

Falkirk HSCP Strategic Plan 2023 first phase consultation document

We want to hear your views on what the priorities should be for our next Health and Social Care Partnership Strategic Plan.

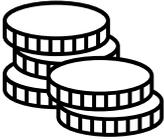
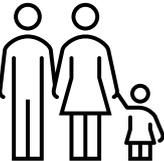
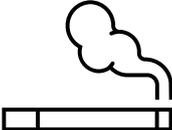
The Strategic Plan 2023-2026 is at a very early stage of development. We would like to take this opportunity to ask people for their views on the main challenges and priorities for health and social care in Falkirk before we prepare a draft of the new Plan.

This document provides an overview of the main challenges that we have identified so far from research as part of our Joint Strategic Needs Assessment. The document also provides a brief overview of the progress that we have made in relation to the priorities outlined in the 2019-2023 Strategic Plan.

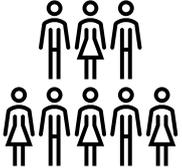
The survey will be open until 14th October 2022.

Further consultation will be conducted once the draft Strategic Plan 2023-2026 has been prepared early in 2023.

Our challenges:

<p>Economy</p> 	<ul style="list-style-type: none"> ➤ Scottish Government estimate from Feb 2022 suggests that 1 in 3 people are likely to experience fuel poverty due to the increase in the energy price cap. ➤ The economy is facing a period of high inflation, which will increase costs and put pressure on the HSCP budget. ➤ The impact of Covid has been worse in most respects for more deprived communities. ➤ There are pockets of higher deprivation with 16 small areas of Falkirk (called 'datazones') that fall within the top 10% most deprived areas in Scotland. ➤ Financial pressure on individuals could have long term impact on health.
<p>Population</p> 	<ul style="list-style-type: none"> ➤ The population is ageing, with the 75+ age group projected to rise by 80% between 2018-2043. ➤ The increase in the older population could bring considerable challenges in terms of service delivery for health and social care services such as Home Care and district nursing. ➤ National Records for Scotland population projections for Falkirk estimate a 6% population increase between 2018 and 2043. This increase is expected to be primarily driven by migration since the death rate over the next 25 years is anticipated to be higher than the birth rate (26% more deaths than births).
<p>Behavioural Factors</p> 	<ul style="list-style-type: none"> ➤ The drug deaths rate for Falkirk increased between 2006-10 to 2016-20 (5-year average rates) from 10 to 33 annual deaths ➤ Drug and Alcohol related hospital admissions have been increasing in Falkirk. Alcohol and drug related harm is far higher in the most deprived areas. ➤ Smoking prevalence and smoking attributable deaths have been steadily declining in Scotland and Falkirk. ➤ 58% of females and 73% of males in Falkirk meet the recommended guidelines for activity levels.
<p>Health</p> 	<ul style="list-style-type: none"> ➤ Overall life expectancy lower than national average ➤ In Falkirk, all cause mortality has been increasing for the most deprived areas and declining for the least deprived areas. ➤ 8-year difference in life expectancy between least and most deprived fifth of the population for women, and 10 years for Men. ➤ Healthy life expectancy in Falkirk is lower than the Scottish average and the rate of early mortality (15-44 years) is increasing ➤ There is emerging evidence that COVID-19 has heightened pre-existing inequalities and exacerbated the effect of deprivation on health outcomes. ➤ There remains much we don't know about long-Covid, including how long the effects are likely to last for individuals.

