



Meeting: Highland Health & Social Care Committee

Meeting date: 15 January 2025

Title: Chief Officer Assurance Report

Responsible Executive/Non-Executive: Pamela Stott, Chief Officer

Report Author: Pamela Stott, Chief Officer

<p>1. Purpose</p> <p>To provide assurance and updates on key areas of Adult Health and Social Care in Highland.</p>
<p>2. Service Delivery Updates</p> <p>Vaccination Options Appraisal</p> <p>Options Appraisal process was undertaken in Autumn of 2024 and submitted to Scottish Government for discussion with National GMS Oversight Group in December 2024. Feedback is expected mid-January which will inform the nature of the future model of service delivery with GP flexibility introduced as part of our hybrid delivery</p> <p>Primary Care Enhanced Services</p> <p>All nine new Enhanced Service have been implemented. Work continues to finalise a new Enhanced Service for Diabetes Care and Care Homes with a view to implementation from 1 April 2025.</p> <p>Meridian</p> <p>Meridian Productivity are reaching completion of the implementation of productivity tools in integrated teams across the Health and Social Care Partnership. Meridian have developed a set of tools with the teams to identify expected activity levels related to direct care or treatment, and teams are completing information sheets daily. Team leads, operational and professional managers are analysing the data outputs to manage their workload and demand. While most teams are now completing the data requirements, some Teams have only recently begun, and some tools have had recent adjustments.</p> <p>Meridian presented their initial data to the HSCP SLT on Friday 10th January. Meridian have produced a benefits realisation road map to assist with analysis of the data and action planning.</p>

Meridian’s presence ends at the end of January 2025 and a transition process is underway for the 107 teams using the tools. The workstream will continue as STAG B workstream “Time to Care” to realise the benefit and opportunity.

North Coast Redesign

The programme board met in October and received the (RIBA) Stage 3 submission from the Design Team. With the help of the Stakeholders, Project Team and Technical reviewers we’ve carried out our assessment of the submission and it is the recommendation of the programme board that we move to Stage 4 – Technical design. This recommendation will be considered by Executive Directors Group in due course.

The three partner meetings (NHS Highland, Highland Council and Wildland) continue to take place monthly. Progress is being made with regards the final model for the lease arrangements.

At an operational level work is ongoing around the workforce plan. The workforce plan includes community services as well as the care hub.

Lochaber Care Model

Mackintosh Centre reopened successfully in November following a successful recruitment process.

Moss Park transition on going and should complete before the end of the financial year.

Lochaber Redesign continues with ongoing community engagement following the capital funding announcement by Scottish Government for Belford Hospital.

Early discussions have been held in the district planning group on the Lochaber Care Model for the future.

Dail Mor Respite Centre is still at recruitment stage which will inform future opening arrangements.

3. Update on Internal Audit Actions

Adult Care

An audit of the 9 districts Decision Making Team (DMT) meetings was completed during December 2024.

The purpose of the audit was to gain learning points from each district’s DMT’s and to ensure that the agreed Standard Operation Procedure (SOP) was being followed. The Audit demonstrated that while the SOP was being followed across the districts there remained challenges with accurate Planned Date of Discharge setting and full application of the discharge App. Discharge app analysis complete and upgrades to the App planned. This is being addressed in urgent and unscheduled care strategic and operational plans.

Trail of Care Home allocation process in Inverness as beginning of campus approach and with a view to rolling out Highland wide.

Delayed Hospital Discharge coding reviewed and confirmed as being largely correct. Guidance and training for staff in relation to use of codes for multi factorial situations in progress.

CM2000 project. Work to standardise system and produce accurate reporting and auditing – complete. Ongoing maintenance of system use is still a requirement.

The improvements identified by the audit are being addressed in urgent and unscheduled care strategic and operational plans and monitored in senior leadership team, weekly.

Primary Care

The audit recommendations for primary care are in delivery and within timescale and are monitored through the Primary Care team governance structure. No variance or escalations are noted.

Complex Care Packages.

The Dynamic Support Register is now fully operational. Other actions are being progressed.

4. Staff awards and recognition / retirements

Paul Rusk - Senior Charge Nurse in Police Custody Healthcare - was selected earlier this year to take part in a nine-month development programme run by The Queen's Nursing Institute Scotland (QNIS). After completing the programme successfully, Paul was awarded the Queen's Nurse title along with 20 other community nurses at a ceremony staged on Thursday 28 November at the Grassmarket Community Project in Edinburgh.

The strong track record of nursing leadership in mental health services in Highland has again been recognised by QNIS with Lesley Campbell – Advanced Practitioner in Caithness drug and alcohol services – having been shortlisted for the 2025 QNIS development programme.

The Royal College of Nursing Scotland was one of the sponsors of Scotland's Health Awards held earlier in November 2024. As part of their sponsorship, the nursing related nominations were shared with RCN Scotland and recognising the calibre of the original nomination of Faith Wilson (Autism Diagnostician), her nomination was accepted for the RCN Scotland Nurse of the Year Awards 2025.

Kerri-Anne Roberts, Vaccination Nurse was selected to undertake the 9-month Queens Nursing Institute Scotland prestigious development programme for 2024. Kerri-Anne successfully completed and was awarded the Queens Nurse title at a ceremony on the 28 November 2024 at the Sheraton Hotel, Edinburgh.

Stacey Evans-Charles, Lead Nurse Tissue Viability, has been shortlisted for the 2025 Queens Nursing Institute Scotland, Development Programme.

5. National Care Service (NCS)

There continues to be consideration within SG regarding the progress to be clarified with the National Care Service.

A workshop for Joint Monitoring Committee (JMC) was held on Friday 15th November to develop the role of the committee. The discussion subsequently focussed on the key issue in relation to the National Care Service position and the position for The Highland Council and NHS Highland regarding the uniformity of the integration model in relation to its unique Lead Agency Model.

The discussion led to a paper brought to JMC on 15th December 2024, to propose that a steering group is set up to take this work forward. This Highland Council have endorsed this approach and the next step is for this to be considered by the NHS Board on paper will be considered by the NHS Board on 28th January 2025.

Communications have been articulated jointly by both agencies in this regard to inform staff across both organisations; and the public.