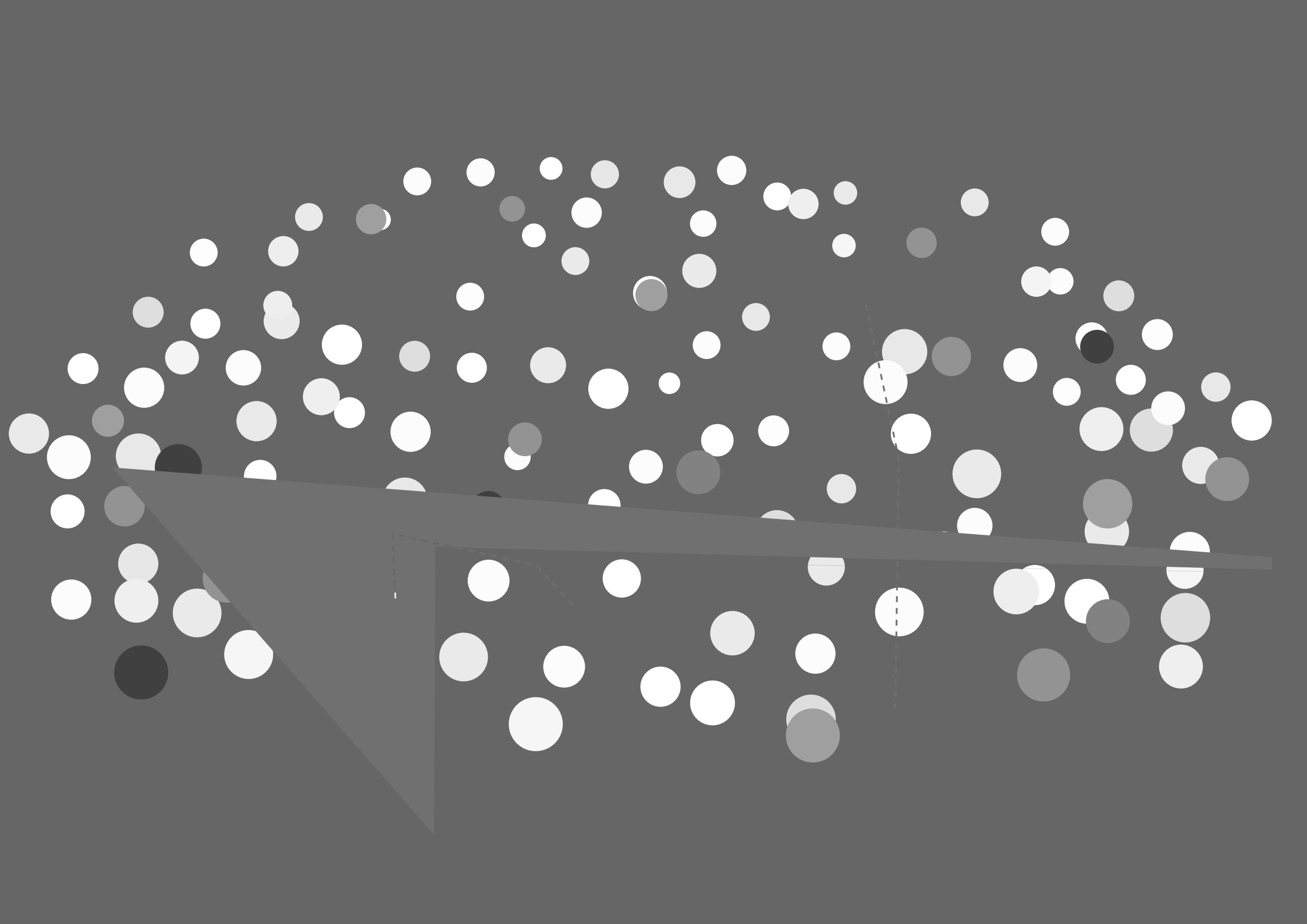
&

achieving integration

Our plan for achieving safer, healthier, independent lives by commissioning Health and Social Care supports and services across North Lanarkshire

March 2017



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To deliver the national health and wellbeing outcomes, Health and Social Care North Lanarkshire needs to take a whole system approach to planning with its main partners.

NHS Lanarkshire has developed a healthcare strategy called Achieving Excellence that spans both hospital and community services. In partnership with them we are taking forward work to enhance the services we provide. In particular for:

North Lanarkshire Council has recently published its Council Plan 2020 setting out five priorities:

We shall fully support the achievement of these priorities working in particular with North Lanarkshire Leisure, Housing and Education services.

Health and Social Care North Lanarkshire is a member of a wide range of other partnerships within North Lanarkshire, in particular:

Being involved in these partnerships ensures that the changes we are making align with the plans our statutory partners are putting in place to improve the outcomes of people and communities across North Lanarkshire.

our engagement

There are a num
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efforts to communicate eff
ople and community representa

We have established a strategic planning group involving representatives f
all our main stakeholders. This group helps to shape the changes we ar
make to supports and services and highlights the gaps in our plannir
we have added community transport as a priority after feedback f

holding our first health and social care integration conference.
olders will be invited to attend and will be asked to consider the
nave made and contribute to setting the future direction we take. We
enga t will continue and will ensure the events are well publici

We hold locality events on a six monthly basis to engage
local councillors, GPs and other independent contractors
we are making and discuss the changes we intend to ma
these groups helps us to adapt supports and services to
our different communities.

