

**NORTH LANARKSHIRE
HEALTH AND CARE PARTNERSHIP**

REPORT

To: NORTH LOCAL AREA PARTNERSHIP		Subject: RESHAPING CARE FOR OLDER PEOPLE: PROGRESS REPORT
From: EXECUTIVE DIRECTOR OF HOUSING AND SOCIAL WORK SERVICES		
Date: 10 April 2014	Ref: SM/SK/JMcE	

1. Purpose of Report

- 1.1 The purpose of this report is to update members of the Local Area Partnership on progress made in respect of Reshaping Care for Older People across North Lanarkshire Council; NHS Lanarkshire and the Third Sector and the Independent Sectors as reported to the North Lanarkshire Reshaping Care for Older People Steering Group and North Lanarkshire Health and Care Partnership.

2. Background

- 2.1 Reshaping Care for Older People is a Scottish Government policy aimed at supporting an increasing proportion of older people at home, in keeping with the wishes of most older people. It was accompanied by a Change Fund for a period of 4 years from April 2011 to March 2015. The North Lanarkshire allocation of around £4 million each year lies within the NHS Lanarkshire budget.

- 2.2 It is recognised that greater numbers of older people provide support to their local communities than require high levels of support or services. However the changing demographic profile does mean that there will be a higher number of people who are older and who will potentially require support or services at a time when available resources may be lower.

In North Lanarkshire, the number of people aged 65 years and over is due to increase by 20% by 2024 with the numbers of people aged 75 years and over due to increase by 30%. For Cumbernauld/North locality specifically, the number of people aged 65 and over in 2014 is 14,070 and is projected to rise by 24% to 17,450 by 2023.

- 2.3 Change Fund monies are non-recurring and therefore it is intended that they provide an opportunity to test out and implement approaches to develop effective community based supports and services to improve outcomes for older people. The sustainability of these new approaches depends on our ability to shift the balance of resources from Acute Care to community based alternatives.

These projections have been estimated by applying the difference between the 2011 mid-year externals (MYE) and the 2011 census data to the 2010 based population group estimates. They are an interim measure until the re-based MYEs 2002-2010 are released

3. Overview of Progress Made

- 3.1 This section of the report provides a brief overview of the progress that has been made by the partner agencies over the first three years of the Reshaping Care agenda. Section 3.4 below provides more specific information in respect of what has been put in place within the locality, with specific information for the locality provided in Appendices 1 and 2.
- 3.2 The Scottish Government identified 4 key areas to which investment was to be directed, namely
- Community Capacity Building Preventative and Anticipatory Care
 - Pro-active Care and Support at home
 - Effective Care at Times of Transition
 - Hospital and Care Homes
- 3.3 The primary intention of the national Reshaping Care for Older People Strategy is to ensure that more resources are channelled towards the first three elements above to ensure that older people are supported to live as long as possible in their own homes with the support and services required. In determining the above areas, it is recognised that it is just as important to support local communities to have networks of support in place for older people as well as to have targeted services as and when these are required. North Lanarkshire partners have made a strong commitment to capacity building in local communities to support older residents and ensure that they stay connected with local resources.
- 3.4 Progress by North Lanarkshire partners in 2011-/2013/4 Over the three year period the North Lanarkshire partners have invested Reshaping Care monies in a number of themed workstreams to improve outcomes for older people and their carers. These include:
- 3.4.1 Community Capacity Building / Preventative and Anticipatory Care – resourced through Change Plan Funding, an extensive RCOP Locality Development Programme has been put in place across the 6 localities in North Lanarkshire through local host organisations (CACE, Voice of Experience, Glenboig Neighbourhood Centre, Orbiston Neighbourhood Centre, North Lanarkshire Carers Together, and Getting Better Together).
- 3.4.2 Over the last year, a local partnership consortium has been established in each locality to enhance partnership working across all sectors – this includes membership from all sectors, namely local authority, health, third and independent sectors. These arrangements build on the personal outcomes and individual asset approaches for older people, carers and local communities.
- 3.4.3 A range of initiatives have identified improved outcomes for carers. Specific initiatives to support carers include: development of a Short Breaks Development Programme; post of Carer's Development Officer; and respite accommodation for carers in five out of six localities.
- 3.4.4 Enhancement of reablement and rehabilitation resources in the community through home support staff and occupational therapy services as well as in the Community Assessment and Rehabilitation Service (CARS). Increased resources have also been provided to the Integrated Equipment and Adaptations Service as well as the falls

