting in poorer outcomes and unintended consequences for some patients.

There are many strategies in existence across Tayside. However, presently, there is no overarching strategy for NHS Tayside. There is therefore a requirement to develop an overarching strategy to ensure best collective effort to:

- Set out a clear and compelling vision for the future of healthcare in Tayside
- Provide a focus for the direction of travel towards the vision.
- Identify the key challenges the system of care faces now and into the future.
- Consider the strengths and assets at the disposal of the system
- Consider the health needs of our population within the context of financial, workforce and environmental sustainability.
- Consider the work already undertaken by our Local Authority partners and outlined in their Local Outcome Improvement Plans.

A Strategy Development Group (SDG) was convened in January 2024. The SDG is comprised of people from within our system of care with the skills and knowledge to deliver the task. The group includes representatives from NHS Tayside, AHSCP, Dundee HSCP and Perth and Kinross HSCP, Staff side representation, and the NHS Tayside Charitable Foundation.

Engagement events to support the delivery plan include an event in January 2024 was attended by over 100 system leaders from NHS Tayside and the three Tayside HSCPs. The aim of the event was to bring system leaders together to discuss key challenges and opportunities that might benefit from a strategic approach. From an analysis of contributions, key messages surfaced about the importance of thinking across traditional boundaries, the leadership and culture required to do so well, and the strong focus required on the needs of our communities and how those may be changing. The event evaluated positively and generated energy and appetite for the work ahead.

The second event, in March 2024, was attended by around 120 system leaders including attendees from the first event together with other key stakeholders identified through the "Who is Missing?" question posed in January. Participants received a range of 10-minute subject expert plenary presentations across a range of topics from senior leaders. Plenaries touched upon what is working well, where there are challenges. Participants were then invited to take part in three activities:

- initial views on a strategic vision
- assess the strength of our collaboration as system leaders
- initial views on strategic priorities

The feedback from this event is still being collated and will be shared. The next large event is being scheduled for June 2024 in Forfar. It is anticipated that the event in June will focus in on selection of a vision statement and priorities, alongside consideration of learning from other systems of care.

3.7 Consumer Duty Update

As highlighted in the previous Chief Officer Report (IJB 13/24), the Consumer Scotland Act 2020 established Consumer Scotland as the statutory body for consumer advice and advocacy in Scotland. The Duty came into force on 1 April 2024 followed by an implementation year ending on the 31 March 2025. As part of the process in establishing Consumer Scotland, stakeholder feedback identified the need for comprehensive change in how the interests of consumers are considered and integrated into policy and decision making to ensure that no detriment is brought to them because of strategic public body policy decisions. To this end, the Consumer Scotland Act 2020 requires that a relevant public authority must, when making decisions of a strategic nature about how to exercise its functions, consider the impact of those decisions on consumers in Scotland, and the desirability of reducing harm to them.

Local authorities and other specified public bodies must comply with the obligations and duties set out in the 2020 Act. The Angus IJB has been specifically identified within the 2024 Regulations as a relevant public body to which the Regulations and the 2020 Act apply. Therefore, the IJB requires to follow the obligations in the 2020 Act and the 2024 Regulations.

The obligations of the 2020 Act upon relevant public bodies is set out at section 21(1):

S.21 – Duty to have regard to consumer interests

(1) A relevant public authority must, when making decisions of a strategic nature about how to exercise its functions, have regard to:

- (a) the impact of those decisions on consumers in Scotland, and*
- (b) the desirability of reducing harm to consumers in Scotland.*

The definition of consumer for the purposes of the 2020 Act is an individual or small business who buy, use or receive goods or services in Scotland, or could potentially do so, supplied by a public authority or other public body. This could include provision of statutory services by a public authority where no alternative service provider exists. For example, a service user accessing services through IJB would meet the definition as a consumer. Public service users who may not have otherwise been considered as “consumers” will meet the definition of a consumer, even if they do not pay for that service.

There are also the seven consumer principles which must be taken into consideration:

- i. Access
- ii. Choice
- iii. Safety
- iv. Information
- v. Fairness
- vi. Representation
- vii. Redress

In respect of the work the IJB does, the obligations will extend to service users. Consideration needs to be given to the impact of strategic decisions made by the IJB on the service users. As part of the decision making, the IJB will need to ensure that the effect of harm on the consumer has been considered and reduced where possible. The identified principles should also be factored into any decision making and recorded appropriately. There should be good engagement with consumers throughout processes.

As part of the decision-making process, an impact assessment should be completed to ensure that the IJB is complying with the above obligations. IJB should undertake this assessment to ensure that the duty is met.

Another key aspect of the Consumer Duty is scrutiny. It is highlighted in the guidance that any attempts to meet the duty should be scrutinised to ensure IJB compliance with the obligations set out in the Act. AHSCP are working with other health and social care partnerships across Scotland to develop our Consumer Duty Impact Assessment Template. AHSCP will include the assessment within the current combined assessment template. Consumer Scotland have confirmed that there will be a one year implementation period for the duty from 1 April 2024. This period is intended to allow time for public bodies to:

- work with Consumer Scotland in informing the final draft of the guidance by sharing their experience of using it when applying the duty
- experience implementing the duty, as not all public bodies will make strategic decisions on a regular basis.

Consumer Scotland is currently developing draft guidance on how public bodies can meet the duty, with expert advice and input from an advisory group. They will undertake further stakeholder engagement throughout 2024-2025 to finalise the guidance, including running a public consultation on the draft guidance. The final guidance will be published by 1 April 2025.

3.8 United Nations Convention on the Rights of the Child (UNCRC)

New legislation has been introduced to incorporate the United Nations Convention on the Rights of the Child (UNCRC) into Scots law. The new duties under the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024 will come into force in July 2024.

