



Integration Joint Board Newsletter

Issue 1 – 2019/2020

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Care Home and Community Hospital Assessment Team (CHAT)

The CHAT works with Care Homes and Community Hospitals across the Scottish Borders to support the staff within them to meet the needs of older adults with mental health illnesses including dementia.

The service is now fully operational across the Borders, working with 140 individuals in care homes. There are a number of care homes who are frequent users of the service.

The model and input is being well received. Some of the challenges have been in making it clear that this is not a replacement care service, but that the team observes and advises on how care can best be delivered to meet the person's needs.

The teams training focuses on the impact on physical health and wellbeing as it relates to confusion, stress and distressed behavior. All areas which are consistently identified as issues in care homes and are being reviewed in order to see how they may be addressed more strategically.

Winter Pressures - A Thank You

Winter places additional pressures on our already busy healthcare system. No matter how well we plan and how ready we are, an increase in demand for services can make things feel really challenging. In response to the pressures a control room was established within the Borders General Hospital in December which helped us support each other across Health & Social Care and enabled us to safely move patients through the system to their most appropriate place of care.

During the period of increased demand we saw staff working tirelessly to make sure that all emergencies were dealt with and patients were safe and well cared for. It has been excellent to see staff supporting each other and working together to achieve this. Individuals and teams collaborated,

trying different things and being solution focused to deal with the challenges we faced. The impact staff had making sure the services we provided were as efficient and effective as possible despite the pressures was invaluable.

That is why we want to say a huge thank you to everyone across Health and Social Care, once again, safe in the knowledge that the Borders community can continue to rely on the best possible services when they need us.

Your continued hard work to provide person-centred care and to keep services running ensures we continue to deliver a safe service to our patients through the winter months. Thank you for all you are doing to look after our patients and each other – your efforts really are appreciated.



Borders Addiction Service

In April 2019 a new service was commissioned by the Alcohol and Drug Partnership (ADP) with Addaction and Borders Addiction Service (BAS) to deliver an Engagement Support Team (EsTeam).

This team is now up and running, consisting of two Addaction staff and an Addictions BAS nurse lead. The team was set up to work assertively with harder to reach services users and those who have had difficulty accessing services or have dropped out of the service. This team was setup on the back of the massive increase in drug related deaths (DRD) in Scotland and the research that showed that people being treated with a therapeutic dose of Opiate Replacement Therapy (ORT) were statistically significantly less likely to die from a DRD.

At the same time the team applied and received £35k to start up a drop-in hub in Eyemouth, allowing service users and non service users to attend with no appointment. Service users are seen in a friendly and judgement free environment by a variety of professionals and peers. The team have also opened similar drop-in hubs in Galashiels and Hawick.

There have been improvements in attendance, therapeutic engagement and access to psychology, Addaction and Scottish Borders Council. As

well as the provision of injecting equipment and harm reduction, service users have seen an increase in social prescribing; receiving bus passes, greater support with benefits and housing.

The drop-in has been instrumental in setting up food share associations with local Greggs and Co-Operative stores, to provide food to those who feel too stigmatised to attend community food banks. Additionally a volunteer hairdresser has attended to provide free haircuts to attendees.

As already seen in Eyemouth, providing these more relaxed and flexible ways of working will lead to greater development of trusting therapeutic relationships centred on individual needs, facilitating realistic discussions about risk and harm reduction.

With a combination of the EsTeam and the Drop-in Hubs the team have been able to make considerable progress with regards to same day prescribing. From October to November 2019 the service had 25 individuals start Opiate Replacement Therapy.

Attend Anywhere

Attend Anywhere is a web-based platform that helps health and social care providers offer video call access to their services as part of their 'business as usual', day-to-day operations. It can be accessed by anyone who has a computer or mobile device with a camera and the Google Chrome web browser or app.

Small scale trials of Attend Anywhere are in operation across the Scottish Borders Health & Social Care Partnership. These range from accessing the What Matters Hubs, contact between GPs and care homes and can also be used by mental health teams for meetings to reduce travel time associated with working across the Borders.