Our challenges:

<p>Adult Mental Health</p> 	<ul style="list-style-type: none"> ➤ People may not have been able to get timely care due to the pandemic which can result in lost mobility, isolation or poorer mental health. ➤ Covid has had an adverse impact on people's mental health in the short-term. ➤ Long waiting lists exist for community services. ➤ The Scottish Government estimate that approximately 1 in 4 people will experience some form of mental health issue in their lifetime. ➤ Deprivation is associated with increased risk of developing a mental health disorder. ➤ Suicide rates in Falkirk have been consistently rising over recent years.
<p>Unpaid Carers</p> 	<ul style="list-style-type: none"> ➤ The Scotland's Carers 2015 report estimated that 17% of the 16+ population in Scotland are carers. This would equate to 22,000 carers aged 16+ in Falkirk. ➤ Many services were reduced or withdrawn during the pandemic, and this has increased the levels of caring by unpaid carers. Many people have become carers for the first time because of reduced service provision. This has inevitably led to increased stress for carers and an increase in their caring role. ➤ Some people self-isolating did not want paid carers entering their home due to the risk of Covid, which increased their reliance on their unpaid carer. ➤ Only 29% of carers feel supported to continue caring, a significant decrease from the previous Health and Social Care Experience survey.
<p>Workforce</p> 	<ul style="list-style-type: none"> ➤ Our workforce is ageing, 34% will be aged over 60 by 2024. ➤ Falkirk, like many areas of Scotland is struggling to maintain adequate levels of care staff. ➤ Different pay scales, terms and conditions across local authorities, private providers and within partnerships impacts on recruitment. ➤ Adverse impact upon staff wellbeing of system pressures that have been exacerbated by Covid. ➤ Evidence also lends support to services and staff dealing with an increase in complexity of care. ➤ Staff and carers have been faced unprecedented challenges, for a significantly extended period.
<p>Social Care Demand</p> 	<ul style="list-style-type: none"> ➤ Demand for social care provision comes predominately from older adults, although there is a large group of working age adults requiring support, predominately those with disabilities. ➤ 8,035 people were receiving social care support and services in Falkirk during 2020/21. Falkirk's rate was higher than Scotland. ➤ Falkirk's delayed discharge rate for 2020 was slightly higher than the Scottish average. Delayed discharge occurs when a hospital patient who is clinically ready for discharge from hospital continues to occupy a hospital bed. ➤ Significant emerging demand is apparent from community referrals for care and support at home, alongside transfers of care from hospital requiring more complex and longer episodes of reablement and care.

Where are we now?

HSCP Strategic Plan 2019-22

Priority: Deliver local health and social care services, including Primary Care, through enabled communities and workforce

Priority Actions 2019-22:

- Empower more people and communities to support themselves
- An Integrated Workforce Plan is developed and implemented
- An Integrated Learning and Development Plan is developed and implemented
- Effective communications messages and arrangements are in place
- Effective systems are in place to facilitate communication between services and partners

Where are we now?

Workforce

- Recruiting and retaining staff is challenging
- New and innovative ways to recruit a younger workforce and also fill the hard to fill vacancies are being investigated
- Transformation of some job roles is required to meet needs of community and anticipated future demands
- An Integrated Workforce Plan has been developed in conjunction with colleagues from the independent sector
- 'Staff wellbeing and Effective Workforce' is a key priority in the Transformation Programme

Empowered communities

- Strategies agreed regarding Community Led Support, Participation & Engagement and Communications
- Community Link Workers and use of 'Good Conversations' model established
- More Community Link Workers will be recruited through the Mental Health and Wellbeing in Primary Care (MHWBPC) services programme.
- Support provided for community groups to re-start after Covid
- Self-management is being encouraged and enabled via the 'Living Well' concept. This includes the Living Well Falkirk online tool that allows people to conduct a self-assessment to identify what they can do to maintain their independence.
- Progress towards full implementation of Self-Directed Support has continued despite Covid-19.
- Community Choices participatory budgeting programme established with Falkirk Council to allocate £3m of funding to local community led projects.
- Recruiting volunteers can be challenging. A capacity building programme that supports volunteer recruitment & development is being developed.

Where are we now?

