

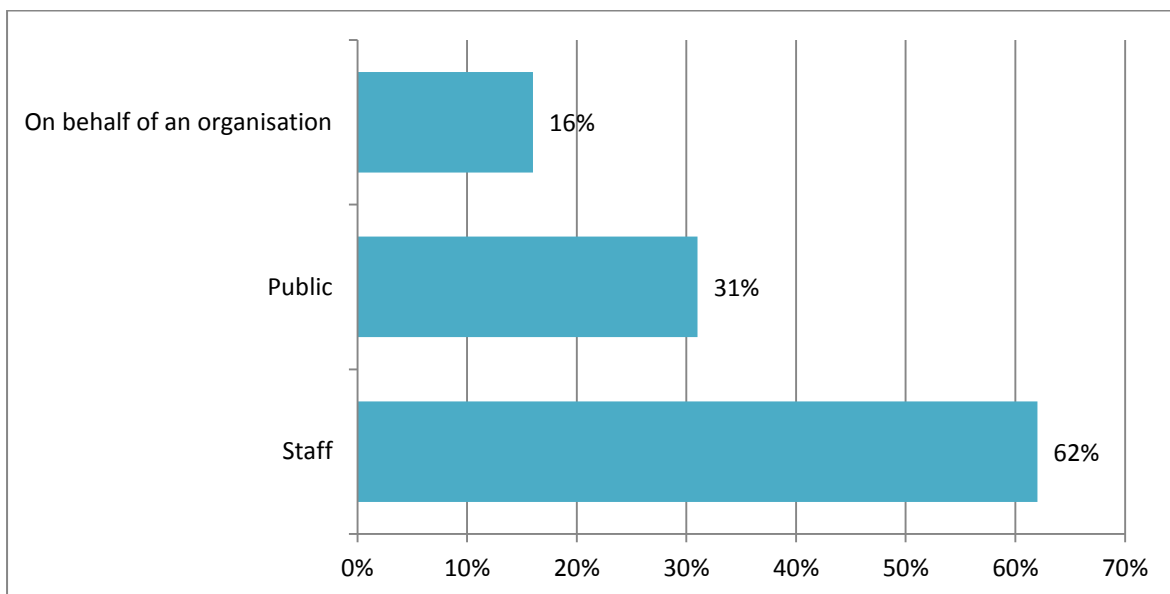
Falkirk HSCP Strategic Plan Consultation Results

We ran a survey, between 23rd January 2019 and the 25th February 2019, to ask the public, staff and organisations for their views on the priorities included in our Health and Social Care Partnership Strategic Plan. The results of this survey will be used to inform the direction for the design and delivery of health and social care services over the next three years. The results are presented below.

The Respondents

The survey received ninety-eight responses. As Figure 1 shows, the majority of respondents (61%) are staff, 31% are public, and 16% are responded on behalf of an organisation.

FIGURE 1: WHO ARE YOU RESPONDING AS?



We asked respondents to answer a number of Equality Monitoring questions. The results can be found in Appendix 1.

