

Report

Report to:	Social Work Resources Committee
Date of Meeting:	2 October 2019
Report by:	Director, Health and Social Care

Subject:	Investing to Modernise in South Lanarkshire's Care Facilities
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide an update of progress on the programme of modernisation in relation to South Lanarkshire's Care Facilities

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the content of the report be noted.

3. Background

- 3.1. The modernisation proposals for South Lanarkshire's Care Facilities is one of the key strategic commissioning intentions outlined in the current Strategic Commissioning Plan (SCP) 2019-22 and 'Direction' issued by South Lanarkshire Integration Joint Board (IJB) to *reduce reliance on nursing and residential care through the development of proposals to remodel a proportion of residential care beds to focus on transitional support and the home for life principle*. This builds upon the previous strategic intentions outlined within the SCP 2016-19.
- 3.2. The focus of this programme supports the requirement to shift the balance of care and support people to remain at home and in their community for as long as it is safe to do so. This is entirely consistent with public feedback gained during consultation and engagement activity undertaken whilst developing both SCPs referred to above.
- 3.3. To date, detailed reports and information in relation to this programme have been presented to previous Committee meetings in June and November 2018 and also in May 2019.
- 3.4. In summary, the programme of work currently spans three specific areas of service development. Two of these developments are being taken forward within the Hamilton locality in the geographical areas of Blantyre and Larkhall/Stonehouse. The third development within the programme is located in the Clydesdale locality, centring on a 'hub' in Lanark supporting a number of 'spokes' in smaller townships.
- 3.5. This report builds upon previous updates and gives a summary of progress since the May 2019 report for each aspect of the programme.

4. Blantyre Development

- 4.1. The development in Blantyre is the most advanced in terms of the three areas referred to above. Proposals for this are now at a consultation stage in terms of securing planning consent.
- 4.2. Whilst the planning stage is a formal process, further engagement activity was undertaken with the local community, with two open events taking place in Blantyre Miners' Welfare on 31 July (2pm-7pm) and 20 August (5pm-7pm), 2019.
- 4.3. A full communication strategy was developed to support and maximise reach, thereby allowing as many members of the public as possible to have the opportunity to drop in, find out more and ask pertinent questions. The communications plan involved engagement with the local media to publicise the event, the use of social media, leaflet drops in key local facilities to give information on the forthcoming event and engagement with local Elected Members to help inform what would work for the community in terms of the format and content of the event. Invitations were also sent via the local Community Council.
- 4.4. The final format of the event itself allowed members of the public to drop in and see how the proposed new development on the former St Joseph's School site would look and how this care hub would interact with other local services, similar to a hub and spoke model. A range of tools and information were provided including:
 - ◆ a story board exhibition detailing how the concept for the new Care Facility and Technology Enabled Housing came to fruition
 - ◆ detailed architectural plans of the site, including not just the Care Facility, 20 Technology Enabled properties and 25 mainstream houses which will be integrated with the health and care development
 - ◆ a scaled model which translated the drawings into a very visual picture of the site
 - ◆ market place style information stalls covering the community spokes of the wider Health and Social Care model including:
 - carers' support
 - integrated Health and Social Care support provided by District Nursing, Home Care and Allied Health Professionals
 - the work of the Health and Social Care forum as a lead organisation for public involvement in Health and Social Care
 - the plans to expand the use of telehealth and telecare
 - the importance of promoting good health and wellbeing through the work of the Health Improvement Teams
 - ◆ various other supporting information points were provided including a planning information point, a participation and empowerment point to facilitate future public involvement in fine tuning the final plans for the facility and a feedback point for any members of the public wishing to provide feedback on development
 - ◆ a video booth to capture live comments from people attending the event
 - ◆ supplementing this, members of the Health and Social Care Management Team and members of the Council's Senior Management Team, for example the Director of Housing and Technical Resources were available to talk directly to members of the public
 - ◆ the Community Engagement and Participation Team were present to engage directly with members of the community who would be interested in shaping the future layout of the public facing elements of the hub and their use
 - ◆ evaluation and monitoring support was available to receive feedback on the format and content of the event, as part of learning for future events of this type

