

**NORTH LANARKSHIRE
HEALTH AND CARE PARTNERSHIP**

REPORT

To: BELLSHILL LOCAL AREA PARTNERSHIP		Subject: RESHAPING CARE FOR OLDER PEOPLE: PROGRESS REPORT
From: EXECUTIVE DIRECTOR OF HOUSING AND SOCIAL WORK SERVICES		
Date: 3 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 Bellshill locality specifically, the number of people aged 65 and over in 2014 is 6,800 and is projected to rise by 29% to 8,750 by 2024.*

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:
- I) 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 Bellshill Locality**A. Community Capacity Building/Preventative and Anticipatory Care**

Capacity building awareness days have taken place at Sir Matt Busby Sports Complex, Bellshill and Viewpark Community Centre, Uddingston which target older people.

- Gala days at Viewpark and Bellshill were used to target the wider population.
- A large variety of local groups have been set up with the intention of being sustained on a longer term basis. These include:
 - Keen Agers Reminiscence Project
 - ONC Get Involved Programme
 - Holytown Keep Fit Programme
 - Locality Activity Resource
 - Holistic Therapy Sessions
 - Creative Arts/Storytelling
 - Arts and Crafts
 - Health & Wellbeing
 - DIY Maintenance
- Male specific club. Because of the under representation of men in the above activities a male only club was developed in Holytown within a local social club. It now has a waiting list!
- The local consortium hosted by Orbiston Neighbourhood Centre is funded through Reshaping Care and plays a key role on the development of additional capacity in the locality.

Dementia Friendly Community.

Following the success of the Motherwell initiative, plans are under way to roll out this project to Bellshill. Funding has been sourced through the Reshaping Care change fund process for 18 months to facilitate the roll out as well as engage with local community groups in raising awareness of dementia and myth-busting some of the attitudes which can be prevalent in terms of people with dementia accessing non-dementia specific community groups.

B. Pro-active Care and Support at Home

- Additional locality support workers have been added to the staff complement of the Integrated Day Service based at Sir John Mann centre. These posts-holders provide discrete support to older people in the local community and assist them to stay connected to the community by accessing local facilities.
- In the last 12 months a further 80 people have been supported through homecare reablement with 24 people managing with a reduced support package and 20 people managing without homecare, but receiving initial advice and support from the locality link officer on opportunities to reduce social isolation

- Improved design and accessibility of common rooms in 5 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.
- The implementation of improved technology across all Bellshill sheltered housing sites, three of which have already started. It will provide a number of different options for supporting tenants; helping support older people to live independently for longer.
- The conversion and extension of Woodlands Grove sheltered housing complex in Viewpark is due to be completed in late summer 2014. This will provide a new community facility giving much needed social space for sheltered housing tenants and older people from the wider community.
- Development of IT hubs with the first one based in Corson Court very sheltered housing. Eleven learners, nine who had never switched on a computer before the course started, are now confident in using the internet independently and are being supported to help more 'newbie's'. The intention is to have a locus in each sheltered housing site in Bellshill. Positive feedback includes, better shopping bargains, keeping more mentally active and new ways to communicate with family.
- The respite facility at Corson Court very sheltered development has been operational for over a year now and provides access to short breaks for older people or carers and offers an improved range of respite options. The facility has not been fully utilised and in recent months improved information and access has been put in place for carers.
- Post diagnosis support for people with dementia and their carers – the dementia link worker service which has been established in Bellshill for over three years is now playing a major part in meeting the national one year support commitment. The real value of this work is in the quick follow up in assisting people readjust and get on with planning their lives in as normal a way as possible. Further interventions can be timed appropriately for individuals to avoiding crises and being pulled into statutory services before required.

C. Effective Care at Times of Transition

- Muirpark continues as an integral resource in sustaining people at home in the Bellshill area. It is extremely well valued as a respite resource and has achieved very good outcomes for service users and carers. Muirpark also had the ability to provide short periods of recovery/ rehabilitation to people who are being discharged from hospital and can provide short term support for people who have had a crisis in the local community and require a period of time out of the home environment. As a step up facility, it has been used episodically by 165 people from the community with average length of stay of 9 nights. As a step down facility from acute hospital, Muirpark has been used by 34 people with average length of stay of 51 nights. A small number of people have gone on to longer term care from Muirpark rather than return home.
- 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 through Reshaping Care and will play a significant role in maintaining our excellent balance of care figures.

- Further work is required to plan the additional support that people require in moving from their own home to very sheltered housing.

D. Hospital and Care Homes

- The My Home Life Leadership programme continues in Bellshill
- The Bellshill Older People's Locality Planning Group is considering better use of the data provided in respect of Scottish Patients at risk of re-admission (SPARRA) to improve support to older people in their own homes and prevent hospital admission.

Bellshill 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.

Back to Basics digital inclusion classes, which combine a conventional chin-wag and cup of tea with tutorials on platforms like Skype and Twitter, was one of a number of services showcased at a special open day hosted for the older people of Bellshill.

The open day, which took place on Monday 9 December 2013 at Bellshill Cultural Centre, was 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 event, with Police Scotland also on hand to present information about how to prevent door step crime for elderly residents.

Members of older people's groups also engaged with Orbiston Neighbourhood Centre on the day 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.

The Back to Basics digital inclusion classes, provided by Orbiston Neighbourhood Centre, have helped over 65's from Bellshill lose their fear of computers and learn how to do new things, such as order shopping online and use social media like Facebook.

As well as helping older people develop computing skills, Reshaping Care for Older People investment has also supported third sector organisations in Bellshill to provide a raft of other valuable services, including an activity club for older men living alone and a memory café for people affected by dementia and their families.

Services funded by The Locality Partnership Development Programme include a Bellshill Locality Activity Resource Library, which offers resources for a variety of groups working with older people including holistic therapy sessions, creative arts and storytelling, arts and crafts sessions, health and wellbeing sessions, and DIY workshops.

Meanwhile, a 'Get Involved' Activity Programme has been established at Orbiston Neighbourhood Centre to promote fitness, learning, leisure, health and wellbeing for over 65's thanks to The Locality Partnership Development Programme, with Health and Beauty also funded to provide a Keep Fit programme for older people.