

# Health and Social Care

## News Update



Scottish Borders  
Health and Social Care  
PARTNERSHIP

Issue 2 – September 2015

### In this issue ....

- SBC and partners at the Border Union Show to promote Health and Social Care
- The work continues: Strategic Plan, 2nd draft
- Establishment of Strategic Planning Group
- Joint Staff Forum and their role
- Introducing our new logo: Putting you in the heart of things

### New round of engagement activities

A new round of engagement activities will be held later this year. Your opinion is important to us, so please take the opportunity to give us feedback. Events for both staff and the general public will be take place between October and December in all five localities for your convenience. More information will follow in due course.

### Contact us ....

If you would like any further information, have any questions or would like to raise any points or issues, please email us at: [integration@scotborders.gov.uk](mailto:integration@scotborders.gov.uk)

## Welcome to the health and social care news update



**Scottish Borders Council (SBC) and NHS Borders are preparing for a new era in health and social care. We want to develop our services so that users of our services receive care designed around their needs, reducing organisational boundaries that currently can get in the way.**

It has been a hectic time as we are working to get the framework in place to go live in April next year. We have done a significant amount of work to prepare for and develop integrated adult health and social care services here in the Borders. I want to thank everyone at SBC, NHS Borders and in third sector partners and independent sector who are hard at work to create better services for our communities and fulfil the requirements set by the Scottish government.

Some of the things we have established and are working on are highlighted in this newsletter: establishment of the Strategic Planning Group and the Joint Staff Forum, engagement activities, feedback and work on the next draft of the Strategic Plan and introducing our new branding. It has not just been about planning for the future, we are now working on new models of care that will help to deliver services in a different way. These include better health and care services targeting those frailest in our communities, who have the most complex needs. I hope you take the time to read this newsletter and the others that will follow.

**Susan Manion**  
Chief Officer

# SBC and partners at the Border Union Show to promote Health and Social Care

Scottish Borders Council, NHS Borders and third sector partners invited the public to come and talk about health and social care at their stand at the Border Union Show on 24 and 25 July.

“The Border Union Show was a great place to speak to people about health and social care services,” said Susan Manion, Chief Officer Health and Social Care Integration for the Borders. “We got some great feedback from the event.”

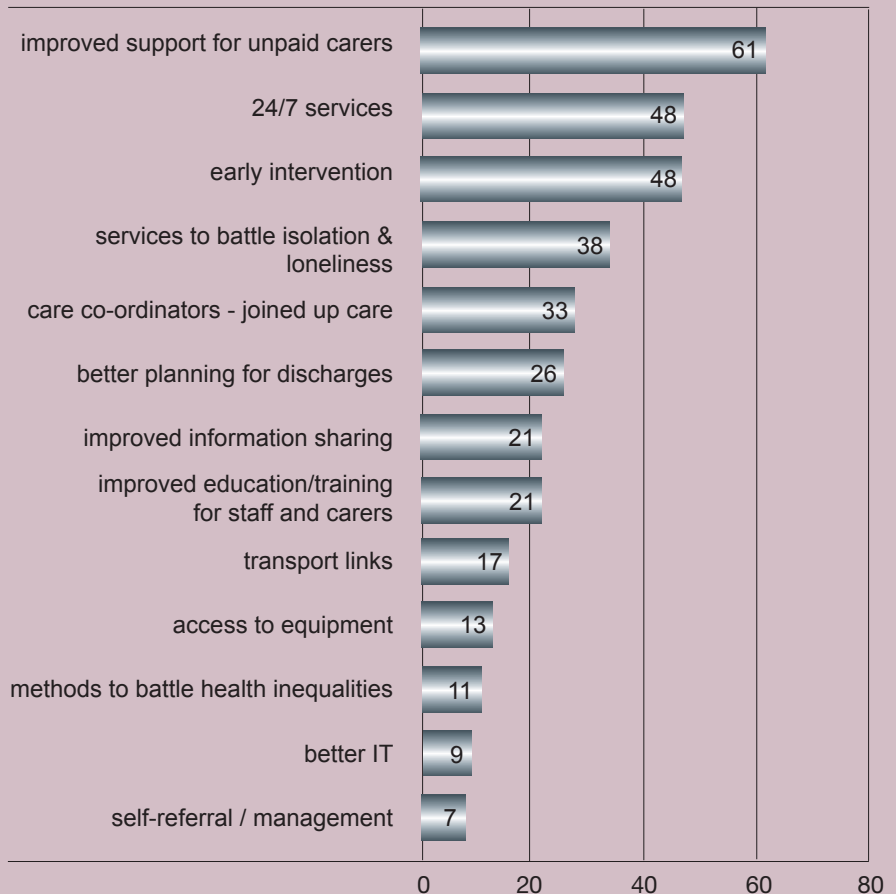
The public was asked what was most important to them based on the 13 top priorities previously gathered from staff and public events. About 120 people took the time to comment. They ranked ‘improved support for unpaid carers’ as most important, followed by ‘24/7 services’ and ‘early intervention’ which were ranked equally.