The Act aims to ensure that:

- Children's rights are respected and protected in the law in Scotland; and
- Public authorities are legally required to respect and protect children's rights in the work they do.

One of the key requirements of the act is to ensure that Public Bodies carry out Children's Rights Wellbeing Impact assessments (CRWIA) when a new strategy, policy, practise or project is being developed, or when there is a change to a service. AHSCP have adapted the current Equality Impact Assessment/ Fairer Scotland Duty Assessment to incorporate the CRWIA and have provided additional guidance notes on how to complete the assessment which is available to all staff. Key staff are also due to receive training on the new legislation in February to ensure that AHSCP are fully compliant with the legislation when it comes into force.

3.9 Climate Change update

In May 2024, Chief Officers received a letter from the Cabinet Secretary for Net Zero and Energy in relation to the climate change reporting duty giving thanks for the commitment and achievement to date towards Scotland's national progress on climate change.

The reporting tool for public bodies is important to measure and monitor progress across the public sector towards net zero. In 2023, 100% of reports were received, some after the deadline of 30 November. Angus HSCP's report was submitted ahead of this deadline.

In our return we noted that although the responsibilities lie with our parent organisations who employ our workforce, procure equipment and supplies, and own the premises, we are committed to contributing towards their strategies in any way we can.

AHSCP are represented at the NHS Tayside Sustainability and Climate Change Programme Board all accountable work-streams. A request has been submitted to Angus Council to include AHSCP representation on their Sustainability Group.

3.10 Early Release of Prisoners and Prescribed Victim Supporters Regulations

Emergency release of short-term prisoners is being proposed to address the impacts of an unprecedented rise in the prison population. The Early Release of Prisoners and Prescribed Victim Supporters Regulations are set to be put to MSPs within two weeks and are expected to come into force on June 13.

If approved, people serving sentences of less than four years who are due to be released within six months will be eligible for release under Section 11 of the Bail and Release from Custody (Scotland) Act.

The regulations provide that only short-term prisoners would be released under this power, should Parliament approve the regulations. That means that only individuals serving less than four years will be released. Short-term prisoners (unless they are serving sentences for sexual or terrorist offences) are released automatically and unconditionally at the halfway point of their sentence. They are not subject to conditions or supervision on release.

Further details are contained in a [letter](#) from the Cabinet Secretary for Justice and Home Affairs to the Convenor, Criminal Justice Committee.

Angus Community Justice is the lead agency in overseeing the implications of this policy in Angus. AHSCP are aware of those likely to be eligible for release to Angus from the Prisoner Estates across Scotland and are aware of those open to AIDARS prior to incarceration. The number is less than 20, with pathways identified and communication with Scottish Prison Service is ongoing to support planned releases.

3.11 Are you OK launch

The formal launch of the “Are you OK?” campaign took place on Monday 13 May 2024 which also marked the start of Mental Health Awareness Week with a theme of movement – moving more for our mental health. The campaign was formally launched by Cllr Julie Bell and incorporated a walking football tournament and a networking opportunity to showcase the mental health family of support available in Angus. Further information about the launch, links to resources and to a podcast is available at [Are You Ok? - Angus Health and Social Care Partnership \(angushscp.scot\)](#)

3.12 Volunteer Week

Volunteer Week takes place from Monday 3 June – Sunday 9 June. It is an opportunity to recognise, celebrate and thank all the incredible volunteers for all they contribute to our local community, the voluntary sector, and society as a whole. It is also an opportunity to showcase the range of volunteering opportunities across Angus and encourage more people to become a volunteer. A range of information will be shared on the AHSCP social media platforms and website.

3.13 Tayside Sexual Assault Response Coordination Service represented at Buckingham Palace

On 1 May 2024, Senior Nurse Fiona McCulloch and Senior Charge Nurse Jenny Brown from the Sexual Assault Response Coordination Service (SARCS) within NHS Tayside were honoured to be amongst those invited to a reception at Buckingham Palace. They were recognised for their phenomenal work with survivors of rape and sexual assault.

SARCS is a dedicated service for people who have experienced recent rape or sexual assault; it offers healthcare and support after an assault. The SARCS Network works in partnership to support the delivery of coordinated, holistic, person-centred, trauma-informed healthcare and forensic medical services in Scotland, for people over 16 who have experienced rape, sexual assault, including access to health and wellbeing support to aid recovery.

The reception also relaunched Her Majesty’s Wash Bags project, which was set up to provide essential products to survivors of rape and sexual assault. These wash bags have proven a vital gesture of comfort during a highly distressing time for survivors given that they’re unable to change clothes or wash prior to a forensic medical examination.

3.14 Two Angus Nurses recognised in RCN Scotland Nurse of the Year Awards 2024

On Thursday the 23 May, the Royal College of Nursing (RCN) hosted their annual RCN Scotland Nurse of the Year Awards. These awards are held to highlight, recognise and celebrate the dedication and professional care of nursing staff across the country.

Denise Harrison, Practice Nurse, Brechin Health Centre, was triumphant in the People’s Choice award category, for her outstanding dedication during floods in Brechin, where she assisted patients who had to evacuate their homes. Denise has also set up a Bereavement Café for those struggling with loss.

Robyn Oliphant (now McInroy), Clinical Lead, Lisdin Nursing Home, Balhousie Care Group (now BCG), was successful in the Care Home Nursing Award category, due to her visible commitment to person-centred care, which is evident in her empathetic approach. Robyn’s has received many counts of positive feedback, and her journey from carer to clinical lead is an inspiration to all in the profession.

The recognition of Denise and Robyn underscores the vital role that nurses play in the health and social care system, and their accomplishments shine a spotlight on the exceptional quality of care provided within the Angus community. More information [here](#)

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