

## **DUNDEE CITY COUNCIL**

**REPORT TO: SOCIAL WORK & HEALTH COMMITTEE - 24 SEPTEMBER 2007**

**REPORT ON: MULTI-AGENCY INSPECTION; COLLABORATIVE WORKING ACROSS SERVICES FOR OLDER PEOPLE IN TAYSIDE**

**REPORT BY: DIRECTOR OF SOCIAL WORK**

**REPORT NO: 482 - 2007**

### **1.0 PURPOSE OF THE REPORT**

1.1 The purpose of this report is to report on the outcome of the Multi-agency inspection of 'Collaborative working across services for Older People in Tayside (Social Work Inspection Agency May 2007) and to seek approval for the proposed action plan in support of the recommendations.

### **2.0 RECOMMENDATIONS**

It is recommended that the Social Work Committee:-

- 2.1 Note the recommended actions
- 2.2 agree the actions proposed as outlined in Appendix 1 to the report

### **3.0 FINANCIAL IMPLICATIONS**

3.1 Financial implications arising from the recommendations of the inspection report will be integrated into Council and Health Board financial planning processes.

### **4.0 SUSTAINABILITY POLICY IMPLICATIONS**

- 4.1 Sustainability
  - 4.1.1 The report will have a positive impact on ensuring all sections of the community are empowered in decision making and that health is protected.
- 4.2 Strategic Environmental assessment
  - 4.2.1 None
- 4.3 Anti-poverty
  - 4.3.1 An outcome of the implementation of the recommendations of the inspection should be to ensure that the needs of older people are met equitably throughout Tayside

### **5.0 EQUAL OPPORTUNITIES IMPLICATIONS**

5.1 Actions arising from the implementation of the recommendations of the inspection report will be subject to an equality impact assessment by the partner agencies involved.

## 6.0 MAIN TEXT

### 6.1 Background

6.1.1 Multi-agency inspections were announced by the Minister for Communities in 2006. The first pilot multi-agency inspection of older people services was conducted in 2006 and the report of the findings of the inspection was published in May 2007 (Multi-agency inspection: Collaborative working across services for older people in Tayside, HMSO).

6.1.2 The inspection focused on the way the four agencies in Tayside work together rather than on specific services. The report highlighted areas of good practice and made recommendations where change or improvements were needed. The agencies have been asked to produce an action plan in response to the recommendations for submission by 5 September 2007. The action plan will be scrutinised by core members of the multi-agency inspection team and endorsed by NHS QIS, SWIA and the Care Commission.

### 6.2 Inspection Evaluation

6.2.1 The three partnerships were evaluated on their performance against the inspection model.

Dundee Partnership Evaluation was as follows:

Area of Evaluation	Evaluation
Person centred care	Good
Key outcomes	Adequate
Whole system approach	Weak
Delivery and Management of services	Adequate
Leadership and Direction	Adequate
Capacity for improvement	Adequate

### 6.3 Inspection Recommendations

6.3.1 There were seven recommendations for the three partnerships, one for NHS Tayside and two for the Dundee Partnership.

The recommendations of the inspection are included as Appendix 1 to this report.

### 6.4 Actions in support of the Inspection Recommendations

6.4.1 The partnerships have instigated a range of actions, which will contribute towards delivering on the recommendations of the report.

1. The Older People Strategic Planning Group has been reformed and is in the process of producing a joint strategic commissioning plan to meet the community health and care needs of older people in Dundee.
2. Dundee City Council instigated a Best Value Review of Older People's Services to consider how need and demand could best be met in Dundee.
3. NHS Tayside have engaged an Older People Commissioner to ensure there is a Tayside-wide focus on prioritising and meeting the needs of older people equitably across Tayside.

- 6.4.2 The Dundee partnership's proposed actions in response to the recommendations are included as Appendix 2 to this report. Timescales are included and where progress has been made towards meeting objectives this is indicated.

## **7.0 CONSULTATION**

- 7.1 The Chief Executive, Depute Chief Executive (Finance), Depute Chief Executive (Support Services), Head of Finance and Dundee CHP members of Older People Strategic Planning Group have been consulted on this report.

## **8.0 BACKGROUND PAPERS**

- 8.1 The following document was relied upon in the preparation of this report  
Social Work Inspection Agency, May 2007, Multi-agency inspection: Collaborative working across Services for Older People in Tayside: Social Work; HMSO

Alan G Baird  
Director of Social Work

Date: 7 September 2007

## **Appendix 1**

### **Recommendations:**

#### Tayside-wide number 1

NHS Tayside and the three Councils should jointly develop and implement a coherent Tayside-wide framework for older people's services. This should set out an agreed strategic and financial framework for meeting the challenges of implementing the national policy directions as set out in 'Delivering for Health' and 'Changing Lives'. The framework should adopt a whole systems approach to achieving the required shifts in the balance of health and social work services.

Within this framework each partnership should develop and implement a clear strategy, including a joint action plan, financial plan, timescales and commissioning plan, which sets out how it will meet the need for local service developments.