NHS Borders is looking at opportunities to roll out Attend Anywhere in areas such as:

- Rural areas such as West Linton and Newcastleton for all suitable outpatients or for selected services
- Core BGH services where there is currently outpatient waiting time pressures particularly with specialist nurse involvement
- Diabetes services
- Borders Addiction services
- Well-being services
- Pharmacy services

Ask SARA

The Health & Social Care Partnership is working with the Disabled Living Foundation to develop a Scottish Borders version of AskSARA. This is an online self-assessment tool, with the aim to help individuals remain independent in their own homes for as long as possible.

AskSARA allows an individual (or a family member) to answer a number of questions, which have been designed by Occupational Therapists, on a topic that they may be having difficulty with e.g. bathing, food preparation, climbing the stairs.

The application then produces an individualised report showing small items of equipment that may assist and where these items can be purchased locally or online.

The website may then recommend a full occupational therapy assessment via a What Matters Hub appointment, if the report highlights any areas of concern.

AskSARA launched on December 5 2019 and had over 180 users throughout the month with 123 reports completed.

to make life easier
- AskSARA

AskSARA is an easy to use website that shows you equipment and solutions that can make your life easier.

Visit: www.scotborders.gov.uk/asksara



Scotland's first AskSARA site



Older Persons Assessment Area

The Older Persons Pathway is a programme of work taking place across health and social care, with the aim of more patients being cared for in their own home (with all of the added benefits associated with this). For the patients in our care, our aim is to ensure that their inpatient stay is as brief as possible.

One outcome of the work done so far is the creation of an Older Persons Assessment Area which became operational on February 3 2020.

The Older Persons Assessment Area is a designated assessment area for frail older people. It is a multidisciplinary approach to assessment, investigation and treatment with the aim of discharging patients within 72 hours or moving them to an appropriate speciality in a timely manner.

Patients cared for in the Older Persons Assessment Area will receive seven day geriatrician care. The Home First service further supports the team to aid discharge and reablement. Our approach is patient centred and includes anticipatory care planning and realistic medicine.

The Older Persons assessment area is for patients over 75 year old, who meet two or more FRAIL criteria:

- Functional impairment
- Residential home
- Altered mental state
- Immobility/falls
- Live at home (patient requires support to)

Or be

- Over 65 years of age living in a care home
- Over 90 years of age with multiple comorbidities

Home First

On January 6 2020, Hospital to Home was officially renamed as Home First. This reflects the developing work with our GP colleagues and Community Nursing Teams supporting patients to stay at home rather than being admitted to hospital.

The team continues to work with colleagues across health and social care to identify patients who have a start date for their formal package of care. Home First will support these patients to get home earlier than the proposed start date.

Our inter agency work continues with our colleagues in the Scottish Ambulance Service. Home First will accept referrals from the service to support patients who have fallen at home but can safely remain at home. A registered nurse from the team will visit the patient to carry out a Second

Level Assessment and refer them on to appropriate services if required.

Their work to ensure that patients are safe at home also includes an initial Fire Risk Assessment completed on the first visit. If concerns are highlighted the team will then refer patients to the Scottish Fire Service for a full Safety Assessment.

The team's caseload continues to grow across the Scottish Borders with approximately 70 patients per day being successfully supported to remain in their own home.

Distress Brief Interventions Pilot

The Distress Brief Intervention (DBI) service in the Borders is part of a Scottish Government pilot project testing out a new model of support for people who present to a range of frontline services (including Emergency Department, Primary Care providers, Police and the Scottish Ambulance Service) in distress.

The model requires frontline services to undertake Level 1 training to provide a caring and compassionate response and make an onward referral to the Level 2 service provided by the Scottish Association for Mental Health (SAMH). The team at SAMH will then make contact with the distressed person within 24 hours of receiving the referral and provide 14 days of support to develop a distress management plan and signpost them to appropriate services.

The service began in the Borders in October 2017 and since then has supported over 1000 people with an average reduction of 50% in reported distress following the intervention.

The initial criteria were for people over 18 years old but since May 2019 the service has been open to referrals for people over 16 years old. An interim evaluation report along with further information about the DBI work is available at www.dbi.scot.

