

# **Agenda Item 5**

**Falkirk Health & Social Care  
Partnership Re-mobilisation Plan  
August 2020 to March 2021**



Falkirk  
Health and Social Care  
Partnership

# Falkirk Health & Social Care Partnership

## **Re-mobilisation Plan August 2020 to March 2021**

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## Introduction

This paper represents the next iteration of our re-mobilisation plan covering the period from August 2020 until March 2021, this is in the context of the broader delivery plan for the IJB. The HSCP has sustained front line community health and care services as part of the ongoing pandemic response. The plan presents a summary of the key actions required to safely and incrementally reintroduce a number of paused services, while maintaining COVID-19 capacity and resilience.

The IJB's existing delivery plan is particularly relevant in terms of next phase Covid planning and it is recognised that our ability to remobilise, recover and redesign will require a number of our existing delivery plan actions to be brought forward at pace. A whole system approach is critical in order to address inequality and strengthen community based care through improved care pathways, review of the community bed base and shifting the balance of care. This will require strong financial stewardship and bold decisions to reframe our services and commissioning in line with the principles for safe and effective mobilisation as outlined in the table below (replicated from the Scottish Government's remobilise, recover and redesign framework).

The IJB continues to work closely with the NHS Board and Falkirk Council to optimise the benefits of integration as part of our Covid response and work is already at an advanced stage across a wide range of actions.

## Principles for Safe and Effective Mobilisation

Services that can resume most safely	Creating the safest environment and conditions for them to best meet the needs of the population. Putting the safety and wellbeing of our health and social care staff on a par with the rest of our population.
Achieving greater integration	<p>The pandemic has demonstrated the crucial interdependencies between the different parts of the health and social care system, and with other parts of society.</p> <p>We will make sure our approach recognises the important connections between services and systems and helps them to work together.</p> <p>The framework that we take forward, in consultation with our partners including local government, staff and service users, will highlight the interdependencies and put in place processes to ensure resources are allocated where they are most needed to ensure the whole system operates effectively and efficiently.</p>
Quality, values & experience	We will ensure that as we resume services, the highest standards of quality in care are maintained. We will practise Realistic Medicine. We will share decisions with patients based on what matters to them. We will also engage with the public, and workforce to understand what people most value, and what a safe, sustainable, high quality health and social care support system will look like in the future rooted in individual and staff wellbeing.
Services close to people's home	<p>The pandemic has resulted in a wave of community-based responses, highlighting the value of both technology but also the benefit to people's wellbeing of personal connections that listen to what the patient needs and what matters to them.</p> <p>Going forward there is a need to minimise unnecessary travel and increase the focus on 'net-zero' approaches. We will continue to support the move to more health care being provided in the community and closer to home. We will evaluate and develop the role of virtual consultations and Covid community hubs, ensuring that the people who are most vulnerable are not missing out.</p>
Improved population health	<p>This pandemic has highlighted the value of rooting our approach in the National Planning Framework, the importance of preventative practices and public cooperation.</p> <p>We will increase our work on prevention, improving life expectancy and promoting physical and mental health. Focus on putting in place services, environments and wider approaches that support people to live healthy lives.</p>
Services that promote equality	<p>This pandemic has exposed and exacerbated deep-rooted health and social inequalities.</p> <p>We will act to mitigate these and ensure that services are provided in a way that is proportionate to need. The framework that we take forward will focus on how to best support those that are most vulnerable (socially and clinically) in our society.</p>
Sustainability	<p>We recognise the financial sustainability challenges of the pre-Covid health and care system.</p> <p>We will design a new sustainable system, focused on reducing inequality and improving health and wellbeing outcomes, and sustainable communities.</p>

## Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities

### 1.1 Adopt and Implement the Home First Approach

Priority Outcome	Action	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
Integrated locality based teams and approaches are in place	Implement an Integrated Home First Service for Falkirk	✓		✓		✓	Green	Complete
	Ensure frailty assessment in community is the norm	✓		✓	✓	✓	Amber	April 2021
	Enable the right short term support at home through agile community care and support	✓	✓	✓	✓	✓	Amber	March 2021
	Coordinate community support with less duplication and a more efficient support model	✓	✓	✓	✓	✓	Amber	March 2021
	Deliver effective community model of care including effective response services, recovery, reablement, & community support	✓	✓	✓	✓	✓	Amber	March 2021
	Ensure timely access to specialist rehabilitation	✓	✓	✓	✓	✓	Amber	April 2021
	Develop an approach to formal supports that is 'realistic' and personal outcome focussed	✓	✓	✓	✓	✓	Amber	June 2021
	Develop an Enhanced Community Response Team	✓	✓	✓	✓	✓	Amber	April 2021
	Implement Winter Plan	✓	✓	✓	✓	✓	Green	Complete
	Increase the capacity in Summerford Intermediate Care Facility including a Review of Admission Criteria	✓	✓	✓	✓	✓	Green	Complete
	Intermediate Care New Build Capital Project			✓	✓	✓	Amber	April 2022

**Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities**
**1.1 Adopt and Implement the Home First Approach**

Priority Outcome	Action	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Community Hospitals Review			✓	✓	✓	Amber	March 2021
	Review of Integrated Out of Hours provision to ensure responsive cost effective services	✓		✓	✓	✓	Red	October 2021
	Implement a Wholesystem approach to care provision across Falkirk	✓		✓	✓	✓	Amber	April 2021
	Home Support Service Redesign & Workforce Development	✓	✓	✓	✓	✓	Amber	June 2021
	External service engagement plan	✓		✓	✓	✓	Amber	March 2021
<b>Review bed based care in Falkirk Community Hospital</b>	Identify a project team to led on the review.			✓	✓	✓	Amber	December 2021
	Scope out the project and develop a project plan to match the project scope.			✓	✓	✓	Amber	March 2021
	Source and use ratified data to inform the project			✓	✓	✓	Amber	March 2021

## Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities

### 1.2 Assessment & Planning will be Person Centred and Asset Based

Priority Outcome	Actions	Objectives for safe & effective mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
Review Strategy	Review of team structures and roles		✓	✓	✓	✓	Amber	September 2021
	Review of job descriptions		✓	✓	✓	✓	Amber	September 2021
	Implementation of LiquidLogic System			✓			Amber	June 2021
	Review of Care Packages in view of impact of COVID	✓	✓	✓	✓	✓	Amber	June 2021
	Redesign of internal Residential Care Provision	✓	✓	✓	✓	✓	Amber	June 2021
	Re-provision of Rowans into Thornton Gardens	✓	✓	✓	✓	✓	Green	June 2020
	Review of Brokerage			✓	✓	✓	Amber	March 2021
	Review Process of Multi Agency ASP Assessments		✓		✓	✓	Green	October 2020
Community Nursing Review	Falkirk HSCP to have a clear vision and consider current District Nursing workforce capacity and influence future workforce and recruitment.	✓		✓	✓	✓	Amber	September 2021
	Development and implementation of caseload weighting tool and ensuring safe and quality care is provided to all patients.	✓		✓	✓	✓	Amber	September 2021
	Ensure robust & clear operational management and professional accountability across Forth Valley, ensuring equity for staff and for people			✓	✓	✓	Amber	September 2021



## Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities

### 1.2 Assessment & Planning will be Person Centred and Asset Based

Priority Outcome	Actions	Objectives for safe & effective mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	accessing services. Ensuring an efficient response, reducing duplication.							
	Develop and implement a shift pattern to ensure safe and effective delivery of patient care, 24 hours a day			✓	✓	✓	Amber	September 2021
	To ensure staff training needs are met to ensure safe effective, person centred care (Quality Strategy 2010)		✓		✓	✓	Amber	September 2021
	To raise the profile of district nursing and ensure a well informed workforce		✓		✓	✓	Amber	September 2021
	To ensure workloads are manageable and caseload reporting and business continuity plans are consistent		✓	✓	✓	✓	Amber	September 2021
	Refresh career pathway within District Nursing to improve patient outcomes and augment attraction and retention of staff by offering clear progression including an advanced nursing role within the service.		✓	✓	✓	✓	Amber	May 2021
	Utilise Government funding over next 5 years to recruit additional staff (additional 12%), ensuring 24 hour cover of District Nursing Services.		✓	✓	✓	✓	Amber	March 2021 to 2026
	Develop a communications strategy to raise awareness and transformation of District		✓	✓	✓	✓	Amber	April 2021

## Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities

### 1.2 Assessment & Planning will be Person Centred and Asset Based

Priority Outcome	Actions	Objectives for safe & effective mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Nursing within the service, community and Forth Valley.							
	Develop a clear career pathway, define roles and identify training opportunities to ensure an appropriately skilled workforce.		✓	✓	✓	✓	Amber	April 2021
	To review clinical incidents/harms and identify measures to minimise these risks.		✓	✓	✓	✓	Amber	March 2021
Hospital at Home	To introduce a Hospital at Home model within NHS Forth Valley to allow people to stay within their own home setting and receive a level of clinical care normally provided within the acute setting.	✓	✓	✓	✓	✓	Amber	March 2021
	Clinical care will be provided primarily by Consultant Geriatricians, GPs, Advanced Nurse Practitioners (ANP), Staff Nurses and Health Care Support Workers, with referral to support services as appropriate, e.g. Allied Health Professionals.	✓	✓	✓	✓	✓	Amber	March 2021
	Development of Advanced Nurse Practice, will be supported by a Lead ANP, who will operationally and professionally manage the nursing team, ensuring appropriate systems and protocols are in place and assuring clinical competence and on-going support and supervision.	✓	✓	✓	✓	✓	Amber	March 2021

**Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities**

**1.2 Assessment & Planning will be Person Centred and Asset Based**

Priority Outcome	Actions	Objectives for safe & effective mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Secure appropriately located, fit for purpose base/s for the service to effectively serve communities and meet required clinical and infection control standards, co-locating with relevant services as identified.	✓	✓	✓	✓	✓	Amber	March 2021

## Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities

### 1.3 Locality Planning will be based on community needs assessments

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
Development of fully Integrated Locality Teams	Appoint full cohort of locality managers.		✓	✓	✓	✓	Green	Complete
	Develop locality management structure/teams.		✓	✓	✓	✓	Green	Complete
	Develop locality workforce plans.		✓	✓	✓	✓	Amber	March 2021
	Embed the principles of integration		✓	✓	✓	✓	Green	Complete
	Work with children's services to develop a stronger response to children in transition.		✓	✓	✓	✓	Green	Complete
	Embed the principles of community led support and develop Locality Based Community Led Support working with NDTI		✓	✓	✓	✓	Green	Complete
	Develop Locality Plans		✓	✓	✓	✓	Amber	June 2021
Primary Care Transformation is delivered	Implement Primary Care Transformation Improvement Plan	✓	✓	✓	✓	✓	Amber	April 2022
	Put in place different professional roles in general practice to meet peoples primary care needs	✓		✓	✓	✓	Amber	April 2022
	Put in place a range of community self-support services that appropriately redirect people from the GP	✓		✓	✓	✓	Amber	April 2022
	Review the model of community hubs to enable early access to support and advice	✓		✓	✓	✓	Amber	June 2021

**Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities**

**1.3 Locality Planning will be based on community needs assessments**

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Enable the public to access information and navigate the local systems of support when needed	✓	✓	✓	✓	✓	Green	Complete
	Develop a partnership approach to volunteering	✓	✓	✓	✓	✓	Amber	June 2021
	Develop locality based Health Improvement Initiatives	✓	✓	✓	✓	✓	Amber	June 2021

**Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities**
**1.4 HQ Function will support and provide a framework for improvement**