service; telecare; on-line support and equipment through Making Life Easier

- 3.4.5 Improved accessibility and facilities in sheltered and amenity housing for older people - in both North Lanarkshire Council housing as well as two Registered Social Landlord housing providers.
- 3.4.6 Additional posts in old age mental health services to develop liaison psychiatry in acute hospital; psychological therapies and early onset dementia services
- 3.4.7 Intermediate care is provided in 2 recently refurbished local authority homes in Monklands and Muirpark to provide assessment and rehabilitation for people who need some time to maximise their capacity. Each care home provides 21 placements, a total of 42 placements with capacity to deliver the three strands of step down, step up and respite placements.
- Step down intermediate care from hospital facilitates timely discharge and avoids premature admission to permanent care home placement
 - Step up intermediate care from the community enables admission prevention both to hospital and to care home
 - Scheduled respite care: provides planned short breaks for carers.
- 3.4.8 ASSET (Age Specific Services for Elderly Team) is a prevention of hospital admission service that has been implemented in Airdrie, Coatbridge and most of the Cumbernauld/North locality. This service provides short term acute care to individuals who are still living in their own home/care home. ASSET is made up of consultants, nurses, rehabilitation staff, occupational therapists, physiotherapists and a trained psychiatric nurse. The team also have an agreement with North Lanarkshire Council Social Work Department to enable patients to receive immediate and additional home care if needed.
- 3.4.9 Independent sector Care Home and Care at Home services There are 28 independent care homes in North Lanarkshire, 26 of these are nursing homes providing care and support to older people with high levels of frailty and complex health care needs. Nine care homes, who look after a combined total of over 400 older people, have participated in the *MY Home Life* Leadership and Community Development Programme. This is an intensive evidence based programme that supports managers to enhance the quality of life for those living, dying, visiting and working in care homes for older people. A further 14 care homes (local authority and independent) are participating in a second cohort of the programme during 2014-15. All Care Home and Care at Home providers are committed to partnership working and are engaged in implementing a whole systems approach at locality level through a locality modelling approach in such a way that will improve outcomes for adults and their carers.
- 3.5 After a period of extensive consultation, the North Lanarkshire partners agreed their Joint Strategic Commissioning Plan 2013 – 2023 in October 2013. This plan outlines the purchasing intentions over the next three years for older people's services across the four sectors with a combined annual budget of around £240 million.

- 3.6 In the context of the above approach to Reshaping Care for Older People and the imminent integration of health and social care services, the North Lanarkshire partners are taking a phased approach to whole system integration at locality level through a locality modelling approach. To support this work, a number of locality modelling principles have been developed and agreed across the partners, including older people and carer representatives.
- 3.7 This approach is based on bringing together resources to better help those requiring support and care to maximise their independence and achieve better outcomes. The locality model builds on integrated services that are already in place, such as:- integrated day services for older people, integrated addiction services and integrated equipment and adaptations service.
- 3.8 The Locality Model is being developed as a continuum of care, through which adults should receive information, support and services seamlessly, and not a specific service or professional model of care. The first stage of implementing the whole systems approach consists of joint implementation over the next six months of an integrated locality response service for urgent and or unplanned support and services for older people in each locality. This service will commence in mid-March in Airdrie locality and will be fully implemented across North Lanarkshire by September 2014.

4. Strategic Resource Considerations

- 4.1 The initiatives above have been implemented within existing resources, supported by new monies from Reshaping Care Change Plan funding. Further impact on Strategic resources will be determined through the integration agenda and Joint Integration Board for North Lanarkshire.

5. Recommendations

- 5.1 It is recommended that the Local Area Partnership
- 1) Notes the content of this report



**Executive Director
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For further information on this report please contact Sandra Mackay, Programme Manager for Reshaping Care for Older People in North Lanarkshire (01698 332076) or Stephen Kerr, Planning and Performance Manager, North Community Health Partnership (01698 858122).

Impact for North Locality

A. Community Capacity Building / Preventative & Anticipatory Care

The local consortium has progressed a number of initiatives through RCOP. These include a gardening project; dementia sports reminiscence group; Kilsyth reminiscence group; Keep Fit classes and local activity library. These initiatives have enabled older people to develop and maintain skills and benefit from the social interactions within.

The Locality Planning Group held a capacity building event attended by 130 older people, carers and interested parties. This was successful, providing considerable information about people's wishes and expectations within the community, while also informing how current supports could be strengthened.

Reshaping Care funds have supported the provision of two 20 hour locality support workers who support through already well established locality link officers in facilitating the development and maintenance of community based groups within the locality.

The dementia cafe enables people within the community and their carers to meet in an informal setting on a monthly basis. This support is funded through RCOP and developed through Alzheimer's Scotland. The dementia friendly community approach will be introduced in the locality, raising awareness and developing skills and enabling people with dementia to actively engage in their daily activities within the town.

B. Pro-Active Care & Support at Home

The re-ablement approach in home care enables older people to achieve and maintain their maximum independence, allowing them to live at home independently. This service has grown through the use of Reshaping Care funds and the addition of an OT and home support manager to the locality home support service. From January 2013 to December 2013, 282 service users engaged in re-ablement. 171 of these service users were assessed by and supported by an occupational therapist. Of these service users 82 no longer required a service. 41 went on to require a reduced level of service. 28 continued with the same level of service and 20 required a more substantial level of overall service.