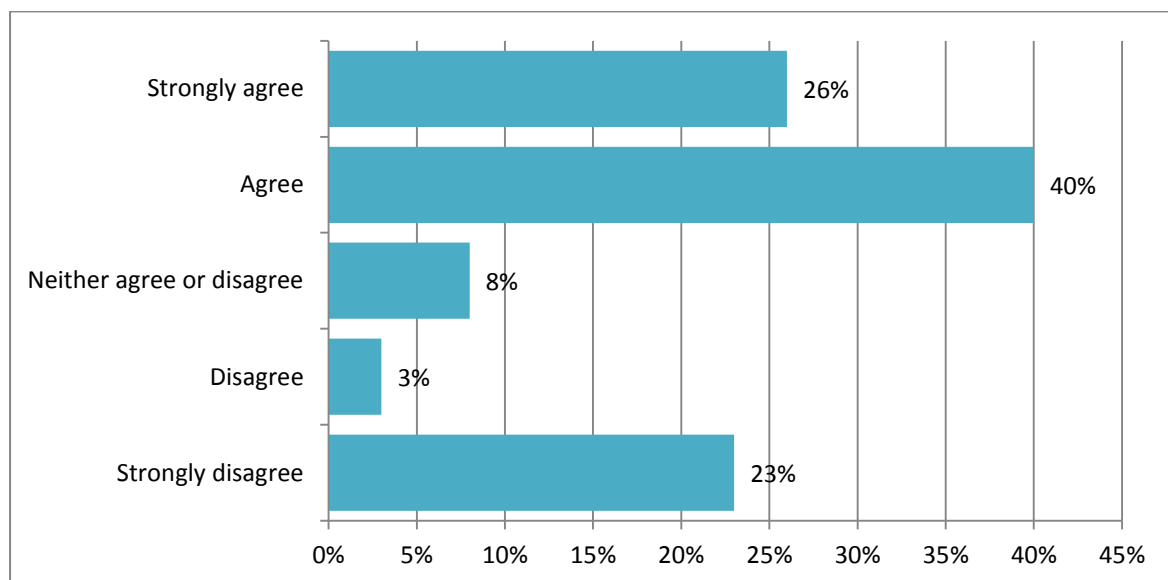
Health and Social Care Vision

Our vision for adult health and social care in Falkirk is:

To enable people in the Falkirk Council area to live full and positive lives within supportive and inclusive communities.

This sets our direction for the design and delivery of health and social care services. We asked respondents to what extent they agree with this vision. As Figure 2 shows, 66% of respondents agree or strongly agree with the vision and 26% disagree or strongly disagree with the vision.

FIGURE 2: TO WHAT EXTENT DO YOU AGREE WITH OUR VISION?



Many respondents commended the vision. Specifically, they feel the vision prioritises the autonomy of service users in regard to giving them control and choice over their lives. One respondent explained:

I think it is positive that people in Falkirk... are encouraged to live as independently as possible and that the role of supporting where necessary is restored to families and communities to the greatest extent possible

And another said:

It supports individual decision making and recognises the importance of strong communities to enable such decisions to be made.

Other respondents felt less positively about the vision. They were sceptical that the funding and resources are in place to deliver the vision effectively. As one respondent explained:

Regardless of your direction for the design and delivery of these services, if you don't have the funding in place to improve current services then your vision remains a pipedream.

Some respondents were cynical about the impact that vision statements have on the actual delivery of services and service user experience. For these respondents, the vision is akin to a 'tick box exercise', paying lip service to mandatory strategies rather than trying to create a culture of service user autonomy. As one respondent said, '*I have seen little evidence of any vision having an impact on the service users I have contact with at this point*'

Criticism was also made about the language and terminology used in the vision, with one respondent asking '*what do you mean by an "inclusive community"?* Use language without jargon...'

