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ADDITIONAL CIRCULATION



Aberdeen City Health & Social Care Partnership
A caring partnership

To: Members of the Integration Joint Board

Town House,
ABERDEEN 25 August 2022

INTEGRATION JOINT BOARD

The undernoted items are circulated in connection with the meeting of the **INTEGRATION JOINT BOARD** on **TUESDAY, 30 AUGUST 2022 at 10.00 am.**

VIKKI CUTHBERT
INTERIM CHIEF OFFICER - GOVERNANCE

BUSINESS

4.7 Chief Officer's Report (Pages 3 - 14)

Should you require any further information about this agenda, please contact Emma Robertson, emmrobertson@aberdeencity.gov.uk

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| Date of Meeting | 30 August 2022 |
| Report Title | Chief Officer's Report |
| Report Number | HSCP.22.077 |
| Lead Officer | Sandra MacLeod |
| Report Author Details | Name: Kay Diack Job Title: Chief of Staff Email Address: kdiack@aberdeencity.gov.uk Phone Number: 07778 872309 |
| Consultation Checklist Completed | Yes |
| Directions Required | No |
| Appendices | None |

1. Purpose of the Report

- 1.1. The purpose of the report is to provide the Integration Joint Board (IJB) with an update from the Chief Officer.

2. Recommendations

- 2.1. It is recommended that the IJB note the detail contained in the report.

3. Summary of Key Information

3.1. Local Updates

Staff and structure changes

Lead Commissioner – Shona Omand-Smith has been appointed as our Lead Commissioner, having taken up post on Monday 4 July 2022. Shona was previously the Care Home Strategic Lead with Aberdeenshire Health and Social Care Partnership.



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Chief Operating Officer – Fraser Bell has been appointed as Chief Operating Officer for Aberdeen City Health & Social Care Partnership. Fraser was previously the Chief Officer for Governance at Aberdeen City Council and took up position on Monday 1 August 2022.

Chief Finance Officer - Paul Mitchell has joined our team as Chief Finance Officer for Aberdeen City Health & Social Care Partnership. Paul is joining us from Aberdeenshire Council where he was Strategic Finance Manager, and took up post on Monday 18 July 2022.

Staff Wellbeing

ACHSCP are continuing to provide a range of free complimentary therapies to staff at various city locations. Pedicures have been significantly increased to meet demand. Free mindfulness and community listening services are also provided and widely to staff seeking stress management support.

Distribution of teas/coffees/sandwiches also continue, with the message of encouraging staff to take their designated breaks.

In terms of staff's financial well-being we have also hosted drop in sessions with Grampian Credit Union and Unison.

Adult Support and Protection Inspection

A joint inspection report published on Tuesday 21 June 2022 concluded that the needs of adults at risk of harm in Aberdeen are being met very successfully thanks to the collaborative working of multi-agency partners in the City. The report states that the Aberdeen partnership has a strong and well understood vision for adult support and protection throughout appropriate key strategies, policies, procedures and resources, and demonstrates major strengths in supporting positive experiences and outcomes for adults at risk of harm in Aberdeen City. The 'areas for improvement' mentioned in the report had previously been identified by the partnership through local quality assurance and self-evaluation work, and related activity had been incorporated into the Adult Protection Committee (APC) Improvement Plan. The full report is available to view on the Care Inspectorate website, and has already been approved via Risk, Audit and Performance Committee and Clinical and Care Governance Committee:

<https://www.careinspectorate.com/images/documents/6719/Aberdeen%20City%20adult%20support%20and%20protection%20report.pdf>



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Primary Care Update

Supporting Ukrainian Refugees: Ukrainians have been arriving in the Grampian area via a number of routes and accessing housing in several ways. This includes: to stay with family and friends, being sponsored by the Oil and Gas group and via the Ukrainian Welcome hub. There are currently 9 Ukrainian Welcome hubs across Aberdeen with a total of 505 rooms and around 900 people. Interim health solutions for Primary Care have been implemented, including working with city practices and a proposal of an interim medical hub to support health needs of these individuals. ACHSCP is working with Scottish Government and the lead organisation, Aberdeen City Council to agree a Grampian-wide solution and it has recently been announced that Aberdeen will be a dispersal area, with housing needs being looked at and it is anticipated that the demographics could include families with children. Funding to support these individuals is being discussed at local, regional and national levels due to the relatively high numbers locally.