Adults with a Learning Disability (AWLD) and the Scottish National Screening Programme

The purpose of this initiative is to provide support and opportunity for engagement and participation in Scottish National Screening Programmes (SNSP) for Adults with a Learning Disability (AWLD) who live in the Scottish Borders and are registered with a GP here. The primary objectives are to support AWLD to develop a greater understanding and make informed choices about screening programmes they are eligible for.

This will be delivered by:

- Maintaining registers – screening histories and status; participation details; reasonable adjustments.
- Providing information, to support attendance and participation.
- Promoting healthy lifestyle choices to reduce risk of developing cancers.
- Increasing awareness and education for carers and other health and social care professionals through targeted training sessions (30 minutes each).
- Monitoring and valuation – engagement, participation, attendance, interventions and training. Work to date has involved the development of a register of AWLD who have been on the Learning Disability Service (LDS) caseload; this includes screening histories for bowel, breast, cervical, abdominal aortic aneurysm and diabetic retinopathy screening programmes.

This has enabled prioritisation of those people who are overdue or due to participate in the various screening programmes who have not taken part. A screening assessment tool has been developed and is used to support discussions with patients to identify support and/or reasonable adjustments required.

Rollout of the initiative will take place with GP Practices and LDS providers in the community ensuring that as many AWLD are included in the initiative and provided with any additional support and information to enable engagement, attendance and participation in the SNSP.

Queen's Nurse

We are proud to announce that Fiona Mason, Senior Charge Nurse, Scottish Borders Learning Disability Service, has been awarded the coveted Queen's Nurse title.

As one of 20 community nurses selected by The Queen's Nursing Institute Scotland (QNIS) Fiona was nominated to join the programme for providing high quality, compassionate care to people in her community.

Fiona, who works within a multidisciplinary team across health and social care, spoke about receiving the award: "Having the Queen's Nurse title will help to raise the profile of learning disability nursing, which is very important to me.

It's been an honour to have been given the opportunity to be part of an inspirational, innovative and forward-thinking group of nurses who can problem solve and lead change to improve the quality of services within our various areas of expertise."



Shared Lives coming to Scottish Borders – sharing home and family life

Scottish Borders Council has awarded a contract to Cornerstone, a charity that provides care and support in the community, to set up and deliver a Shared Lives Service. The service is initially for adults with learning disabilities in the Scottish Borders with a plan to expand this within the Health and Social Care Partnership towards the end of the first three years. The Learning Disability Service is working with Cornerstone to establish local processes, while Cornerstone recruit their local team to support local carers.

Shared Lives is a model of care and support that provides innovative, small family-based support to adults with a variety of support needs. In Shared Lives, an adult who needs support and/or accommodation moves in with an approved Shared Lives carer after they have been matched for compatibility. Together, they share family and

community life. Support may be long-term or used for short breaks or day support.

More information will be released as the service develops but any initial queries can be directed to Susan Henderson, Planning and Development Officer in the Learning Disability Service on 01896 840200.

UNICEF UK Baby Friendly Initiative

In December 2020, NHS Borders successfully achieved reaccreditation in UNICEF UK Baby Friendly Initiative status.

Baby Friendly Accreditation recognises the knowledge and expertise that health professionals bring to the care of young families in their promotion of breastfeeding by providing consistent support around infant feeding and relationship building.

The rigorous reaccreditation process included structured internal audit and interviews with frontline staff, managers and parents and whilst this was challenging it has provided a number of opportunities to reflect how our practice can be improved even further to assist nursing mothers and families. NHS Borders Maternity and Health Visiting Services conclusively met the exacting

standards required by UNICEF reaching 100% in several categories.

This took a significant amount of time and effort to complete but teams were comprehensively and enthusiastically supported in the Borders General Hospital and community locations by the Baby Friendly Initiative team led by Infant Feeding Advisor, Ida Hassing.

The celebrations are over but NHS Borders staff are already discussing how to maintain these high standards through ongoing training and practice improvement as we progress towards the next assessment in December 2020. Congratulations to everyone involved.