
To: Renfrewshire Integration Joint Board

On: 15 September

Report by: Chief Officer

Heading: Update on Joint Inspection for Adult Services

1. Summary

1.1. This report provides members with a brief update of the preparations for the Joint inspection of adult services within Renfrewshire HSCP by Healthcare Improvement Scotland (HIS) and the Care Inspectorate. The Chief Officer has received verbal confirmation from the Inspection team that the Partnership will be formally notified of the Inspection during the first half of September.

1.2. The partnership's position statement is due for submission on the 23 October 2017 and the fieldwork will commence on 13 November 2017. Preparation activity is continuing in accordance with this timeline. The draft inspection report is expected in early February 2018.

2. Recommendation

It is recommended that the IJB:

- Note the contents of this report.
-

3. Preparation

3.1. The Chief Officer has maintained a dialogue with the Inspection authorities and has established that the Inspection will be led by Health Improvement Scotland (HIS) and supported by the Care Inspectorate. The HSCP has identified a single Inspection co-ordinator who will be the Inspectors named link. The planned timeline is as follows:

- **Week of 11 September:** Notification letter arriving
- **Week of 25 September:** Inspectors will meet with the Partnership to provide a briefing and work through the letter
- **Week of 25 September:** Staff survey is expected to go out
- **Week of 23 October:** HSCP submits our position statement and other key documents as outlined by Inspectors in their letter of 11 September

- **Start November:** Agree the plan with Inspectors for who they will meet, groups they meet etc.
- **Week of 13 November:** Fieldwork commences for a week and probably followed by 2 or 3 days in week commencing 4 December.
- Professional discussion may take place before first fieldwork week, then a further one or first one after week of 13 November is completed and again after second period of fieldwork is completed.
- **Early February 2018:** Draft report available.

3.2 The Senior Management Team is now operating as a Project Board for the Inspection Project which the Project Team, led by the Head of Health and Social Care (Paisley) and comprising the other Head of Service, Service Managers and Project Support staff. The plan comprises of 7 workstreams:

1. Submission of self-evaluation
2. Collation of evidence
3. Service specifications
4. Hot topics (e.g. unscheduled care, delayed discharge, ICT)
5. Communication and Engagement
6. Data Quality
7. Stage 2: Planning Activity for fieldwork, commenting on the draft report and responding to any recommendations.

3.2. From June 2016 to date, a range of activity has taken place to engage with operational staff and partners to raise awareness of the inspection and to engage them in discussion about the quality indicators the inspectors are evaluating and to seek views on how well we are doing. These sessions have included 3 well attended workshops with Locality based staff and a similar session with Mental Health, Addiction and Learning Disability services; a session of the Leadership Network devoted to Inspection; a feature topic at the Strategic Planning Group; and a briefing to each of the Council's Local Area Committee (LAC) meetings. The Chief Officer and Chief Social Work Officer have also put in place programmes of visits to services to engage with practitioners.

3.3. Heads of Service held a productive meeting with the Head of Strategic Commissioning Support from iHub, Healthcare Improvement Scotland's Improvement Hub which supports health and social care organisation's to redesign and continuously improve services. This meeting provided some reassurance that the HSCP's approach to strategic planning, commissioning and improvement was aligned with the expectations that arise from the vision outlined in the Health and Social Care Delivery Plan.

- 3.4. By the time this IJB has convened there will have been a series of focused workshops undertaken drawing upon the work referred to above to support the completion of the draft evaluation statements and consider the range and quality of the evidence available. It is anticipated that the evaluations will be supported by several key documents that have been through the IJB for approval. These will include, the Strategic Plan, the HSCP's Governance Framework, the Participation, Engagement and Communication Strategy, Workforce Plan, Financial Planning and reporting, performance reporting and the Annual report. The planning, operational implementation and reporting activity which flows from and sit behind these documents will support the narrative regarding the HSCP's work in the context of the 5 quality indicators.
- 3.5. The preparatory work to date has identified several areas of strength for the partnership as well as some elements where further improvement is required. Key areas of performance include the Partnerships continued sector leading delivery around delayed discharge supported by the Council's considerable investment in the Care at Home service, highly graded registered services, and positive employee response to the Matter work will all be areas to highlight to the inspectors. On the other hand, practitioners and managers have highlighted practical matters such as increasing the number of staff who or co-located and improving access to and inter connectivity of IT systems both of which they identify as barriers to improving effectiveness and efficiency. These matters will require ongoing consideration in partnership with the HSCP's parent organisations to resolve.
- 3.6. There is confidence that the partnerships work on national strategies such as the Dementia Strategy have elements of strength but the IJB will be aware of the recognition that the new Carers Act offers an opportunity to provide more robust support for carers. Tests of change such as the Community Connectors work and the WISER programme for palliative care are examples of the types innovative working which are likely to be of interest to the inspectors.
- 3.7. The Project's workstream 7 is giving consideration to the support required to ensure that the fieldwork phase of the inspection runs smoothly. The Inspection project will be ongoing or some time after the inspectors conclude their fieldwork activity and will move on to a phase of agreeing the report with the Inspectors, preparing for publication, responding positively to the recommendations of the inspectors and subsequently reporting progress with these.
- 3.8. The Project team will continue to meet on frequent basis to progress the workstreams. Key milestones for the coming weeks are the compilation of the draft evaluation statements, collation of core evidence, and further developing the partnerships narrative for the inspection and to share this

narrative with key stakeholders. The project team has identified a “Critical Friend” external to the organisation to provide a sounding board for our self-assessment and accompanying narrative. As well as continued reporting to the Project Board and to the IJB, the Project will provide updates to the respective Chief Executives and key forums such as the Public Protection Chief Officers group.

Implications of the Report

1. **Financial** – none
 2. **HR & Organisational Development** – none
 3. **Community Planning** – none
 4. **Legal** – none
 5. **Property/Assets** – property remains in the ownership of the parent bodies.
 6. **Information Technology** – none
 7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council’s website.
 8. **Health & Safety** – none
 9. **Procurement** – procurement activity will remain within the operational arrangements of the parent bodies.
 10. **Risk** – None.
 11. **Privacy Impact** – n/a.
-

List of Background Papers – None.

Author: Ian Beattie, Head of Health and Social Care (Paisley)