Local Outcomes

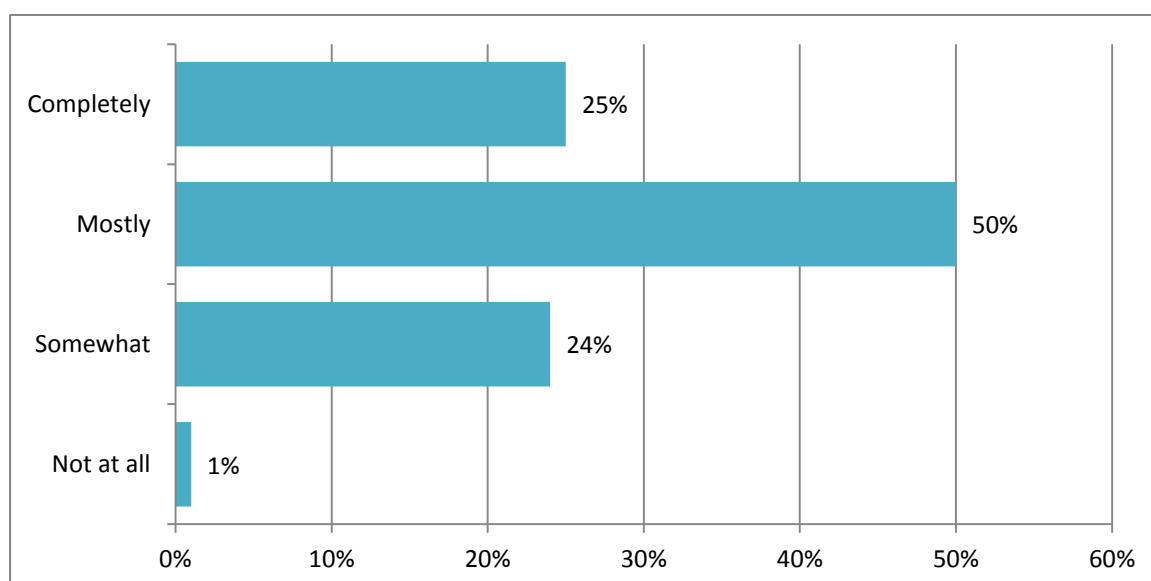
We are proposing some changes to the five local outcomes that were included in the Strategic Plan 2016-19. These are set out below in Table 1.

TABLE 1: PROPOSED CHANGES TO LOCAL OUTCOMES

Current	Proposed change
<p>Self Management Individuals, their carers and families are enabled to manage their own health, care and well being</p>	<p>Self Management (merged with Autonomy and Decision Making)</p> <p>Individuals, their carers and families can plan and manage their own health, care and well being. Where supports are required, people have control and choice over what and how care is provided.</p>
<p>Autonomy and Decision Making Where formal supports are required, people are enabled to exercise as much control and choice as possible over what is provided</p>	
<p>Safe Health and social care support systems help to keep people safe and live well for longer</p>	<p>Safe High quality health and social care services are delivered that promote keeping people safe and well for longer</p>
<p>Experience People have a fair and positive experience of health and social care</p>	<p>Experience People have a fair and positive experience of health and social care, delivered by a supported workforce that are skilled, committed, motivated and valued</p>
<p>Community based Supports Informal supports are in place, accessible and enable people, where possible, to live well for longer at home or in homely settings within their community.</p>	<p>Strong Sustainable Communities Individuals and communities are resilient and empowered with a range of supports in place, that are accessible and reduce health and social inequalities</p>

We asked respondents whether the changes to the outcomes align to our new vision. As can be seen in Figure 3, 25% of respondents believe the changes completely align with the vision, 50% think they mostly align, 24% think they somewhat align and 1% think they do not align at all.

FIGURE 3: DO THE CHANGES TO THE OUTCOMES ALIGN TO OUR VISION?



We asked respondents for any other comments on the proposed changes to the local outcomes. A number of concerns were highlighted. Firstly, some respondents felt the current local outcomes had merely been reworded rather than substantially changed. As one respondent commented, *'I don't really see much difference other than the wording'*.

Secondly, some respondents were concerned that funding and resources are not in place to support the proposed local outcomes. Respondents were particularly concerned about the depleting workforce and whether existing staff would be supported to develop their skills. One respondent asked, *'how are you going to provide the support, high quality of care and provide skilled workers when we don't have enough of this at present?'* Another explained, *'[there is] nothing in these statements about supporting...the skills staff will need to do this.'*

Other respondents felt the proposed local outcomes make unrealistic promises about levels of service user autonomy while, at the same time, not recognising that some

service users do not want greater levels of control over decisions made about their care. One respondent explained:

[the proposed outcomes] seems to offer people an almost unlimited amount of "control and choice" in service provision. Perhaps this statement could have a detrimental affect in that the person(s) expectations are raised beyond what the actual resources available can provide.