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
<b>An Integrated Workforce Plan is developed and implemented</b>	Review Partnership Integrated Workforce Plan	✓	✓	✓	✓		Amber	March 2021
	Finalise the profile of HSCP workforce to inform the integrated Workforce Plan	✓	✓	✓	✓		Amber	March 2021
	Develop and implement an Integrated Workforce Plan	✓	✓	✓	✓		Amber	March 2021
	Develop approaches to recruit and retain workforce	✓	✓	✓	✓		Amber	March 2021
	Develop Senior Management Team to Show Qualities of Excellent Leadership & Change Capability Initially via the Animate Programme.	✓	✓	✓	✓		Green	Complete
	Implement a Quality Assurance Framework to meet requirements of change service delivery	✓	✓	✓	✓	✓	Green	Complete
<b>An Integrated Learning and Development Plan is developed and implemented</b>	Complete Partnership skills matrix and training needs assessment and develop a plan.		✓	✓	✓		Amber	June 2021
<b>Effective communications messages and arrangements are in place</b>	Develop a communications plan for the Partnership	✓	✓	✓	✓		Amber	March 2021
	Ensure clear and well communicated access points to services and supports are available	✓	✓	✓	✓	✓	Amber	March 2021
	Develop public messages and awareness raising programmes on a range of topics for people, communities and staff	✓	✓	✓	✓	✓	Amber	March 2021

## Priority 1: Deliver local health and social care services, including primary care services that are able to respond to people and communities

### 1.4 HQ Function will support and provide a framework for improvement

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Review and refresh Participation and Engagement Plan	✓	✓	✓	✓	✓	Amber	March 2021
	Co-ordinate consultation and engagement and provide feedback about how input has been used	✓	✓	✓	✓	✓	Amber	March 2021
Effective systems are in place to facilitate communication between services and partners	Develop systems and process to enable effective communication and sharing of information	✓	✓	✓	✓	✓	Amber	March 2021
	Ensure there is appropriate information governance in place across the Partnership	✓	✓	✓	✓		Amber	March 2021
	Improve use of technology to help people access information and services	✓	✓	✓	✓	✓	Amber	March 2021
	Review Living Well Falkirk	✓	✓	✓	✓	✓	Amber	March 2021
	Explore how to make better use of social media across Partnership Set up Appropriate Support Structures to Drive and Enable Transformation	✓		✓	✓	✓	Red	March 2021
	Improve the visibility and accessibility of support for older carers	✓	✓	✓	✓	✓	Amber	Ongoing/continuous

## Priority 2: Ensure Carers are Supported in their Caring Role

### 2.1 Carers Strategy Implementation

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
Implement Carers Strategy	Embed adult carer support plans within standard practice	✓	✓	✓	✓	✓	Green	Complete
	Improve coordination of the services that support carers	✓	✓	✓	✓	✓	Green	Complete
	Support the development of informal networks within communities	✓	✓	✓	✓	✓	Green	Ongoing/continuous
	Develop the use of technology and Technology Enabled Care to support carers	✓	✓	✓	✓	✓	Green	September 2021
	Ensure Partnership workforce is carer aware and able to respond to carers' needs	✓	✓	✓	✓	✓	Green	Ongoing/continuous
	Embed effective data collection across the Partnership Reduce Impact of Caring on Health & Wellbeing	✓	✓	✓	✓	✓	Green	September 2021
Carers are engaged and informed	Review and improve the ways that carers are involved in service design and develop how we gather feedback, for example through engagement with the Carers Forum	✓	✓	✓	✓	✓	Green	April 2021
	Explore and develop how we reach hidden carers, for example engaging with organisations that will help us reach black and ethnic minority carers	✓	✓	✓	✓	✓	Green	April 2021
	Ensure Partnership systems and processes are understood and accessible for carers	✓	✓	✓	✓	✓	Green	April 2021
Services for carers are commissioned	Market Shaping – Build on Respite, Creative Breaks, and new Commissioning Approaches.	✓	✓	✓	✓	✓	Green	Ongoing/continuous