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the challenges of planning and delivering health and social care supports and services are constantly changing

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legislation

The Scottish Government has put in place an ambitious reform for health and social care through the Public Bodies (Joint Working) (Scotland) Act 2014. The Act has brought together NHS and social work staff into a single structure, set new national and local priorities and ensured there is a focus on working in partnership with the third and independent sectors, carers and users of services.

NHS Lanarkshire and North Lanarkshire council employ and contract over 4,250 staff to deliver integrated supports and services. We estimate that there are currently 49,000 carers and over 12,000 volunteers and 10,000 staff employed through the third sector working in North Lanarkshire.

These people deliver services ranging from specialist hospital services, community services and support, support in people's homes and advice to help people better manage their circumstances.

We need to integrate and optimise the care that is provided by staff, to ensure that services are safe, coordinated and deliver better outcomes for people. This will require staff to change how they work.

The contribution that is made to better health and care by carers and the third sector is considerable. We need to ensure that they are properly resourced and supported to continue to deliver for people.

hat these new arrangements work for people will require us to change how services are currently governed, organised and delivered. These changes in the way that we work will take time to get right.

A significant number of factors lie behind the legislation, here in Lanarkshire as in the whole of Scotland.

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The population in North Lanarkshire is changing. Over the course of the next twenty years we expect the proportion of people aged over 75 to grow from 7% to 15%. This demonstrates the real improvements to health outcomes that have been achieved over the last few decades both locally and nationally.

The older we get the more likely we are to have a range of health conditions that need to be successfully managed to ensure people live a full and independent life. In many cases, people have more than one long term health condition and this adds to the complexity of providing support and care. This has an impact on the people themselves, the support offered by their families and carers and the support and services we provide.

Health and Social Care North Lanarkshire will provide more advice and support so people are better able and empowered to manage their own health and wellbeing in the community without

1

What we will do

We will bring together staff from different professional backgrounds to create multidisciplinary teams in our communities. This will ensure that a single team has all the skills that it needs to deliver support and care to people in their own homes and across our community facilities and care homes.

What this means for me?

- I will be supported by a single team
- I will be able to access support to live at home for longer
- I will have to visit hospital less
- If I do have to go to hospital, I will be discharged quicker

3

What we will do

We will redesign the service to provide more care at moments of crisis and focus on supporting people to regain their independence. We will offer service users more choice and control over how the service is delivered to people.

We will ensure that we are able to respond quicker when people need us most.

What this means for me?

- When I ask for support, it will be provided quicker.
- I will be supported to regain my independence.
- I will be able to access supports to live at home for longer.
- I will have more choice and control over the supports and services that I can access.
- I will be involved in decision making.

5

What we will do

We will ensure that we have the best geographical and service mix within our community facilities to complement both hospital and enhanced community services. The service will support people to regain their independence wherever possible to enable them to remain within the community.

What this means for me?

- I will be discharged from the major hospitals in Lanarkshire quicker.
- I will be supported to regain my independence.
- I will be able to access supports to live at home for longer.

7

What we will do

We intend to extend the family nurse partnership to other young mothers who can benefit from this service.

What this means for me?

- I will be able to access more support for me, my children and my family
- It will improve the outcomes for my family
- I will have access to the supports I need to make sure my children flourish

9

What we will do

We will develop a shared culture across all those who plan and deliver health and social care services to maximise the strengths that they bring. We will develop a programme of Organisational Development across the whole system.

Encourage staff to set work related objectives and pursue personal development.

What this means for me?

- Staff will be working to shared values and a shared vision.
- Staff will be able to follow single and shared processes.
- Staff will have the chance each year to express their views.

We currently provide significant levels of resource to support a range of additional locality services, the third sector, the independent sector and carer organisations. Over the course of 2017/18 we shall evaluate how effective this support has been and identify where we will invest resource from 01 April 2018.

This Act of Parliament is designed to support carers' health and wellbeing and will come into force on the 01 April 2018. It places new duties on the public sector and over the course of 2017/18 we will work to ensure that we are ready to implement the new requirements.

NHS Lanarkshire has announced ambitious plans to redevelop Monklands Hospital. In partnership with NHS Lanarkshire we will plan and develop a model of community and emergency services and support that will complement the new hospital.

Over the course of the last year we have also undertaken a considerable amount of work to review the health and social work children's services provided in North Lanarkshire. Over the course of 2017/18 we shall determine the new models of care that we are looking to implement, aligned to the priorities set out by the Children's Services Partnership.

We have developed a Criminal Justice Outcomes Improvement Plan that was sent to Scottish Government at the end of March 2017. This plan details the actions that all partners will take over the next three years to improve outcomes.

We shall review the Lanarkshire wide Alcohol and Drug partnership arrangements that are currently in place to ensure that the services they oversee are fully integrated into our new arrangements.

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prevention → information & advice → locality engagement → self management → support and care → clinical interventions → reablement & rehabilitation → end of life care