Priority Areas

We have identified a number of priority areas for adults for the Strategic Plan 2019-22. We asked respondents to what extent they agree or disagree with the priority areas. As can be seen in Table 2, the majority of respondents agreed or strongly agreed with all of the priority areas. We asked respondents if there are any priorities we may have missed or overlooked. A number of suggestions were made, including:

- The transition of children and young people into Adult Services;
- A commitment to health promotion to prevent health problems from occurring in the first place;
- A commitment to early intervention to mitigate the effects of health problems once they have been identified; and
- Improving information sharing and communication between organisations involved in the provision of health and social care.

TABLE 2: TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE PRIORITY AREAS?

	Health and social care services are delivered locally, and are able to respond to communities.	Ensure carers are supported in their caring role	Improve people's mental health and wellbeing	Improve support for people with substance use issues, their families and communities	Enhance support for GP and Community Health Services	Make better use of technology to support the delivery of health and care services	Minimise the impact of health inequalities on individuals and communities	Ensure we have a skilled HSCP workforce	Improve how we interact with people
Strongly agree	60.20%	69.39%	70.41%	54.08%	67.35%	52.04%	63.27%	75.51%	70.41%
Agree	32.65%	23.47%	24.49%	35.71%	27.55%	29.59%	27.55%	19.39%	20.41%
Neither agree or disagree	3.06%	2.04%	2.04%	7.14%	3.06%	11.22%	5.10%	1.02%	5.10%
Disagree	3.06%	2.04%	2.04%	2.04%	2.04%	6.12%	4.08%	4.08%	4.08%
Strongly disagree	1.02%	3.06%	1.02%	1.02%	0%	1.02%	0%	0%	0%

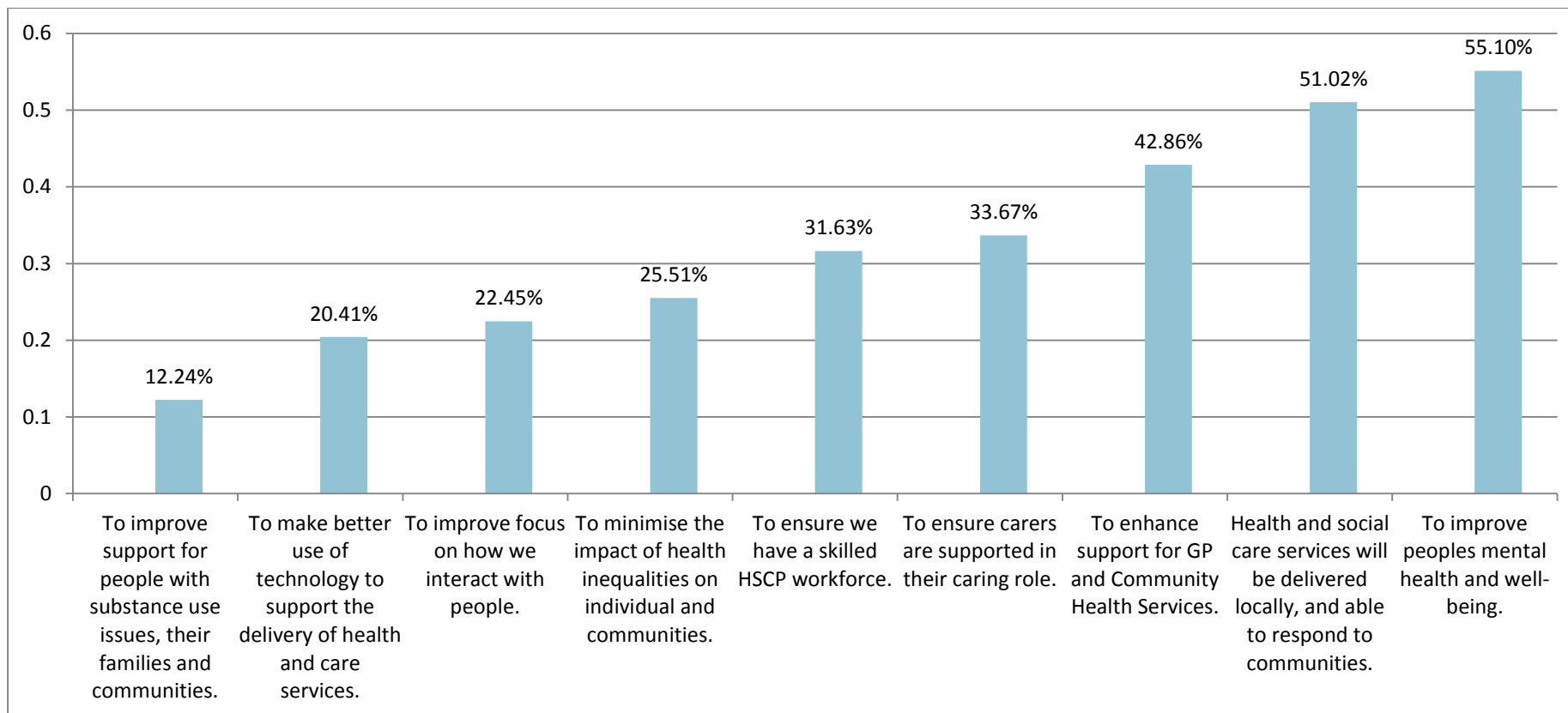
We asked respondents to select up to three of the priorities that they believe are most relevant to their local area and that they would prefer we develop focus and prioritise resources on. As can be seen in Figure 4, the top three priorities are:

