

# CÙRAM IS SLAINTE NAN EILEAN SIAR

## INTEGRATION JOINT BOARD



<b>Meeting date:</b>	<b>29 June 2023</b>
<b>Item:</b>	<b>7.5</b>
<b>Title:</b>	<b>Social Care Unmet Need Update</b>
<b>Responsible Officer:</b>	<b>Emma Macsween, Head of Partnership Services and Community Care</b>
<b>Report Author:</b>	<b>As above</b>

### 1 Purpose

This is presented to the Integration Joint Board (IJB) for:

- Discussion

This report relates to a:

- Government policy/directive
- Legal requirement
- Integration Joint Board Direction

**Competence:**

- There are no legal, financial or other constraints associated with the report.

### 2 Report summary

#### 2.1 Situation

Locally and nationally the demand and supply dynamic for social care services continues to be challenging. Persistent recruitment and retention issues within this sector and social work services is impacting on the capacity to deliver services. The Integration Joint Board and the Comhairle have agreed the implementation of a re-structuring of the Care at Home service to commence on the 1<sup>st</sup> of July. Care at Home is the main service relating to unmet need.

#### 2.2 Background

The Integration Joint Board has requested routine updates in relation to Care at Home unmet need and the status of social work assessment activity. This information is produced weekly for submission to Public Health Scotland.

## 2.3 Assessment

The submission for the week of the 12<sup>th</sup> June provided the following information.

- 66 individuals within the community are awaiting a social work assessment
- <5 individuals are awaiting a social work assessment in hospital
- 53 individuals in the community are awaiting a social care service
- <5 individuals in hospital are awaiting a social care service
- 18 hours per week of social care is required for individuals in hospital
- 486 hours per week of social care at home is required for individuals in the community
- The appendix provides a summary of the trend of the two key data sources, assessments and unmet care need. The complexity of the contributing factors impacting on such matters includes workforce issues, location, competing priorities and family circumstances.

The consistent level of unmet need is attributable to the recruitment status impacting on the capacity of Care at Home service. The service is successfully maintaining the packages of care established with agency staffing support only when there are no other alternatives. The approved re-structuring of the service will take a period of time to embed. Staff communications are on-going to implement the revised structure by the deadline. Public communications will follow to ensure this positive development is promoted. The service wishes to maximise the positive benefits for the existing and future workforces as part of a range of measures undertaken to address matters raised in the staff survey as well as delivering the workforce planning priorities for the Department.

### 2.3.1 Quality/ Patient Care

The risks associated with unmet need persist as referenced in the previous reports. Sustaining the performance with regard to delayed discharges is alleviating the risks of functional decline as a result of a patient being delayed in hospital. However the level of unmet need in the community is consistent and the prioritisation of the deployment of service capacity continues to mitigate immediate risk to patients and their carers. Maximum use is made of internal and external service provision to secure care provision on a permanent or interim basis.

### 2.3.2 Workforce

The Care at Home Re-structuring Report approved by the Integration Joint Board on the 25<sup>th</sup> of May 2023 provide a full overview of the workforce matters pertaining to the Care at Home service, the dominant service area with a consistent level of unmet need. Persistent vacancies and recent staffing changes within the social work service are impacting on the capacity of the service. Work is on-going to prioritise referrals and statutory duties on a basis of risk and to ensure assessments are completed in a timely fashion to enable services to be commissioned as soon as they are available.

### 2.3.3 Financial

Describe the financial impact (capital, revenue and efficiencies) and how this will be managed. Sign off on any financial impact is required by the Chief Finance Officer.

No financial impact

Accountants Name	Signature
<b>Comment from the Chief Finance Officer:</b>	
No requirement for sign-off	

### 2.3.4 Risk Assessment/Management

Workforce issues are monitored within the operational and strategic risk registers.

### 2.3.5 Equality and Diversity, including health inequalities

State how this supports the Public Sector Equality Duty, Fairer Scotland Duty, and the Board's Equalities Outcomes.

An impact assessment has not been completed because it is not required.

### 2.3.6 Climate Emergency and Sustainability Development

State how this report will support or impact on the Scottish Government's policy on Global Climate Emergency and Sustainability Development DL(2021)38.

No direct impact on sustainability

### 2.3.7 Other impacts

Not applicable

### 2.3.8 Communication, involvement, engagement and consultation

The Board has carried out its duties to involve and engage external stakeholders where appropriate:

No requirement to engage or communicate with stakeholders.

### 2.3.9 Route to the Meeting

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

IJB May 2023. Circulated electronically to ICMT ahead of the June IJB meeting.

## 2.4 Recommendation

**Discussion** – For Members' information to obtain assurance of the position.

### **3 List of appendices**

The following appendices are included with this report:

Item 7.5.1 – Appendix 1 - Trend graphs for social work assessment and unmet need for social care.