

**NORTH LANARKSHIRE  
HEALTH AND CARE PARTNERSHIP**

**REPORT**

To: COATBRIDGE LOCAL AREA PARTNERSHIP		Subject: RESHAPING CARE FOR OLDER PEOPLE: PROGRESS REPORT
From: EXECUTIVE DIRECTOR OF HOUSING AND SOCIAL WORK SERVICES		
Date: 8 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 Coatbridge locality specifically, the number of people aged 65 and over in 2014 is 7,750 and is projected to rise by 20% to 9,300 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
- 1) Notes the content of this report



**Executive Director  
Housing and Social Work Services**

*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 Coatbridge Locality

### A. Community Capacity Building / Preventative and Anticipatory Care

#### Dementia café

The Dementia Cafe is on the first Tuesday of the month and is supported by an Alzheimer's worker and Locality Link Officer. The cafe is well attended by 18-20 people, mostly couples. It can also play a useful part in information and sign-posting to other supports/services for those who attend. Speakers are invited to attend to discuss and present topics of relevance. This service, funded through Reshaping Care, is provided by Alzheimer's Scotland Action on Dementia. The Locality Princess Royal Trust support worker also attends and offers support to carers.

**Local consortium** – Reshaping Care has funded a post within our local consortium to assist with the development of the local community in Coatbridge. The local host organisation is Glenboig Neighbourhood Centre and they have played a key role in establishing the following initiatives:

- Tea dances take place once a month which encourages health and wellbeing for people attending, taking in physical movement, improving mood, sense of belonging, identity and encouraging socialising. This also supports/encourages community involvement and participation of Bargeddie residents in Coatbridge. This type of initiative is essential in keeping people fit and active and plays a key role in the prevention of falls.
- Digital Inclusion - this pilot project saw 86 older people engaged in learning about various on line applications as well as 20 people sign posted to further community based activity. There is a proposal to extend provision to a further five other areas within Coatbridge Locality.
- Work is now underway to establish and home visiting and telephone wellbeing check service within the locality.

### B. Pro-active Care and Support at Home

#### Housing initiatives

Housing Initiatives for the Coatbridge 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:

- 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, 4 of which are within the Coatbridge locality. 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.
- The completion of the conversion of a ground floor property in Barrowfield sheltered housing complex to provide more accessible common space for sheltered housing tenants and older people from the wider community. The second phase of this project is underway with work already commenced on Greenhill sheltered housing complex to create an accessible common room. The creation of 2 accessible common rooms will help ensure older people in the Coatbridge locality will benefit from maximised opportunity to engage in social activities which in itself will promote better health and wellbeing in the locality.
- Acknowledging the benefits of 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.
- Development of respite facility at James Dempsey Gardens which has been operational for over a year now and provides valuable access to short breaks for older people or carers and offers an improved range of respite options.

### **C. Effective Care at Times of Transition**

#### **Re-ablement**

The posts of an Occupational Therapist and a Home Support Manager, funded from Reshaping Care Change Fund monies have made a difference. Service users have been able to regain and maintain independence. This support ensures minimal intervention and also builds capacity and resilience in people to confidently continue living at home with regained skills and abilities.

#### **Short Stay Care Homes**

Monklands and Muirpark care homes support carers to have short breaks and at times when a crisis occurs and also prevents inappropriate admissions of older people to care homes. The focus is on recovery and re-ablement wherever possible and where it is safe and possible to do so people are assisted to return home.

### **D. Hospital and Care Homes**

#### **Age Specialist Service Emergency Team (ASSET)**

This multi disciplinary hospital at home service team continues to provide short term care (5 days approximately) in the community, supporting people in their own home and preventing hospital admission.

### **Coatbridge 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.*

An integrated Senior Care Project in Coatbridge, initially funded through Reshaping Care for Older People Change Plan investment, has secured an additional £45,000 investment to continue service delivery for a further three years.

The Project, which has enabled the establishment of a range of new and valuable services for older people in the Coatbridge area, including a pilot daily telephone contact service, meal delivery service, garden maintenance service, a 'good neighbour' emergency support service and use of community transport, was awarded the continuation funding by The Robertson Trust.

Older People's Services Coordinators at Glenboig Neighbourhood House, who facilitate the Senior Care Project, informed of how a 67-year-old lady who rarely left her home has significantly benefited from the interventions received.

The lady, who lives alone and suffers from chronic arthritis, received a leaflet about Project services available through her door. She decided to telephone Glenboig Neighbourhood House to enquire about meal deliveries, and following provision of information, an Older People's Services Coordinator arranged to visit the lady.

Initially, the lady had her meals delivered four times per week and since then has registered for the telephone wellbeing service and gardening service. As a result of the telephone wellbeing checks, it was identified that she might benefit from having her shopping delivered (an additional service carried out by Glenboig Neighbourhood House).

Perhaps more significantly, the lady is now accessing new social activity. Staff within the Project facilitated her being able to join a local sewing group which meets weekly within her local community centre. A chair with arms was acquired for the lady, as the chairs in the community centre were not conducive to her being able to participate for any length of time given her medical condition.

This was the first time in a considerable number of years that the lady had accessed social activity or indeed connected with her peers in a social setting. Positive changes have been identified in the lady's general demeanour and her confidence. She has reported personal benefit and has made new friends as a result of attending the sewing group.

The Robertson Trust investment means many more older people can be supported in a similar way by the Senior Care Project over the next three years.

Meanwhile, Calder Caravan Scheme benefited from Third Sector Locality Partnership Development Programme funding to help cover caravan fees for the continuation of subsidised holidays and respite breaks for over 65's and their carers living in Coatbridge.