

CÙRAM IS SLAINTE NAN EILEAN SIAR INTEGRATION JOINT BOARD



Meeting: Integration Joint Board
Meeting date: 08 December 2022
Item: 7.2
Title: Update on Care At Home – Unmet Need
Responsible Officer: Nick Fayers, Chief Officer
Report Author: As above

1 Purpose

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

- Awareness

This report relates to a:

- Emerging issue

Competence:

- Workforce impact - training, skills and experience is in place to support the outcome

2 Report summary

2.1 Situation

The Hospital and the Community continue to have high levels of unmet need within Care at Home although reduced when compared to the previous report in June 2022. Additional work has been completed in terms of service development, a summary of which is outlined in section 2.3. The position with regard to those awaiting assessment in the hospital remains static (as referenced against the last report) whilst those awaiting assessment in the community has decreased over the 6 months.

The position regarding individuals awaiting care in the community has increased over the 6 month period from 47 in June to the current 92.

2.2 Background

There has been an increasing difficulty in recruiting to Care at Home with an ever-decreasing workforce available on the island for local market recruitment which has resulted in large numbers of assessed clients with unmet need.

2.3 Assessment

Current Position

A snapshot taken on the 28th November 2022 shows the following:

Awaiting Assessment - The number of individuals who have been identified as needing or requesting a social care assessment - SSA (Single Shared Assessment)/equivalent, not including specialist, but have not yet been assessed. Include both within the 28-day period for assessment, and overdue. Community **73** and Hospital **11**

Awaiting Care - The number of individuals who have been assessed as requiring social care, and there is no provider for the package of care in place. Community **92** Hospital **11**

Awaiting Review - The number of individuals currently receiving a care package who are waiting for a statutory social care review. Include those who are due a review in the next 28 days, and where a review is overdue. Community **122**.

Total Hours of unmet need **781** increased marginally from **731** on 14/3/22

As outlined in the previous report the challenges facing the partnership around recruitment are predicated on two key drivers:

- The growth in the aging population and the increase in complexity of need/co-morbidities
- The reduction (through depopulation) of the working age population alongside the competitive employment market

Regarding the increasing demand for services the Health and Social care Partnership has been awarded a recurring sum of monies from Scottish Government under the heading of winter pressures (alongside all Partnerships in Scotland). The funding is aimed at improving the current system challenges as evidenced in unmet need alongside other performance indicators. Locally an investment plan has been developed (as previously approved by the Integrated Joint Board). The plan outlines a key area of service development notably the expansion of the START service.

The planned expansion START service will provide geographical cover for the whole of Rural Lewis as well as continuing to provide a service in Stornoway/Broadbay and in doing so reduce the length of hospital stay and number of delayed discharges and unmet care needs. The proposed increase to the START staffing would have capacity to support between 30 – 40 individuals, depending on complexities and geographical locations. The service will operate 7 days a week with reablement, supervisory and AHP rotas covering the 7 days.

The investment is in the order of £477,000

In addition to the planned service development outlined above and to address the challenges in recruitment in the core Care at Home Service several measures have been developed which include:

- Enhanced mileage rates
- Retention premia
- Grading review with the intention of increased salaries

2.3.1 Quality/ Patient Care

Unmet need results in less individuals receiving the level of care they have been assessed to obtain.

2.3.2 Workforce

Note the planned recruitment and revised terms and conditions.

2.3.3 Financial

Note the planned investment

2.3.4 Risk Assessment/Management

N/A

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 in this instance.

2.3.6 Other impacts

N/A

2.3.7 Communication, involvement, engagement and consultation

N/A

2.3.8 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.

- Weekly PHS performance monitoring and oversight by Chief Officer

2.4 Recommendation

State the action being requested. Use one of the following directions for the meeting. No other terminology should be used.

- **Awareness** – For Members' information only. The position should be noted with regards to the developments for the workforce and service expansion.

3 List of appendices

The following appendices are included with this report:

- No appendices