## Priority 2: Ensure Carers are Supported in their Caring Role

### 2.1 Carers Strategy Implementation

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
based on evidenced need	Delivery of Breaks from Caring	✓	✓	✓	✓	✓	Green	January 2021
Emergency Planning	Improve uptake of emergency plans by carers and promote Anticipatory Care Plans	✓	✓	✓	✓	✓	Green	January 2021
Preventative Support	Increase use of Viewpoint when aligned with approach in Children's Services	✓	✓	✓	✓	✓	Amber	June 2021
	Increase opportunities for carers to access support within the local community, including Third Sector support and services e.g. Respite, Carer's Forum (Carer's Centre) income maximisation (CAB), mental health support (Carer's Centre, FDAMH)	✓	✓	✓	✓	✓	Green	Annual reporting through Carers Census

### Priority 3: Focus on Early Intervention, Prevention and Harm Reduction

#### 3.1 Specialist Services

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
National Mental Health Strategy is implemented	Development of Community Mental Health Teams and Learning Disability Teams	✓	✓	✓	✓	✓	Green	Complete
	Develop a broad forth Valley Mental Health Strategy with NHS FV and Clacks and Stirling HSCP	✓	✓	✓	✓	✓	Amber	March 2021
	Develop a Mental Health Commissioning Plan	✓	✓	✓	✓	✓	Amber	March 2021
	Explore and establish better referral pathways and processes	✓	✓	✓	✓	✓	Amber	June 2021
	Increase the range of early intervention and prevention activity		✓	✓	✓	✓	Amber	June 2021
	Identify deficits in provision for particular groups, including substance use	✓		✓	✓	✓	Green	Complete
	Identify people who are not engaged in services and what support they require	✓	✓	✓	✓	✓	Amber	April 2021
	Develop the use of e-Health solutions to manage mental health services capacity and demand	✓	✓	✓	✓	✓	Amber	April 2021
	Develop a tiered approach to provision that diverts people from ED whose needs can be met elsewhere	✓	✓	✓	✓	✓	Green	Complete
	Reduce Police time spent accompanying vulnerable people to hospital	✓	✓	✓	✓	✓	Green	Complete

## Priority 3: Focus on Early Intervention, Prevention and Harm Reduction

### 3.1 Specialist Services

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Standardise the process for Care Programme Approach (CPA) across the system where clinically appropriate	✓		✓	✓	✓	Amber	April 2021
	Implement an integrated dementia service	✓	✓	✓	✓	✓	Amber	April 2021
	Review and put in place a range of community based dementia support	✓	✓	✓	✓	✓	Amber	June 2021
	Implement the National Suicide Strategy	✓		✓	✓	✓	Amber	Ongoing
	Ensure strategic awareness of trends within the Falkirk area			✓	✓	✓	Green	Complete
	Review and develop crisis provision for vulnerable people and their families/friends	✓	✓	✓	✓	✓	Green	Complete
	Develop the mental health workforce	✓	✓	✓	✓	✓	Green	Complete
	Plan and support the introduction of the Primary Care Development plan	✓	✓	✓	✓	✓	Green	Complete
	Undertake workforce planning for community and mental health services	✓	✓	✓	✓	✓	Green	Complete
Alcohol and Drug Partnership will align with local evidenced need	Review ADP Services			✓	✓	✓	Green	Complete
	Review of ADP Governance			✓	✓	✓	Green	Complete
	Support people with Alcohol Related Brain Injury (ARBI) to Ensure that current programmes are supporting people to maximise their potential within their own communities	✓		✓	✓	✓	Green	March 2021

## Priority 3: Focus on Early Intervention, Prevention and Harm Reduction

### 3.1 Specialist Services

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Revise ADP delivery plan in light of national and local drivers and the review of services	✓	✓	✓	✓	✓	Green	Complete
JLES	JLES Options Appraisal	✓	✓	✓	✓	✓	Amber	March 2021
Gender Based Violence	Review of Services	✓	✓	✓	✓	✓	Green	Complete
Sensory Team	Review the function and role of the Sensory Support Team to ensure consistent delivery of statutory functions across the locality model	✓	✓	✓	✓	✓	Amber	April 2021
Learning Disabilities	Enable the workforce to be skilled and confident in identifying and responding to health inequalities issues		✓	✓	✓	✓	Green	Complete
	Embed health inequalities identification and provision of additional / targeted support services or signposting	✓	✓	✓	✓	✓	Amber	June 2021
	Develop collective thinking, planning and delivery between HSCP and CPP partners	✓		✓	✓	✓	Amber	June 2021
	Work with partners to understand and effectively use data evidencing health and social inequalities	✓		✓	✓	✓	Amber	June 2021
	Support specific targeted initiatives such as Housing First	✓		✓	✓	✓	Amber	April 2021