Housing Initiatives for the Cumbernauld locality resourced through the change fund for Reshaping Care for Older People in North Lanarkshire have included a number of positive developments since the last local area partnership report in 2013. These have included:

enhanced design and improved accessibility of specialist older person's and mainstream housing.

- Improved design and accessibility of common rooms in sheltered housing complexes. Enhancements focussed on installation of automated doors and improved design of communal spaces to help ensure older people can orientate and use the space better to fully maximise the opportunity to participate in social activities. This is of crucial importance in supporting older people for longer in their home through ensuring older people with more complex needs can be supported to be independent for longer through reducing social isolation, improving health and wellbeing and ensuring the sustainability of the housing in meeting the changing needs of older people as our older population increases. This builds on some of the work reported in the previous report which detailed the completion of automated doors installation programme across multi storey towers in all localities.

- The implementation of improved technology across North Lanarkshire Council sheltered housing sites. The contractor has been appointed and the works are have commenced with an envisaged completion date of August 2014. The upgrade of the 'warden call' system will mean that support can be provided on a more tailored, individual basis to sheltered housing tenants in the future and it will provide a whole host of different options for supporting tenants helping support older people to live independently for longer.
- In addition to the above further investment has been made to reconfiguring Pirnie Place sheltered housing complex in Kilsyth to provide a more accessible, usable community space for sheltered housing tenants and older people from the wider community. The work which will be complete in Spring this year will help ensure more older people can benefit from a range of social activities to promote health and wellbeing.
- Acknowledging the benefits that good access to I.T. can have for older people, development of I.T hubs is underway across all localities with the purchase of hardware complete and the planned roll out of I.T. access in sheltered housing complexes linked to the wider public access computing upgrade project.

C. Effective Care at times of Transition

Intermediate care is provided through Monklands House where short stay admissions aimed at providing rehabilitation for resident, thereby preventing long term care has been valuable in reducing the number of admissions to long term care home and hospital.

Discussions and focus groups are underway to plan the best way to implement locality model for quick and appropriate partnership responses for people in time of crisis and prevent unnecessary hospital admission. The early research around this work is funded by re-shaping care and will play a significant role in maintaining our excellent balance of care figures.

D. Hospital and Care Homes

The Age Specialist Service Emergency Team (ASSET) service continues to contribute to positive outcomes for older people through the provision of multi disciplinary short term support which prevents hospital admissions. This service is available to the majority of older people living in North locality. Joint work with locality staff is an important feature of this service and sound relationships have developed between disciplines to actively promote a positive outcome.

The associated sites rehabilitation development team is a team of Allied Health Professionals who offer a service from Kilsyth Victoria Cottage Hospital. Its aim was to train nursing staff in rehabilitation and re-ablement techniques and develop a positive use of the ward environment in order to further enhance the individual capacity for independence and supporting carers and staff. Although this work has now concluded, its impact will be long lasting and is now embedded in training and practice of ward staff.

North Locality Partnership Consortium: Case Study demonstrating impact achieved through Reshaping Care Change Plan Investment

The Locality Partnership Consortium in the locality continues to run well and includes commissioning and monitoring of activity through the Locality Activity Programme - £15,000 per year to be allocated to micro-fund local activity - as well as linking with the ten thematic leads to ensure a coherent and effective approach to Community Capacity Building across the area.

Examples of the work of the Locality Consortium are noted below but further information and more detail can be provided by the Locality Partnership Development Programme host organisation.

Football Memories, a project which supports people with dementia and older people with memory problems to discuss and share football stories and experiences, was one of a number of services showcased during a special road show of open days hosted for older people in the Cumbernauld and Northern Corridor area.

The open days, which took place in various community venues in the North area from 22-30 October 2013, were arranged through the Reshaping Care for Older People Change Plan and provided useful information about supports, clubs and services for older people in the local area.

A host of third sector organisations displayed information about their services at the events. Members of older people's groups also engaged with CACE Older People Active Lives at the events to find out how they could access support and funding to develop their current activities through the Reshaping Care for Older People Third Sector Locality Partnership Development Programme.

Three ten-week Football Memories projects, provided by CACE Older People Active Lives, have been ongoing during 2013-14 in Cumbernauld, Kilsyth, and Moodiesburn, with a range of positive outcomes achieved through encouraging older people to engage in stimulating cognitive exercise.

As well as helping older people with memory problems, Reshaping Care for Older People investment has also supported third sector organisations in the North area to provide a raft of other valuable services, including a basic gardening course for older people and publication of a booklet for over 65's relating to Kilsyth heritage.

Services funded by The Locality Partnership Development Programme include a North Locality Activity Resource Library, which offers resources for a variety of groups working with older people including holistic therapy sessions, entertainment, mobile phone training, arts and crafts sessions, exercise sessions and local bowls tournaments.

Meanwhile, Muirfield and District Seniors Forum obtained funding for an exercise and socialise-with-friends project through The Locality Partnership Development Programme. The group purchased Tai Chi equipment, an eight-week Tai Chi training course and a sound system for the benefit of older people in the local area.