HSCP Strategic Plan 2019-22

Priority: Deliver local health and social care services, including Primary Care, through enabled communities and workforce

Priority Actions 2019-22:

- Integrated locality based teams and approaches are in place
- Primary Care Transformation is delivered

Where are we now?**Integrated Services**

- A great deal of work has been undertaken to integrate services, despite the challenges posed by the pandemic.
- Locality teams established. The services that currently report to the Locality Managers in each locality are the Assessment and Care Management Teams, Care at Home Teams and Community Nursing.
- Work underway regarding intermediate care and improving pathways, including the Falkirk Community Hospital Masterplan.
- Re-design of a number of services underway to make them more person-centred (e.g. day services).
- Investing additional resource in community-based health and care services to improve flow across the whole system.
- HSCP Transformation Programme includes 'Intermediate Care and Improving Pathways' (this includes Falkirk Community Hospital Masterplan and bed-based care) and the ongoing integration of areas including Primary Care and Community Mental Health as key priorities.

Primary Care

The Primary Care Improvement Programme aims to ensure that people using primary care services have access to a wider range of support in the same place, including:

- Community Link Workers that help people to identify and address wider issues that might affect their health and wellbeing, for example debt, loneliness and mental health.
- Pharmacotherapy (the treatment of health conditions by using pharmaceutical products) activities being transferred from GPs to pharmacy teams (inc. acute prescriptions, repeat prescriptions and hospital discharge letters).
- Primary Care Mental Health teams.
- Advanced practice physiotherapists that can assess and diagnose musculoskeletal issues embedded at GP practices

Where are we now?

HSCP Strategic Plan 2019-22**Priority: Ensure carers are supported in their caring role**

Priority Actions 2019-22:

- Implement Carers Strategy
- Carers are engaged and informed
- Services for carers are commissioned based on evidenced need

Where are we now?**Carers**

- Carer's Strategy, Getting it Right for Carers in Falkirk, co-produced with carers and carer organisations and covers both young carers and adult carers.
- Carers Strategy Group re-started in March 2022 after pausing due to the pandemic.
- Carers Centre funded to employ a Digital Development Worker and two Telephone Support Workers, which has allowed the centre to extend service provision and reach.
- During 2021-22, the Carers Centre provided support to 1,930 adult carers by phone, email, or online. Of these, 973 were new in the period.
- Carer representative training programme delivered in conjunction with the Coalition of Carers in Scotland and Carers Scotland.
- Following the successful training sessions to increase carer involvement, we have been collaborating with key organisations to develop a similar package of training for both carers and service users to enable them to participate meaningfully with the partnership.
- The Carers Strategy Group will be reviewing the Carers Strategy to ensure it is aligned with the Strategic Plan and developments towards the National Care Service

Where are we now?

HSCP Strategic Plan 2019-22**Priority: Focus on early intervention, prevention and harm reduction**

Priority Actions 2019-22:

- National Mental Health Strategy is implemented
- Alcohol and Drug Partnership will align with local evidenced need

Where are we now?**Mental Health**

- Primary Care Mental Health Nurses are available to every GP practice.
- Some GP practices in priority areas also have access to Community Link Workers hosted by FDAMH that can provide therapeutic mental health services.
- Multi-agency self-neglect and hoarding training course was delivered and developed in partnership.
- Multi-disciplinary mental health teams being established for all GP practices.
- All deaths by suicide will be reviewed to maximise opportunities for learning and to take a public health approach to prevention

Alcohol & Drugs

- Falkirk Alcohol and Drug Partnership Delivery Plan 2020-23 outlines how partners will work together to tackle substance use. The Plan is now being reviewed as it is coming to an end.
- NHS Forth Valley appointed a Strategic Prevention Coordinator for Suicide and Drug Deaths appointed in August 2021. This is an important area of work and a significant number of reviews have now been undertaken over a short period of time.
- Significant work has been undertaken to streamline the Drug Related Death (DRD) Review process
- ADP Lead Officer recently appointed.
- Forth Valley Suicide and Drug Related Death Prevention Plan being developed.

Where are we now?

HSCP Strategic Plan 2019-22

Priority: Focus on early intervention, prevention and harm reduction

Priority Actions 2019-22:

- Partners will work together to address the determinants of health and social inequalities

Where are we now?