- To improve people's mental health and wellbeing (55%);
- Health and social care services will be delivered locally, and be able to respond to communities (51%); and
- To enhance support for GP and Community Health services (43%).

The bottom three priorities are:

- To improve support for people with substance use issues, their families and communities (12%);
- To make better use of technology to support the delivery of health and care services (20%); and
- To improve focus on how we interact with people (22%).

FIGURE 4: PLEASE SELECT UP TO THREE OF THE PRIORITIES THAT YOU BELIEVE ARE MOST RELEVANT TO YOUR LOCAL AREA AND THAT YOU WOULD WISH THE PARTNERSHIP TO DEVELOP AND FOCUS / PRIORITISE RESOURCES ON.



Best Practice and Improvement

We asked respondents for examples of health and social care delivery that they think are working well. Answers included:

- **Reablement** - *'reablement is beginning to impact on individuals lives in a positive way...promoting independence and supporting the patient post discharge'*;
- **Partnership working and improved networks between public, private and voluntary agencies** – *'networking has improved with the establishment of locality groups which is having a positive impact on staff and service users'*;
- **Introduction of mental health professionals in GP surgeries** – *'having the mental health nurses in GP practices is definitely helping those that need support get access in a way they have never done before. Whilst it's in its infancy this should become normal practices across all GP practices and become similar to practice/treatment room nurse and part of the core primary care team. It is a fantastic service for patients'*

We asked respondents to provide examples of what could be improved in terms of health and social care delivery. Answers included:

- **Mental Health and Alcohol & Substance Misuse:** Some respondents argued the links between mental health and alcohol and substance misuse often go unrecognised. This is negatively impacting the reliability of diagnoses and effectiveness of treatment. As one respondent explained, *'there is a need for the workforce within mental health to increase competency levels in order*

top deal with matters relating to substance use more effectively...due to the high number of psychiatric admissions die to drug and alcohol use...'

- **Patient discharge:** Some respondents raised concerns about delayed patient discharge due to the amount of time it can take to put together post-discharge care packages.
- **Partnership working:** Many respondents felt that communication, information sharing and partnership working between service providers are poor. As one respondent explained, *'despite health and social care being a "partnership", there are still obvious divides between them. This is causing a barrier to collaborative working and reducing the likelihood of achieving positive outcomes for many people.* Another respondent said, *'services can often appear disjointed, information should flow better to improve service delivery'.*
- **Staff, training and resources:** Many respondents felt that health and social care services are understaffed, leading to longer waiting times for patients. They feel that patient outcomes are also negatively affected by the lack of investment in staff training. As one respondent explained, *'the training [staff]... does not appear to be keeping pace with ideas formulated in health and social care...'*

Appendix 1: Equality Monitoring Data

TABLE 3: WHAT IS YOUR AGE?

