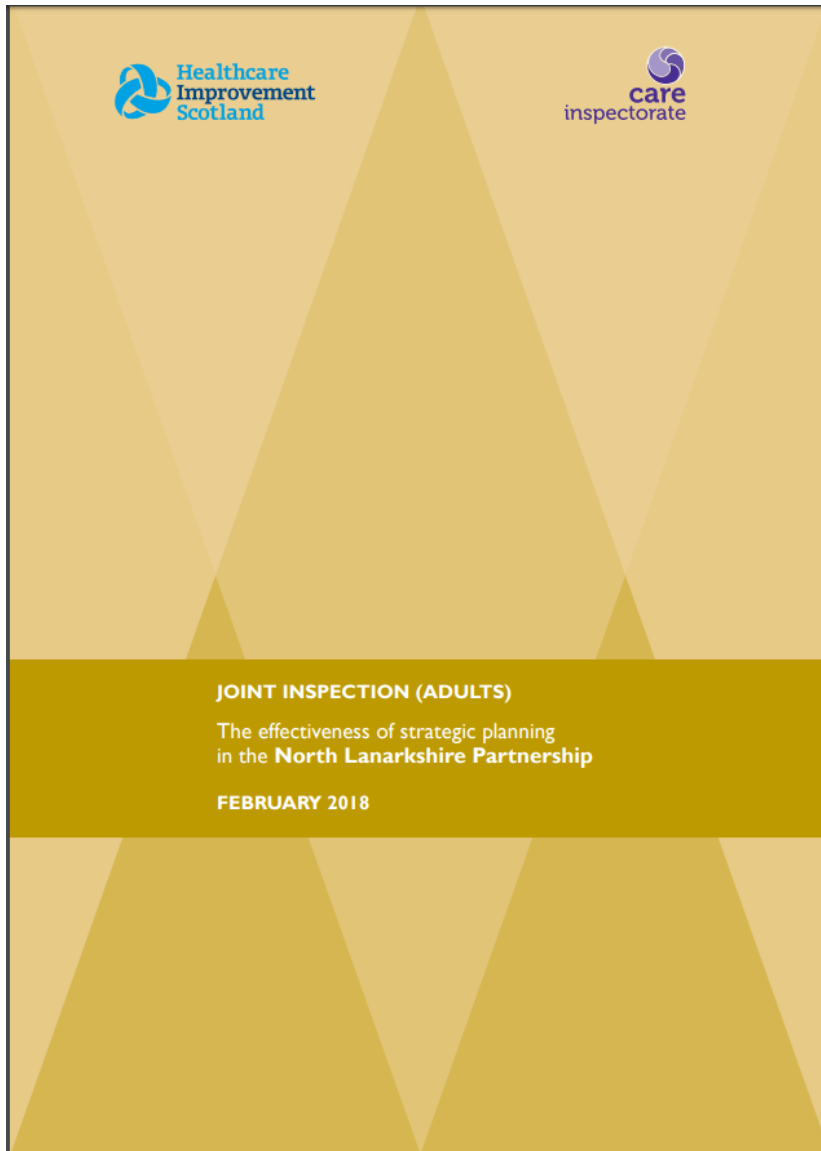


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ITEM 15B



# Outcomes from Joint Inspection (Adults)

**Janice Hewitt**

Chief Accountable Officer

# Background

- Report to Scottish Ministers on the effectiveness of strategic plans prepared by integration authorities from April 2017
- First area in Scotland to be inspected.
- Took place between May and August 2017.
- Report published February 2018
- Review of strategic plans and an overview of delivery against national targets.
- A series of meetings over a two week period with over 250 members of staff, partners and stakeholders
- Long standing successful working relationships between the inspection agencies, North Lanarkshire Council and NHS Lanarkshire



# What they were looking for.....

- Developing a shared vision
- Leadership of strategy and direction
- A culture of collaboration and partnership
- Effective governance structures
- A needs analysis on which to plan and jointly commission services
- Robust mechanisms to engage with communities
- A plan for effective use of financial resources
- A coherent integrated workforce plan