## Priority 3: Focus on Early Intervention, Prevention and Harm Reduction

### 3.1 Specialist Services

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Develop awareness raising programmes about health inequalities for people, communities and staff	✓	✓	✓	✓	✓	Amber	April 2021
	Test and develop Community Link Work programme within locality areas, as part of the Primary Care Transformation Programme	✓		✓	✓	✓	Amber	April 2021
	Develop resilience and capacity within locality areas	✓		✓	✓	✓	Green	Ongoing
	Support the development of community and third sector organisations	✓		✓	✓	✓	Amber	April 2021
	Improve knowledge about the impact of lifestyle choices and develop consistent approach to Health Improvement messages	✓		✓	✓	✓	Amber	April 2021
<b>Day Services for Younger Adults</b>	Review the Model for Day Services for younger adults	✓	✓	✓	✓	✓	Amber	March 2021
<b>Partners will work together to address the determinants of health and social inequalities</b>	Reduce social isolation and loneliness	✓		✓	✓	✓	Amber	April 2021
	Scope how resources are currently used within localities	✓		✓	✓	✓	Amber	June 2021
	Develop the existing resource on key information for staff	✓	✓	✓	✓	✓	Amber	April 2021

### Priority 3: Focus on Early Intervention, Prevention and Harm Reduction

#### 3.1 Specialist Services

Priority Outcome	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Support community networks and support people to access these	✓	✓	✓	✓	✓	Green	March 2021

## Priority 4: Make Better Use of Technology to Support the Delivery of Health & Care Services

### 4.1 Digital TEC Strategy

Priorities	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
<b>A HSCP Technology Enabled Care (TEC) Strategy will be developed and implemented</b>	Establish a multi-agency TEC strategic group	✓		✓	✓	✓	Amber	June 2021
	Understand current use of TEC across partnership	✓		✓	✓	✓	Amber	June 2021
	Engage with people, carers and communities about the use of TEC	✓	✓	✓	✓	✓	Amber	June 2021
	Develop and implement Partnership strategy through a Partnership action	✓		✓	✓	✓	Amber	June 2021
<b>Access to TEC in localities will be widened</b>	Identify and build-on what already works well and develop options for tech solutions within localities	✓		✓	✓	✓	Amber	June 2021
	Ensure wide partner engagement, including Forth Valley College & Economic Development	✓		✓	✓	✓	Amber	June 2021
	Establish locality based, multi-agency Hub model with access to a range of services without a consultation/appointment	✓		✓	✓	✓	Amber	September 2021
	Support development of skills and confidence in use of TEC at home	✓	✓	✓	✓	✓	Amber	June 2021
	Develop and support volunteer roles to support TEC in communities, including intergenerational education opportunities with young people	✓		✓	✓	✓	Amber	June 2021

## Priority 4: Make Better Use of Technology to Support the Delivery of Health & Care Services

### 4.1 Digital TEC Strategy

Priorities	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
TEC enabled infrastructure will be developed	Conclude options appraisal about a digital upgrade	✓		✓	✓	✓	Green	Complete
	Upgrade central phone systems to provide additional functionality	✓	✓	✓	✓	✓	Amber	September 2021
	Improve staff use of technology and access to digital records across the Partnership	✓	✓	✓	✓	✓	Amber	September 2021
	Develop TEC solutions focussing on access to service, prevention and reassurance	✓	✓	✓	✓	✓	Green	Complete
TEC enabled workforce will be supported	Identify workforce training requirements	✓	✓	✓	✓	✓	Amber	September 2021
	Develop and implement skills development programme as component of the Integrated Workforce Plan	✓	✓	✓	✓	✓	Amber	September 2021



