

To: SOCIAL WORK COMMITTEE	Subject: VISIT BY JOINT FUTURES UNIT MEMBERS TO NORTH LANARKSHIRE
From: JIM DICKIE DIRECTOR OF SOCIAL WORK	
Date: 20/12/01	Ref: JD/RM/NMcD

## 1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. The purpose of this report is to advise Committee on a visit by members of the Scottish Executive's Joint Future Unit to meet with Officers from the Social Work Department and Health partners which took place on 16 November 2001.

## 2. BACKGROUND

- 2.1. The Joint Futures Unit supports Ministers in relation to recommendations and progress in implementing the various strands of the Joint Future Agenda and concerns a wide number of services in Community Care.
- 2.2. This visit by officials was particularly geared towards discussing with Social Work and Health managers and frontline staff, the integration of Social Work and Health services for older people. In particular issues around the joint allocation and management of resources, the introduction of a single shared assessment tool for older people and information sharing, were of particular interest.
- 2.3. The Officers from the Scottish Executive met with a variety of senior officers from Social Work and Health including the Director, Heads of Services, Resources and Development from Social Work, the Chief Executive of Lanarkshire Primary Care Trust and senior officers from the Trust and the Chief Executive of the Acute trust.

## 3. CONTENT OF THE VISIT

- 3.1. There were 5 main presentations which took place during the visit, each of which was followed by discussion by those giving the presentation and in some instances additional frontline staff who attended for the presentations.
- 3.2. The presentations provided were:-
- Joint Resourcing and Joint Management presented by Stephen Gallagher from the Joint Futures Unit at the Scottish Executive.
  - A presentation on Single Shared Assessment and the development of electronic information and communication technology between Health and Social Work presented jointly by Health and Social Work.
  - The Early Supported Discharge Team covering Monklands General Hospital area – a joint Health and Social Work presentation.
  - The Airdrie Multi Sector Pilot Project – joint presentation by Social Work and Health staff with a group of participating Social Work and Health practitioners present.

- e) Equipment and Adaptations: Progress in developing a shared information service, joint store and mobile unit (joint presentation by Social Work and Health Staff).

#### **4. CONTENT OF PRESENTATIONS**

**4.1** The presentation on Joint Resourcing and Joint Management, centred around the general direction which the Scottish Executive expects Social Work Departments and Health services to have so that agreed levels of resources and operational management arrangements are in place for older people services. Several models of such arrangements were described during the presentation and it was stressed that while there was no definitive plan which each area had to have in place, the Executive would require evidence that progress in Joint Resourcing and Management was producing better outcomes for service users and patients. The options which were presented, included:- joint high level boards or committees, senior management groups, new partnership bodies, total integration of community care services through single management, aligned or single pooled budgets and management arrangements which ensured best use of resources. It was pointed out however that the Scottish Executive intends to reserve powers to enforce Joint Resourcing and Management Arrangements if it is not satisfied with the progress being demonstrated in particular areas.

**4.2** Single Shared Assessment and Electronic Information Sharing presentations were in 2 parts. With regard to Single Shared Assessment, an example of the assessment tool (contained within the Social Work Department's Social Work Information System) was demonstrated and it was pointed out that this has been accepted as the single shared assessment tool which will be used by social work and health care staff. The assessment tool has the facility to include additional specialist information such as areas relating to the assessment of someone who suffers from dementia and additional components covering areas such as substance misuse will be incorporated in due course.

With regard to the sharing of information electronically between Social Work and Health, the progress to date was presented. This explained how considerable progress had been achieved towards authorised social work and health staff being able to access appropriate information from a pooled source of information which both electronic information systems could feed (subject to appropriate informed agreement of the person to whom the information relates). The adoption of this system means that a secure and confidential opportunity exists for the speedy exchange of relevant information between staff engaged in the planning and provision of services.