More than 300 people visited the partnership’s stand during the two days of the show.

In addition to the health and social care integration programme, representatives from Mental Health, the Joint Health Improvement Team, Transport Hub, Dental Health, Learning Disability Service, Community Capacity Building and Safer Communities teams were present to talk to people about the benefits of maintaining good health in a safe environment.



## Feedback Stars



## IPad Winner wants more focus on the users

**Dionne Chamberlain won the IPad Mini in a competition held by the Health and Social Care partnership at the Border Union Show.**

Health and Social Care partnership had a stand informing people of health and social care in the Scottish Borders at the Border Union Show at the end of July. The competition asked for the best tip to improve health and social care in the Borders. During the show's two days, dozens of suggestions were received and Chamberlain's was drawn from the top four tips.

In her tip Chamberlain urged: 'health and social work teams to leave their egos at the door and sit together as human beings with the knowledge, skill and experience they have and put the service users at the centre of what they do.'

'I've had previous experiences where things haven't worked well,' Chamberlain said. 'It's not about one organisation or another; it's about the service users.'

Chamberlain has worked in different roles with NHS for 17 years.

'When I lived in Leeds there was a Chinese restaurant that had this



poster on the wall: 'the customers are the purpose of the work, not the interruption of it'. That is what I'm trying to get at: we need to focus on the service user,' Chamberlain said.

## Introducing our new logo: Putting you in the heart of things

**We are proud to present the new logo for the Scottish Borders Health & Social Care partnership. The logo will be used on internal and external communication in order to make information related to the partnership easy to identify.**

The logo is based on a heart as it represents care, health and wellbeing which corresponds with our vision: 'working together for the best possible health and wellbeing of our communities'.

The heart is created by the ribbons which are present in both the SBC and the NHS Borders logos. Initially during the transition of integration, the logo will be used alongside SBC and NHS Borders logos, as seen in the heading above.

### **More information about the Health and Social Care Integration partnership**

For a visual explanation visit [www.scotborders.gov.uk/integration](http://www.scotborders.gov.uk/integration) and click on Sam's Story by the King's Fund.

[www.scotborders.gov.uk/integration](http://www.scotborders.gov.uk/integration)  
[integration@scotborders.gov.uk](mailto:integration@scotborders.gov.uk)  
**0300 100 1800**



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# Establishment of Strategic Planning Group

The new legislation requires the Partnership to set up a Strategic Planning Group (SPG) to support the development of the new integrated arrangements. The Borders SPG was established in May and is chaired by Susan Manion, Director of Strategy (Integration).

“We set up our SPG in spring this year building on existing consultative groups”, said Susan Manion. “The Group has an advisory role to the Integration Joint Board, the key decision making body for our integration arrangements. Its main purpose is to ensure that all stakeholder groups have their say in the process of developing, reviewing and renewing our Strategic Plan”.

The SPG met for the first time on 22 May, and continue to meet on a monthly basis.

Reflecting the range and diversity of health and social care stakeholders in the Borders, the group is made up of representatives from the following:

- People who use healthcare and/or social care services (2 reps)
- Carers of people who use healthcare and/or social services (2 reps)



**Back row left to right:** PJ Harding, Suzanne Hislop, Morag Walker, Shirley Burrell, David Bell, Gwyneth Johnston, James Lamb, Alasdair Pattinson, Eric Bajjal, Nile Istephan  
**Front row left to right:** Fiona Morrison, Margaret McGowan, Katie McWilliam, Clare Malster, Susan Manion

Of this group Suzanne Hislop, PJ Harding, James, Katie McWilliam and Clare Malster are not official members of the SPG.

- Commercial and non-commercial bodies providing health and/or social care services (2 reps)
- Health professionals (2 reps – one of which will be a G.P)
- Social care professionals (1 rep)
- Non-commercial social housing providers (1 rep)
- Third sector bodies carrying out activities related to health or social care (1 rep)
- Staff (2 reps)

The representatives support a core group of 5 members of staff who are responsible for the development of the Strategic Plan. Staff are represented on the Group

through our two staff representatives, David Bell from SBC and Shirley Burrell from NHS borders, as well as through their professional representatives. Gwyneth Johnston is the Social Care representative and the Area Clinical Forum is currently in the process of identifying the health professional representative. Over the next few months we will be working with the group over how best to engage with their stakeholder groups over both the 2nd draft of the Strategic Plan and in shaping new arrangements. The size and membership of the SPG will be kept under review and, if it becomes clear that we need to add or rebalance membership then we can do so as we move forward.

## Borders Strategic Planning Group (18 Reps) Community Councils



## Joint Staff Forum and their role

**The Joint Staff Forum (JSF) is for all staff to have their voice heard and is their opportunity to help build and shape the Health and Social Care partnership to enable it to provide the best service to the people of the Scottish Borders.**

The JSF is there to provide a facility for relevant staff across NHS and the councils (primarily Social Work in the first instance) to meet together with key managers to discuss the joint future working agenda and any issues which impact on this. The forum does not replace the formal negotiating processes of either organisation used for the purpose of consultation and collective bargaining.