Option	Total	Percent of All
Under 16	0	0%
16-24	0	0%
25-44	16	16.33%
45-64	23	23.47%
65 or over	4	4.082%
Not Answered	55	56.12%

TABLE 4: WHAT IS YOUR GENDER?

Option	Total	Percent of All
Female	35	35.71%
Male	8	8.16%
Other (please specify)	0	0%
Not Answered	55	56.12%

TABLE 5: WHICH OF THE FOLLOWING OPTIONS BEST DESCRIBES HOW YOU THINK OF YOURSELF?

Option	Total	Percent of All
Heterosexual or Straight	37	37.76%
Gay or Lesbian	0	0%
Bisexual	1	1.02%
Other (please specify)	3	3.06%
Not Answered	57	58.16%

TABLE 6: WHAT IS YOUR ETHNIC GROUP?

Option	Total	Percent of All
White Scottish	29	29.59%
White British	10	10.20%
White Irish	1	1.02%
White other	1	1.02%
Gypsy and Traveller	0	0%
Polish	0	0%
Mixed or multiple ethnic groups	0	0%
Pakistani	0	0%
Indian	1	1.02%
Bangladeshi	0	0%
Chinese	0	0%
Other Asian	0	0%
African	0	0%
Caribbean, Caribbean Scottish or Caribbean British	0	0%
Black, Black Scottish or Black British	0	0%
Other Black	0	0%
Arab, Arab Scottish or Arab British	0	0%
None of the above	0	0%
Not Answered	56	57.14%

TABLE 7: ARE YOU A BRITISH / UNITED KINGDOM CITIZEN?

Option	Total	Percent of All
Yes	41	41.84%
No	1	1.02%
Not Answered	56	57.14%

TABLE 8: ARE YOU A NATIONAL OF ANOTHER COUNTRY?

Option	Total	Percent of All
EU national	3	3.06%
Refugee	0	0%
Asylum seeker	0	0%
Other (please specify)	0	0%
Not Answered	95	96.94%

TABLE 9: WHAT RELIGION, RELIGIOUS DENOMINATION OR BODY DO YOU BELONG TO?

Option	Total	Percent of All
None	25	25.51%
Church of Scotland	8	8.16%
Roman Catholic	7	7.14%
Other Christian	1	1.02%
Muslim	0	0%
Buddhist	0	0%
Sikh	0	0%
Jewish	0	0%
Hindu	0	0%
Pagan	0	0%
Other (please specify)	1	1.02%
Not Answered	56	57.14%

TABLE 10: WHAT IS YOUR EMPLOYMENT STATUS?

Option	Total	Percent of All
Student	0	0%
Employed / self-employed	39	39.80%
Not employed and looking for work	0	0%
Not employed and not looking for work	0	0%
Apprentice/ training	0	0%
Retired	2	2.04%
Other (please specify)	1	1.02%
Not Answered	56	57.14%

TABLE 11: DO YOU HAVE A PHYSICAL OR MENTAL HEALTH CONDITION OR ILLNESS, OR A LEARNING DISABILITY, WHICH YOU EXPECT TO LAST FOR 12 MONTHS OR MORE?

Option	Total	Percent of All
Yes	8	8.16%
No	33	33.67%
Don't know	1	1.02%
Not Answered	56	57.14%

TABLE 12: IF YES, DOES YOUR CONDITION OR ILLNESS REDUCE YOUR ABILITY TO CARRY OUT DAY TO-DAY ACTIVITIES?

Option	Total	Percent of All
Yes, a lot	1	1.02%
Yes, a little	3	3.06%
Not at all	13	13.27%
Not Answered	81	82.65%

TABLE 13: ARE YOU A CARER?

Option	Total	Percent of All
Yes	12	12.24%
No	30	30.61%
Not Answered	56	57.14%