**4.3** The Early Supported Discharge Team presentation was done by the Project Co-ordinator and a Social Worker who works in the Project. This centred around the identification of the need for an Early Supported Discharge Team, the resourcing, training and operational issues experienced by the Team and its various Health and Social Work members who make up the Team. This Team deals with the expedition of services which allow people home from hospital and continues therapeutic intervention provided by a range of Health and Social Care professionals, including physiotherapy, occupational therapy, home support, counselling, provision of equipment etc. The Team uses the Single Shared Assessment on the Social Work Information System and has found this to be of considerable benefit. Health staff who were initially wary of using the technology have found it extremely beneficial and helpful in accessing services quickly. Issues around learning, skill mix in the teams and mutual professional competence and respect have provided helpful learning for further joint working.

**4.4** The Airdrie Multi Sector Pilot is a project which aims to develop skills and services for both social work and health staff in working with people aged 65 years and over who are at risk of some form of institutional care. The Project incorporates many of the aspects of the Joint Future Agenda and uses the single shared assessment model described earlier in this report, as the assessment tool to be used by social work and health care staff. Staff have undertaken joint training around assessment and criteria and provision of a range of services from both Social Work and Health. This includes information about home support services, equipment, podiatry services, incontinence advice from appropriate health staff etc. Staff who have undertaken the joint training are now in a position where they can carry out assessments and access direct services, maximise someone's income and receive connection to more specialised services when these are needed.

This Project has produced a great deal of material which will be helpful towards rolling out of single shared assessment and ability to access resources across social work and health services in other areas of North Lanarkshire. Evaluation of the Project will provide further learning about some of the difficulties and opportunities which such work provides.

- 4.5 The presentation on progress made regarding the provision of information, equipment and adaptations had three parts. 1. It covered the background to the changes in the service through the Member Officer Group work which included user carer and staff consultation. This work indicated that service users did not wish one particular agency to be responsible for providing information or assistance but was more concerned with easier access to services. 2. Joint work by health and social work staff has resulted in the procurement and provision of a Joint Equipment Store (as of April 2002) This will also allow public access for information, the opportunity to try out equipment and contribute to the Council and Health's equipment purchasing policies. 3. Provision of a Mobile Unit which will allow a peripatetic advice and assessment service by June 2002.

The Joint Futures Unit Members were also advised of the additional financial resources which have been made available to both the Social Work and Housing Departments and which have resulted in a considerable reduction in waiting times for assessment and the provision of appropriate equipment and adaptations. In addition better arrangements have been made with regard to consistency of approach between occupational therapists irrespective of their place of employment.

## **5. RESPONSE FROM JOINT FUTURES UNIT MEMBERS**

- 5.1 Verbal feedback was given by members from the Joint Futures Unit at the end of the day's visit.
- 5.2 The members indicated that they felt great progress had been made in North Lanarkshire towards agreement on Single Shared Assessment and practical implementation of some aspects of joint working in the various projects and work situations which had been described. It was pointed out however that there would be a need to be able to demonstrate the ability to produce joint working across older people services generally and then towards all other community care services. The Unit Members felt that there were things which could be learned from the North Lanarkshire experience but encouraged further consideration about the model of Joint Resourcing and Management which would be applied within North Lanarkshire.

## **6. RESOURCE IMPLICATIONS**

- 6.1 This visit highlights the fact that there is an extremely important agenda which the Scottish Executive expects local authorities to follow and have certain aspects in place by April 2002. Thereafter there will be expectations for services beyond those for older people to show a degree of integration which at the moment is being sought only for older people's services.
- 6.2 There are very large implications for the Department with regard to joint training between social and health care staff and further development of information and communication technology which will allow the speedy and appropriate transfer of information. In the context of the changing Joint Futures Agenda and further introduction of expectations, it is likely that new items or changes to the current agenda will follow.
- 6.3 When it is clearer what further changes or resources may be required to meet the Scottish Executive expectations, such information will be the subject of future Committee Reports.

## 7. RECOMMENDATIONS

7.1. Committee is asked to note the contents of this report.



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