Determinants of Health

- Work with the Community Planning Partnership and Fairer Falkirk (Poverty) Team.
- CLD Workers employed in each locality, working with communities to develop solutions.
- £730k allocated to Health Inequalities and Wellbeing Fund and distributed to local projects,
- The Housing Contribution Statement provides an overarching strategic statement on how the housing sector will support the work of the IJB.

Health Improvement

- Early detection of Type 2 diabetes improved via the “Know Your Risk” screening tool.
- Smile4Life training enables health and social care staff and support workers to provide evidence-based tailored oral health messages to vulnerable people.
- The Stop Smoking Service and Community Pharmacy support delivery of the cessation service to support the wider target of reducing smoking rates.
- ‘Prevention of admission and early intervention’ is a key priority in the HSCP Transformation Programme (this includes Home Care Review, Out of Hours Review, Day Care Review).

Where are we now?

HSCP Strategic Plan 2019-22**Priority: Make better use of technology to support the delivery of health and social care services**

Priority Actions 2019-22:

- A HSCP Technology Enabled (TEC) Care Strategy will be developed and implemented
- Access to TEC in localities will be widened
- TEC enabled infrastructure will be developed

Where are we now?**Access / inclusion**

- Digital devices and data packages provided to some social care service users funded by Connecting Scotland and the Fairer Falkirk Digital Exclusion Fund.
- Falkirk joined a cohort of six HSCPs in Scotland piloting a video consultancy platform called Near Me to support duty Social Work. Near Me has also been adopted in other areas of health and social care, including by Allied Health Professionals.
- A list of health and care digital resources available in Falkirk was produced and circulated to Social Work.
- Falkirk recently piloted a project to assess the benefits of using smart speakers as part of its telecare service.
- A series of digital inclusion events called 'Tech Tea Parties' took place. These were informal events for individuals to attend and learn some basics about technology with support from AbilityNet volunteers.

Services / infrastructure

- Falkirk became the first local authority in Scotland to go live with an end-to-end digital telecare service.
- Liquid Logic introduced to replace the existing social work information system.
- Microsoft 365 has been utilised to develop an app that securely records and shares information collected by Community Link Workers.
- Forth Valley Recovers app developed to provide information on services and to help people recovering from drug and alcohol use create their own recovery plan.
- Care at Home forecasting tool was developed for the in-house Care at Home service.
- The CM 2000 Care at Home system enables essential visit information to be shared with Carers via a secure smartphone app. Analysis of data from the system has been used to identify future pressure points and contribute to more efficient planning.
- 'Digital and Innovation' is a key priority in the HSCP Transformation Programme.

Where are we now?

HSCP Strategic Plan 2019-22

Priority: Make better use of technology to support the delivery of health and social care services

Priority Actions 2019-22:

- TEC enabled workforce will be supported

Where are we now?**Skills and leadership**

- The pandemic provided an opportunity for our workforce to develop digitally. Whilst working from home highlighted skills gaps for teams, the rollout of Microsoft Teams along with the provision of equipment has been a real enabler to more agile and mobile working and has been received well.
- Funding was secured to support digital training for staff within the partnership from the Workforce Development Fund.

Analysis and insights

- A Care at Home forecasting tool was developed for the Inhouse Care at Home service, making use of data from the Inhouse Care at Home real time scheduling system. This analysis has been used to inform decision making about the logistics of care delivery.
- Our Care at Home System is used to schedule visits to approximately 700 Service Users by approximately 300 carers. In the period 1 April 2021 to 31 March 2022 the Care at Home remote workforce management system scheduled over 470,000 planned visits. Essential visit information is shared with Carers via a secure smartphone app. Analysis of data from the system has been used to identify future pressure points and contribute to more efficient planning.
- 'Data and Information' is a key priority in the Transformation Programme (includes creation of a performance dashboard, evaluation of transformation programmes)