

SE13. Falkirk Health and Social Care Partnership

The committee considered a report by the Chief Officer, Falkirk Health & Social Care Partnership providing an overview of the performance arrangements together with a summary of performance in 2019/20 of the Falkirk Health and Social Care Partnership (HSCP).

The report provided detail on:-

- Falkirk IJB scrutiny and monitoring arrangements including the Annual Assurance Statements which had been submitted to the Integration Joint Board (IJB) from the Audit Committee, Clinical and Care Governance Committee and the Joint Staff Forum.
- the 2019/20 Annual Audit Report.
- Falkirk Health and Social Care partnership update – including Covid-19 response and mobilisation; Car Home Assurance; Alcohol and Drug Partnership; Falkirk Adult Protection Committee; Financial position; Covid-19 Mobilisation Plan financial return.
- the Annual Performance Report 2019 – 20.
- the Performance Monitoring Report for the period September 2019 to September 2020 which had been submitted to the IJB on 20 November 2020.
- complaints and feedback information in regard to Social Work Adult Services, NHS Forth Valley, the IJB and the SPSO.

The committee sought further information in regard to the Naloxone Programme which was available to all service users and family members – in particular in regard to the cost of the drug and whether it could be prescribed multiple times. Patricia Cassidy explained that there would be a record of each occasion on which it was used. There was strong evidence that it saved lives and there was a clear cost/benefit in its use. Martin Thom advised that it was used in hospital for patients who had suffered a near fatal overdose and was mainly given to people with chaotic lifestyles. It was a low cost drug and Police Scotland was looking to pilot its use although its usage may be relatively low. Martin Thom undertook to provide the committee with cost details for the drug.

The committee noted that the GP representative had not attended any of the meetings of the IJB Clinical and Care Governance Committee since June 2019 and expressed concern that an element of advice had not been available to the committee as a consequence. Ms Cassidy noted the committee's concerns and agreed to reflect this back to the IJB.

The committee then turned to the quality ratings information for care services and noted that Falkirk sat in the middle of its LGBF peer group of 9 local authorities and, in percentage terms, was nearer to the worst performing areas than the top and was below the national average. Patricia

Cassidy acknowledged the assessment and stated that since the data had been published the HSCP had been working hard with care services, especially in care assurance to improve the care provided. Clearly the Covid-19 pandemic had had an effect on the service in the period since the information was published but she assured the committee that this was an area in which there was constant activity – with our own care homes and with independent providers and the dialog and support with care homes in the last months had intensified and feedback from Care Home providers had been positive.

The committee noted that, in regard to performance, 514 beds had been returned, and 312 had been collected. The committee sought further information in regard to why beds had been collected and on the ‘recycling’ of beds of such beds. Martin Thom explained that, simply, beds were collected when they were no longer needed. Where possible they would be serviced, cleaned and reissued. There was a very high demand for beds – however some were damaged and could not be reused. He undertook to provide information on the proportion that were reused.

The committee turned to the forthcoming Covid-19 vaccination programme and asked whether this would impact on the delivery of core services. Patricia Cassidy confirmed that the HSCP would be supporting the vaccination programme, but it was an extension of the work with care homes – the programme would be rolled out first to care home staff then to residents. There would be a training programme and guidance issued in regard to vaccinating residents and for testing visitors. The pandemic had placed a lot of demands on care home staff over the period and this was one more to deal with. She anticipated that District Nursing staff would be heavily involved in vaccinating older people who were unable to visit vaccination centres.

The committee then sought assurance in regard to Care Home staff absence. Patricia Cassidy confirmed that there had been substantial absence, in particular for care at home staff – partly due to track and trace requirements which had affected inhouse staff and those of providers. She explained the management processes that had been developed to manage the absences – such as the daily management ‘huddle’ and the development of a tool to support safe management levels and rebalancing when there were absences. In areas where services had shut down during the lockdown – such as Day Centres - staff had been deployed across the service on a daily basis. Absence had been a challenge but the HSCP had worked closely with Falkirk Council’s corporate management team (who had been able to provide volunteer staff to support the delivery of personal care) and Forth Valley College (to employ students) to look at recruiting staff. This was a constant and ongoing activity.

The committee noted that the number of complaints in regard to Social Work Adult Services since March 2020 had been low and asked if this was due to the pandemic. Patricia Cassidy stated that the reasons were unclear - there had been fewer contacts since March and a number of services had not been running but, she added, staff had remained in contact with service users during the period and had continued to carry out assessments and had looked at alternative options when required. Care at home staff had

been out in the community although not all families had wanted home visits. She stated that staff had done a tremendous job in the face of unprecedented challenges and had worked shoulder to shoulder with families. This may have been a reason that there had been fewer complaints.

Decision

The Committee noted the report.