

CÙRAM IS SLÀINTE NAN EILEAN SIAR

INTEGRATION JOINT BOARD



Meeting date: 23 February 2023
Item: 8.1
Title: Care at Home Unmet Need - update
Responsible Officer: Nick Fayers, Chief Officer
Report Author: Nick Fayers, Chief Officer

1 Purpose

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

- Awareness

This report relates to a:

- Emerging issue
- Government policy/directive
- Local policy
- NHS Board/Integration Joint Board Strategy or Direction

Competence:

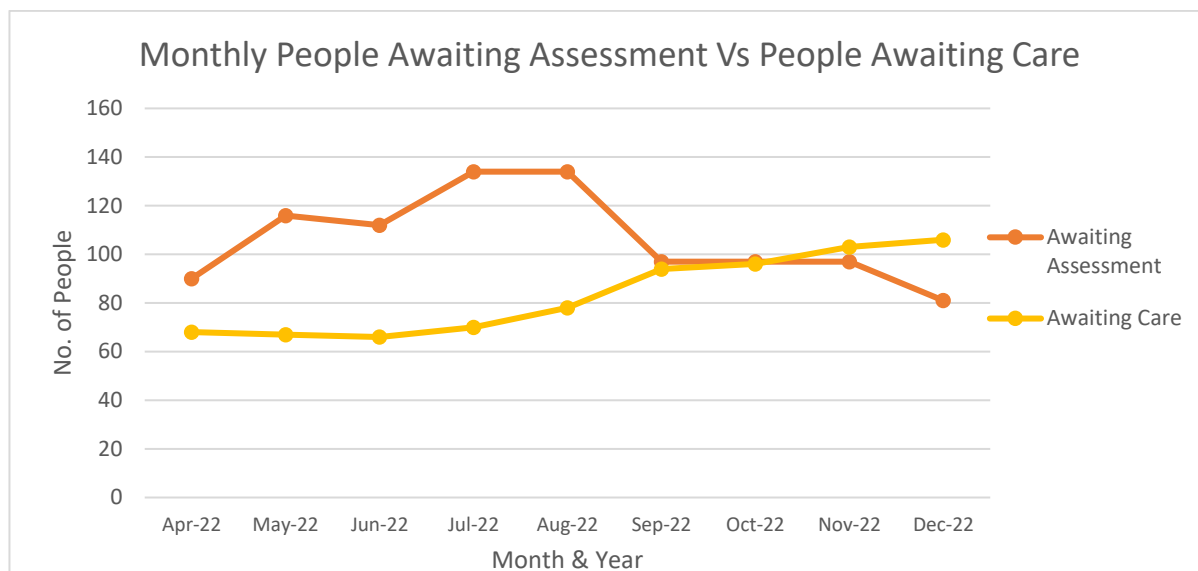
- There are no legal, financial or other constraints associated with the report.

2 Report summary

2.1 Situation

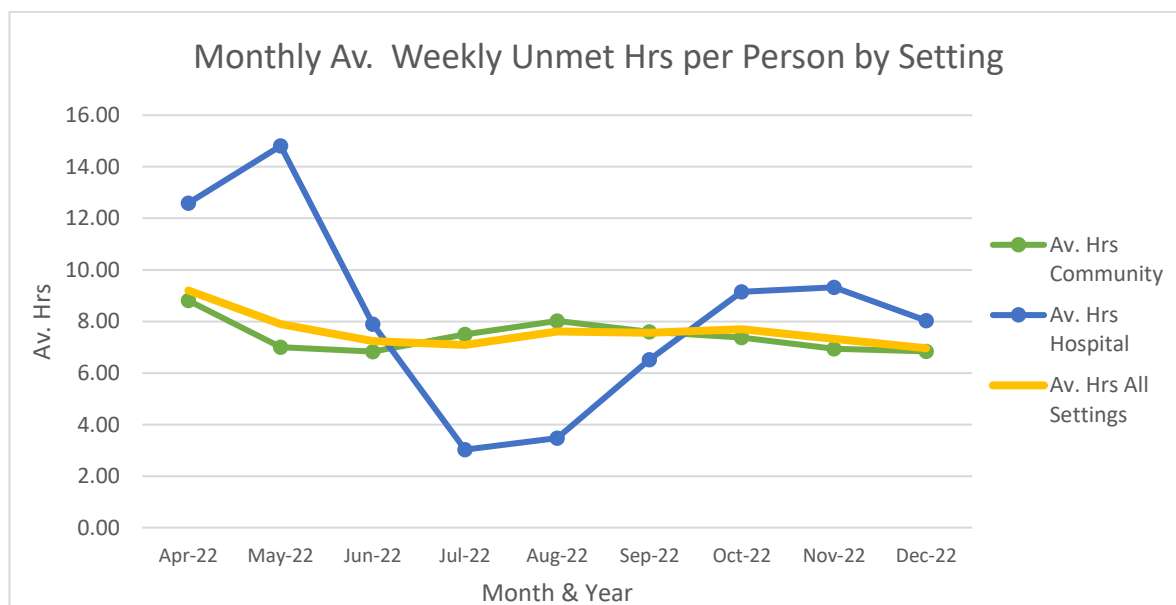
As outlined in paragraph 2.1, activity across 3 domains is driving an increase in unmet need across the reporting period:

- The seasonal increase in hospital admissions including respiratory illness (widely reported)
- The growth in the aging population and the increase in complexity of need/co-morbidities
- The significant reduction in individuals awaiting assessment.



The reduction of those awaiting assessment in the community (from a high of 134 in August to 81 in December) has, as stated earlier, a direct impact on driving up the level of unmet need.

The graph below indicates an overall reduction in the number of hours of unmet need from a high of 14.8 in May 2022 to the December position of 8.03 hours. The graph is included to both illustrate improvement in performance alongside the raw data which indicates that the individuals requiring care are typically requiring a minimum of 3 attendances by 2 person teams throughout the day.



Regarding the increasing demand for services, the Board will be aware of the significant investment in the Short-Term Assessment and Reablement Team (START) service. Progress is underway in terms of recruitment within a newly shaped multidisciplinary team.

This sits alongside additional capacity for Hospital at Home and the move to a 7-day palliative care service. Both of these investments are planned to support individuals in their own homes and thereby lessen future demand.

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 considering roles, responsibilities and structures

Progress regarding the above continues with an outcome to be delivered within the financial year.

2.3.1 Quality/ Patient Care

Unmet need results in less individuals receiving the level of care they have been assessed for and generates challenges across the health and social care system.

2.3.2 Workforce

Note the planned recruitment and actions undertaken in relation to terms and conditions.

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.

Note the planned investment.

Accountants Name	Signature

Comment from the Chief Finance Officer:

2.3.4 Risk Assessment/Management

The report has not relevant to existing corporate risk assessment/mitigations.

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 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.

The report has no relevance to the above.

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:

The report currently does not require consultation or engagement with other 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.

The weekly PHS Performance Monitoring and oversight report has been presented to the Chief Officer.

2.4 Recommendation

Awareness – For Members' information only.

3 List of appendices

The following appendices are included with this report:

No appendices