#### Tayside-wide number 2

There should be more joint discussion between NHS Tayside and the three councils regarding future funding arrangements including resource transfer. Future NHS Tayside funding arrangements should take account of imbalances created by resource transfers agreed to date.

#### Tayside-wide number 3

The partnership should prepare medium term joint financial plans and review them on a rolling basis in order to inform the process of forward planning of services for older people. NHS Tayside should consider aligning its budget setting timetable with those of the three councils.

#### Tayside-wide number 4

Managers should ensure that policies and procedures on medication (drugs, creams etc) for older people receiving services are clear and are energetically promoted with all staff, including pharmacists, to ensure consistency of practice. A subsequent audit should be carried out to monitor implementation.

#### Tayside-wide number 5

All partnerships should develop training plans or progress their existing plans to ensure that all social care and health staff working with people with dementia are provided with training on the skills and expertise needed for working with people with dementia.

#### Tayside-wide number 6

All partnerships should ensure that every older person receives a copy of their own assessment and care plan. They should consider the ways in which they provide written information to older people so that it can be easily identified and located within older people's homes.

#### Tayside-wide number 7

Partnerships should develop systems for monitoring the number of health checks offered and provided to carers and should set annual targets for increasing these.

#### NHS Tayside number 1

NHS Tayside should give attention to improving how health staff communicates with carers and how they acknowledge the role of carers of older people. This should be done in partnership with carer's organisations and be supported by the introduction of feedback mechanisms and improvement plans.

#### Dundee partnership number 1

The Dundee partnership should urgently collaborate on implementing a whole systems approach at all levels of both organisations. It should produce a strategy which includes a joint action plan, financial plan, timescales and commissioning strategy and which sets out how the partnership will meet the need for local service developments. It should also set and monitor timescales for delivering tangible results.

#### Dundee partnership number 2

The partnership should work to develop a more integrated approach to training, workforce planning and methods of communicating with staff about services for older people.

## Appendix 2

### Action Plan

Recommendations	Lead Officer	Action/Milestone	Date	Progress
Tayside-wide 1	Chair of Dundee Older People SPG	Prepare Dundee Strategy for Older People's Services for integration into Tayside-wide framework for older people's services.  Prepare a statement of commissioning intentions of the Dundee partnerships	October 2007  December 2007	
Tayside-wide 2	Chief Executive, NHS Tayside, Dundee City Council  General Manager CHP  Director Social Work, General Manager CHP	Agree revised protocol for the operation of resource transfer arrangement  Participate in periodic review of partnership resource transfer arrangements  Review Dundee partnership governance arrangements against the MAISOP recommendations	June 2007  Regularly  By December 2007	✓
Tayside-wide 3	Chief Executive, NHS Tayside, Angus, Dundee, Perth and Kinross	Partnerships to agree programme of regular discussion re medium term financial planning  Integrate discussion into Chief Executive's regular liaison discussions  Participate in and agree Tayside-wide commissioning intentions by agreeing on a) review of needs across Tayside b) agree priorities for investment c) preparation of commissioning intentions	April 2007  Quarterly  September 2007 December 2007 April 2008	✓
Tayside-wide 4	Kate Danskin, Frances Greig	Prepare draft procedures for consultation in Dundee  Introduce procedures  Agree method and process of audit	June 2007  April 2008  From October 2008	✓

		Conduct audit of dementia training programmes in place in Dundee	By December 2007	
Tayside-wide 5	Staff Development Officer, Dundee CHP, Dundee City Council	Prepare proposals for revised integrated dementia training programme for Dundee	By March 2008	
		Introduce revised staff training programme for Dundee	From April 2008	
Tayside-wide 6	Kate Danskin, Diane McCulloch	Review current practice on the a) provision of written information in older people's homes b) provision of assessment and care plan information to older people	By July 2007	✓
		Produce proposals for revised system of a) making information available in older people's homes b) provision of assessment	By March 2008	
		Review use of information	By April 2009	
Tayside-wide 7	Gail Young	Review status of health check for carers in Dundee		
		Benchmark practice against other CHPs	August 2007	✓
		Contribute to production of proposals for target and monitoring Tayside-wide	To be determined	
NHS Tayside 1	Val MacFarlane	Prepare revised draft carers strategy for Dundee partnership	July 2007	✓
		Consult formally on Dundee partnership carers strategy	By September 2007	
		Contribute to production of Tayside-wide carers strategy	2008	
Dundee Partnership 1	Chief Executive Dundee City Council	Convene Best Value Review of Older People Services in Dundee	October 2006	✓
		Report on outcome of Best Value Review	October 2007	
	Chair of Management Group	Reconvene Older People Strategy Group	October 2006	✓
	Chair of Older People SPG			

		Prepare and consult on Dundee older people strategy for a) Set out whole system model b) Prepare draft joint service strategy c) Consult on draft joint service strategy d) Publish service strategy including short, medium and long term commissioning intentions	April 2007 July 2007 September 2007 November 2007	✓ ✓
Dundee Partnership 2	David Lynch, Laura Bannerman	Convene joint workforce development group  Prepare integrated workforce development plan  Implement proposals	By October 2007  April 2008  June 2008 onwards	