- ◆ a dedicated stand/table was made available for members of the community who wished to comment or discuss the plans

4.5. Overall, the events were very positive with 238 people from the local community attending (188 at the first event and 50 at the second event). Additionally, this was supplemented by 100 staff who were either directly involved in delivering the event or who had an interest in coming along to see what was being proposed. Many of the staff involved work and deliver services in the local community and were therefore very familiar with the local needs. That so, many members of the community took the time to come into the event and orientate around all the areas and asking questions as necessary was very positive.

4.6. The feedback from the 87 evaluations completed is summarised as follows:

- ◆ 97% rated the event as good or very good
- ◆ 76% felt it was informative
- ◆ 60% thought it was well presented and helpful
- ◆ 88% rated the quality of information on intermediate care as good or excellent
- ◆ 81% rated the quality of information on the community hub and cafe as good or excellent
- ◆ 84% rated the quality of information on the Centre of Excellence and Training as good or excellent
- ◆ 86% rated the quality of information on supported living as good or excellent
- ◆ 82% rated the quality of information on the new proposed new Council Housing as good or excellent

4.7. In terms of general comments emanating from the survey, comments/suggestions forms, notes taken by members of staff and general feedback from the public, there was a strong sense of support for the health and social care and housing development. However, the public did provide a number of consistent areas of feedback where there was a strength of feeling that further consideration should be given to the following areas in terms of finalising the development:

- Access in and out of the site, including emergency services access
- Parking and the potential for increased congestion as a result of the development, particularly around Station Road, Park Lane and given that there already were traffic issues at school drop off and pick up times
- Safety of children accessing the school and the provision of a safe pathway between the school and St Joseph's Parish Church
- The potential impact of construction traffic on the immediate surrounding area

4.8. From a de-commissioning perspective, Kirkton House and McWhirter House continues to progress to timescales.

5. Clydesdale – Lanark Development

5.1. At Social Work Resources Committee on 8 May 2019 approval was given for a preferred site of Flush Park as a replacement option for McClymont House. To date, a site survey has been commissioned and full feedback from this is awaited regarding the suitability of the overall site to accommodate a new care hub. This will be an initial survey that will allow a feasibility proposal to be completed. Following this, a detailed site investigation will be required based on the proposed footprint, service design and location of the development. The outcome of the site survey will be communicated back at a future date.

- 5.2. In tandem with this, mapping work of services and supports is near completion in terms of the seven spokes that will underpin the hub from a community services perspective. The areas for the seven spokes were confirmed as Lanark, Carluke, Forth, Carnwath/Carstairs, Biggar, Douglas and Lesmahagow/Kirkmuirhill/Coalburn and will build upon existing assets within these communities.
- 5.3. From a strategic perspective, the locality is also piloting some work with regards to National Development Team for Inclusion (NDTi) to develop a community capacity building model, particularly around community and individual resilience. Subject to evaluation, this approach will be rolled out as key component of each of the spokes.

6. Larkhall/Stonehouse Development

- 6.1. At Social Work Resources Committee in November 2018, the commitment was given to develop services in this area, with a specific new build to be considered in or around the Larkhall area. The vision behind this development would be in keeping with the overall principles set out at the inception of the Care Facilities programme.
- 6.2. In moving this forward, an initial stakeholder event was held on 28 August 2019 and involved local Elected Members, Health and Social Care staff, Participation and Engagement Team working in the locality, third sector organisations, Fire and Rescue, Police and other relevant agencies. Local teaching staff and pupils were also invited to this event. A total of 50 people attended this event.
- 6.3. In terms of format, the event focused on providing an overview of the needs analysis of the local community and where the key areas of demand were and also the initial feedback from survey work undertaken by the Health and Social Care forum. The majority of the event was then devoted to a workshop discussion to allow locally informed representatives to provide their views and ideas on the following:
- ◆ what's working well?
 - ◆ what are the challenges you face on a daily basis?
 - ◆ how do we support the community/families to look after someone (of any age) with a frailty or disability?
 - ◆ how might you see technology develop in services for the future?
 - ◆ if you had a pot of money how would you add value to your community?
- 6.4. The feedback from the event was very positive and there was a real commitment from attendees to embrace this opportunity to develop resources that best meet the needs of this community. The creation of a hub would be seen as the catalyst for this. A quick summary of comments and themes emerging from these discussions were:

Question	Themes
What's working well?	<ul style="list-style-type: none"> • strong sense of community and identity • people want to live in Larkhall • Partnership working in the area is good
What are the challenges you face on a daily basis?	<ul style="list-style-type: none"> • transport and bus timetables • access to GP appointments • need more services locally as opposed to having to commute to Hamilton to access
How do we support the community/families to look after someone (of any age) with a frailty or disability?	<ul style="list-style-type: none"> • use of more technology based solutions • early intervention • agile working/outreach

How might you see technology develop in services for the future?	<ul style="list-style-type: none"> • reducing social isolation • information pathways • signposting
If you had a pot of money how would you add value to your community?	<ul style="list-style-type: none"> • invest in smarter and more efficient ways of working, for example, IT • hub attached to or linked to other development, for example, leisure centre • Mental Health Services and access

6.5. In terms of summary feedback, a total of 29 people provided formal responses as follows:

- ◆ 100% rated the event as very good or good
- ◆ 100% felt they had the opportunity to make their views known in the workshop discussions
- ◆ 93% were clear about the next steps
- ◆ 72% described the event as relevant, 62% informative and 48% helpful
- ◆ only 3% thought the event was too short

7. Summary and Next Steps

7.1. With specific regards to the Blantyre development and feedback to date, a revision to the plans will be considered to look at access and egress arrangements to and from the site. In recognition of longstanding parking issues around St Joseph's Primary School, separate work will be considered to include a revision to car parking to include a turning point that would allow for the occasional use of school buses. These developments will culminate in a revised planning application being required but it is anticipated that the project timelines for a January site start is maintained.

7.2. The work for the Clydesdale part of the programme will now move to the scaling and design of the hub and finalising the relationship between the hub and the spokes.

7.3. For Larkhall/Stonehouse, it is proposed that similar events now be undertaken in November 2019 to engage with the public and wider community to seek their view on what the priorities should be for the area.

7.4. Further updates will be brought to Social Work Resources Committee and the Integration Joint Board to provide the necessary assurance that the programme is on track to achieve its stated aims.

7.5. Demand for intermediate care remains high as the Partnership works to implement the strategy of supporting more people to return home, following a hospital admission. In view of this, intermediate care capacity has been increased in East Kilbride and the opportunity to do similar in Clydesdale is also being progressed.

8. Employee Implications

8.1. There are no employee implications associated with the content of this report. However, it is worth noting that staff affected by the de-commissioning of Kirkton House and McWhirter House will be provided with suitable alternative employment as already confirmed at previous Committee meetings.

9. Financial Implications

9.1. There are no financial implications associated with the content of this report.

10. Other Implications

10.1. There are no other risk implications associated with this report.

- 10.2. There are no sustainable development issues associated with this report.
- 10.3. This work has strategic fit with other transformational change workstreams currently being progressed, for example primary care transformation and day opportunities, which is the subject of a separate report to Committee.
- 11. Equality Impact Assessment and Consultation Arrangements**
- 11.1. There is no requirement to carry out an impact assessment in terms of the proposals contained within this report.
- 11.2. There has been significant consultation and engagement with stakeholders as outlined throughout the report. This will continue to be intrinsic to this programme of work.

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5 September 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve Later Life
- ◆ Deliver better Health and Social Care for all

Previous References

- ◆ Social Work Committee Report 20 June 2018; 28 November 2018 and 08 May 2019

List of Background Papers

- ◆ none

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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