### Our forum

JSF is made up of equal representation of staff representatives from the recognised Trade Unions and professional bodies from NHS Borders and SBC. There is an equal representation of senior managers from both organisations. The JSF is currently co-chaired by Ed Witkowski from NHS Borders and David Bell from SBC. Admin support is provided by Elizabeth McKay, PA to the Employee Director, NHS Borders.

### What we do

Staff representatives sit on the work stream groups which deal with specific issues such as Workforce Development, Finance, Governance, ICT and Performance, Project Planning, Communications and Strategic Planning. There is also staff representation on the Integrated Joint Board (IJB), which is where Councillors, NHS Board members and senior managers oversee and direct the integration programme.

At JSF meetings, representatives give input to current consultations and offer suggestions to the direction that future projects should take. Managers who have brought papers to the JSF, despite initial reservations on attending the forum, have found the input invaluable, with a wealth of experience, knowledge and at times constructive criticism being tapped into, to give an early sounding board to how staff will view plans. The JSF also provided support at the staff engagement events, either acting as facilitators or scribes. We were also available to answer questions from staff at these events and generally publicise Integration to staff.

We encourage managers to engage with staff on Integration and to keep staff informed on progress.

The JSF welcomes staff input and if any member of staff has a comment, or wishes to find out more information, that they contact their Trade Union, Professional body, NHS Partnership Office or the Integration team, all of whom will help with your enquiry.

## The work continues: Strategic Plan, 2nd draft

**The first draft of the Strategic Plan was published in April 2015, the second draft is being developed and will be made available to staff and the public this autumn.**

“On 10 April, the partnership launched an early discussion document, ‘A Conversation with You’ to help develop the Strategic Plan,” explained Susan Manion, Chief Officer for Integration. “Members of the public and staff were asked for their views on the document. The feedback has been used as the basis for the development of the second draft of the Strategic Plan which will be issued for further public consultation in October.”

### Building on feedback

Feedback from staff, stakeholders and the general public is a vital part of the development of the Strategic Plan. Everyone is urged to take the opportunity to comment on services which will affect their life on some level or another.

“We need input from the public and staff in order to develop the details of the Strategic Plan,” said Susan

Manion. “I urge everyone to use this opportunity to take part in the process.”

### The main points received during previous discussions are:

- the need for care co-ordinators
- better planning for discharges
- improved transport links and better access to transport
- better IT where the different computer systems talk corresponds
- access to equipment
- 24/7 services
- improved information sharing
- services to battle isolation and loneliness
- early intervention
- improved education/training for staff and carers
- self-referral/management
- methods to battle health inequalities
- improved support of unpaid carers

“The integration of services will bring about the single biggest change to Health and Social Care across the Scotland since the formation of the NHS in July 1948,” explained Eric Baijal, Director of Strategy (Integration). “We believe that through strong leadership, innovative thinking, robust planning and by putting the views of patients and service users at the heart of all that we do, we can achieve our ambition of Best Health, Best Care, Best Value for our communities across the Scottish Borders.” When the Strategic Plan is finalised, it will be reviewed and renewed on a three-year basis, a process which will be supported by a programme of staff and public engagement to ensure that it is being delivered, that the partnership is achieving the outcomes set out in the Plan and to make any necessary changes to the Plan and associated services.

## Integration for Best Health, Best Care, Best Value

Scottish Borders Council (SBC) and NHS Borders are preparing for new era in health and social care. New arrangements will see NHS Borders, SBC and voluntary and independent care partners work together to deliver services in Borders. SBC and NHS Borders share equal responsibility for the new service arrangements which will be go live from April next year.

“Through Integration, we need to find the most effective way of delivering services that make the best use of the resources, abilities and skills we have,” said Catriona Bhatia, Chair of the Integrated Joint Board and Executive Member for Health Services. “By working in partnership, we will ensure we provide a better, more joined-up service for the people we care for.”

Integration is not only a legislative requirement dictated by the Public Bodies (Joint Working) (Scotland) Act, but also a necessity. Due to the projected increase in the number of older people in

future years, combined with the continuing squeeze on public sector finances the current health and care system will not be able to continue to deliver the high quality service we expect.

Plans for the integrated services are being drafted based on staff and public feedback from events held across the Borders over the past eight months. Further engagement events on the resulting Strategic Plan will be held in November and early December this year.

“This is our chance to think differently about health and social

care,” said Catriona Bhatia. “These services touch everyone’s life at some point and when interventions become necessary, it is important that they work together in an integrated way. That’s why we need you to help us shape our future service.”

Staff and the general public are once again invited to comment and influence how we will deliver our services in the future.

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integration](http://www.scotborders.gov.uk/integration)**  
**[integration@scotborders.gov.uk](mailto:integration@scotborders.gov.uk)**  
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