## Priority 5

### 5.1 Covid-19 Response and Lessons Learned

Priorities	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
<b>Develop and implement a care assurance system for care homes.</b>	Ensure all care home residents funded by Falkirk Health and Social Care partnership are reviewed on a timeous basis as per FHSCP procedures.	✓	✓	✓	✓	✓	Amber	April 2021
	To work collaboratively to contribute to an integrated approach, providing support and assurance with regard to the care provided to older people in care homes funded by FHSCP	✓		✓	✓	✓	Green	Complete
	In collaboration with colleagues identify areas of practice which can be developed and contribute to development opportunities	✓		✓	✓	✓	Amber	May 2021
	To work in partnership with care homes to ensure escalation points and early key indicators are monitored and discussed. To monitor and assess dependency issues, compliance with infection control/PPE, occupancy and resident care	✓		✓	✓	✓	Amber	March 2021
<b>Develop and implement a care assurance system for care at home.</b>	Ensure all people in receipt of care at home funded by Falkirk Health and Social Care partnership are reviewed on a timeous basis as per FHSCP procedures.	✓	✓	✓	✓	✓	Amber	June 2021
	Ensure that the assessment of care is person centred, asset based and has an enabling approach.	✓	✓	✓	✓	✓	Amber	June 2021

## Priority 5

### 5.1 Covid-19 Response and Lessons Learned

Priorities	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	Ensure care at home practice is safe and compliant with all IPC guidance, and build an assurance framework to support progress and compliance.	✓	✓	✓	✓	✓	Amber	April 2021
	Ensure that home care provision is value for money and delivered within the designated budget.	✓	✓	✓	✓	✓	Amber	March 2022
COVID-19 Response Actions	Consideration to the impact of Covid/Long Covid on the population and specialist services that may be required (e.g. Community Respiratory Services, increase in specialist rehabilitation, increased frailty across our population)	✓		✓	✓	✓	Amber	June 2021
	Robust data collection and analysis within localities to support the reshaping and delivery of health and social care moving forward.	✓		✓	✓	✓	Amber	June 2021
	Working in partnership with the 3 <sup>rd</sup> sector to provide community led support, being aware of health inequalities, the financial impact of Covid and social isolation.	✓		✓	✓	✓	Amber	June 2021
	The staff group and carers being our biggest asset – ensure a focus on staff & carer wellbeing, health and safety, training & support to reflect		✓				Green	Complete
Staff Wellbeing	Staff wellbeing phoneline. A phoneline was initially set up for calls from staff who may need information quickly or needed to discuss any	✓	✓	✓	✓		Green	Complete

## Priority 5

### 5.1 Covid-19 Response and Lessons Learned

Priorities	Actions	Objectives for Safe & Effective Mobilisation					RAG Status	Timescale
		Pandemic Response	Staff & Carer Wellbeing	Innovation & Integration	Ensure Equity	Better Outcomes		
	issues. This was not used by staff and staff are now able to go through the National Wellbeing Hub for this type of support.							
	Staff wellbeing email address. Staff can use this to send any wellbeing information they may come across. This is also used to send out wellbeing information including info to keep morale boosted.	✓	✓	✓	✓		Green	Complete
	Central point of contact – Service Manager - for Wellbeing messages being sent out by both staff employers (NHS and Falkirk Council)	✓	✓	✓	✓		Green	Complete
	Weekly Virtual Staffroom chats for staff. Staff have the opportunity to join these and relax over a coffee for a period of time. This is an attempt to replace the traditional staffroom support.	✓	✓	✓	✓		Green	Complete
	FC Staff aware of Coronavirus (COVID-19) employee advice pages on Falkirk Council Intranet which are updated timeously with new advice	✓	✓	✓	✓		Green	Complete
	HHSFV staff aware of their COVID 19 Staff Support and Wellbeing Pages	✓	✓	✓	✓		Green	Complete