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# What we are doing well

- **Shared vision** and collective commitment to integration of health & social care with aim of supporting community capacity building and improvement in personal outcomes
- **Clear vision** with a shared and explicit commitment to integrating services & locality working
- Taking a **whole system approach** to support the delivery of better outcomes in an integrated way
- Range of **detailed & comprehensive strategies** developed to support integration with a strong locality focus
- Well **embedded locality structures** enhanced to support integrated working & a strategic approach to service planning and development
- A **strong partnership in evidence with the third sector** interface and third sector service providers
- **Willingness to think about doing things differently** & seek shared solutions to improving personal and organisational outcomes
- **Clear commitment to stakeholder engagement** & to developing a mixed economy of care to enable choice and enhance capacity



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# Our strengths



Clear aim to support better outcomes for people



Shared vision and collective commitment



Strong local focus, and structures have been enhanced to support integrated working



Range of detailed and comprehensive strategies to support integration



Strong partnership with the voluntary sector

*(Joint Inspection (Adults) –The Effectiveness of Strategic Planning in North Lanarkshire Health and Social Care Partnership)*



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# Our Grades

- Quality Indicator 1.1: Improvements in Partnership Performance in both Health Care and Social Care
- Quality Indicator 6.5: Commissioning Arrangements.
- Quality Indicator 6.1: Operational and Strategic Planning Arrangements.
- Quality Indicator 9.1 Vision, values and culture across the partnership
- Quality Indicator 9.2 Leadership of strategy and direction

**ADEQUATE**

**GOOD**

**GOOD**

**Not subject to evaluation  
against the six point  
scale**

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# Areas we can improve

- Delayed discharges and unscheduled care continuing to put pressure on acute services
- Evaluate performance
- Develop SMART action plans, focusing on improvement and supporting planning and commissioning
- Produce plan to show how the partnership will develop a mixed economy of care
- Ongoing work should be informed by recommendations and actions from the Integrated Sounding Review Board and the Home Support review
- Develop or enhance communication strategies with stakeholders
- Consider how to raise the profile of some stakeholders in planning activity, specifically carers and independent sector providers



# What we have done already

Since the inspection in August '17, there has been significant progress within the partnership, including:

- **Completion of the Integrated Service Review Board** and development of an associated programme plan for delivery in 2018/19
- Progress on developing a new model of **Home Support**,
- **Integration of strategic plans** between the IJB, North Lanarkshire Council and NHS Lanarkshire
- A **review of user and carer** representation has commenced,
- Further push on the of action plans around **Unscheduled Care and Delayed Discharge**, with notable improvements in performance evidenced



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# Publicity

“People across Scotland want to know that they will experience high-quality care. Integration is the biggest change in health and social care for decades so will take time to embed, but people want to know whether the right building blocks are in place in their local area.”

In North Lanarkshire, we found a clear commitment to work together to improve the experiences for people, with strong foundations in place. We are pleased to see senior leaders developing a shared culture which is designed to put the needs of people first.”

Karen Reid, Chief Executive of the Care Inspectorate



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# Publicity

## Care partnership earns an Inspection first in Scotland

North Lanarkshire's health and social care partnership has become the first in Scotland to be inspected for its adult health planning and commissioning.

Officials have welcomed the outcome of the report from the Care Inspectorate and Healthcare Improvement Scotland, conducted during an inspection process between May and August last year.

It noted the "strong foundations" of the area's integrated joint board (IJB) – comprising the council and NHS Lanarkshire and first established nearly two years ago – in supporting more integrated working.

The organisation's "strong" partnership with voluntary organisations was seen as an example of good practice, while further highlighted strengths included planning strategies focused on individual localities, and engagement with stakeholders.

Health and Social Care North Lanarkshire chief accountable officer Janice Hewitt said: "This inspection report recognises the solid foundations we've developed, and reinforces the strong leadership we have in place and the positive impact from our culture of partnership.

"While we're very pleased with the

significant progress made and the positive aspects of this report, we're aware that there are areas where further work is required and will build on the strong foundations; we're also aware of the challenges ahead from a growing elderly population and the need to have effective measures in place."

IJB vice-chair Dr Avril Osborne added: "The inspection bodies have recognised the considerable effort that has gone into establishing health and social care in North Lanarkshire, and I'm confident we'll continue to ensure people receive the support and care they need."