

## **SE21. Falkirk Health and Social Care Partnership Update**

The committee considered a report by the Chief Officer, Falkirk Health & Social Care Partnership.

The report set out the progress made by the Falkirk Health and Social Care Partnership in implementing its Strategic Plan and presented the Annual Performance Report, with performance information in regard to unscheduled care and local performance indicators.

An inspection of the homecare service had been carried out by the Care Inspectorate during May 2018. The Inspection Report had been published in July 2018. Grades awarded to services on how they were performing at the time of inspection against care inspectorate quality themes and statements had fallen in all three areas (Care and Support; Management and Leadership; and Staffing) as poor, poor and adequate respectively. An improvement plan had been implemented to address the main issues set out in the Inspectorate's Report. A follow up inspection would be carried out.

The committee discussed the review of the Homecare Service. Mr McElhom confirmed that a follow up on the review recommendations would be carried out in October. The overarching conclusion of the review had been that the pace of change was insufficiently fast to drive up performance. The service was, he emphasised, continually working to improve and would address the findings of the review citing a review of work rotas as an example of improvements that could be achieved in service delivery.

Following a question in regard to high levels of sickness and absence, Mr McElhom provided background to the reasons for absence which included the age and health profile of the workforce. Musculoskeletal injuries accounted for a significant, but not all, of the absence factors. Work was ongoing to improve staff morale which, he accepted, would be impacted upon by changes such as the implementation of a new work rota. Absence was managed consistently according to policy however, Mr McElhom stressed that cultural change was required to address morale across the service.

In response to a question in regard to personal care Mr McElhom stated that delays in implementing the programme were not due to lack of funding or training. The timescale for implementation was being taken forward in negotiation with staff and trades union and he would like to see the service in place by 1 April 2019. The change represented a huge challenge for staff but it was not feasible to continue as is.

Members criticised the poor mobile phone reception at the Forth Valley Royal Hospital. The lack of signal meant that visitors and patients were effectively cut off from friends and families. Ms Templeman undertook to establish the extent of the problem as described and to provide a response.

## **Decision**

**The committee approved the report and acknowledged progress by the Falkirk Health and Social Care Partnership in meeting Council's priorities.**