General Practice Sustainability: In line with national and local discussions, City Primary Care Team have been meeting with practices regarding sustainability and highlighting of challenges. All practices have had sustainability meetings with Quality Cluster Leads and Primary Care Team colleagues during May and June. Citywide workshops have taken place in March and July and will continue to allow for peer discussions and to look at potential opportunities. An interim report was submitted to Clinical Care Governance Group on 10 August 2022 with a further report expected at the next CCG meeting on 25 October 2022.

Primary Care Improvement Plan (PCIP): The PCIP seeks to transform general practice services, using the Primary Care Improvement Fund, to release capacity of GPs to undertake their role as Expert Medical Generalists by expanding the multi-disciplinary team, as set out in the General Medical Services Contract. Recent developments have seen the implementation of the Pharmacotherapy hub which flexes its support to practices for planned leave and the Community Treatment and Care (CTAC) service have clinics launched in North.

Health and Education Collaboration

A significant step forward has been taken in terms of further developing and deepening partnership working and relationships between Health and Education whilst delivering Hubs for the City's new citizens. This has been welcomed as a pivotal step in welcoming and ensuring health and wellbeing for all concerned.



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LOIP Annual Outcome Improvement Report

The Community Planning Aberdeen Board has recently approved the [LOIP Annual Outcome Improvement Report for 2021/22](#). This highlights the Community Planning Partnership's achievements during 2021/22, as well as the overall progress towards the 15 Stretch Outcomes set out to be achieved in the Local Outcome Improvement Plan 2016-2026.

Analogue to Digital Telecare Programme (A2DT)

All existing analogue telephone infrastructure will be decommissioned and replaced with a digital, Internet Protocol (IP) service by 2025. Currently the telecare system is analogue end-to-end.

The programme aims at ensuring that a reliable and robust digital telecare service is delivered before the analogue networks are turned off. This will include replacing the current analogue Alarm Receiving Centre (ARC) software platform, all analogue community alarm units and maintaining connectivity with all other currently linked alarms.

Aberdeen City Council's Regional Communications Centre (RCC) provides a wide range of alarm-response and call-handling services including Telecare, lone worker, out of hours, lift emergency alarms, and fire and security alarm responses.

We are currently in the discovery phase of the project and as an early adopter, we are working with the Scottish Digital Office and other local authorities on a shared ARC solution. A programme manager was appointed by ACHSCP in June to lead the project. The first project board will be held in September.

ACHSCP Carers Strategy

At the Committee on 6 July 2021 the IJB agreed to extend the timeline of the existing Carers Strategy into 2022 and subsequently the completed Strategy was expected for IJB in October 2022. The Carers Strategy Implementation Group (CSIG) have been carrying out work to review the previous Actions and develop a new Strategy for 2022 onwards. This has involved engagement work with Carers (Adult, Parent and Young Carers). We have also been one of five partnership areas to participate in the Care Inspectorate Inquiry into Carers Support Services in Scotland. This feedback will further inform the direction of our Strategy going forward and is expected in late August. Nationally, we also expect the Scottish Government to publish their Carer Strategy which we will use to develop and inform our strategy going



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forward. We are not yet aware of publication dates for this. On reflection the CSIG would like to give further opportunity to Carers, Partners and members of the community to provide feedback on our draft Strategy before going to final publication. This will also allow more time to incorporate any further national recommendations. For this reason, the IJB will receive a draft version to the Committee on 11 October 2022 which will then go out for public consultation and return as a final version with the IJB on 29 November 2022.

ACHSCP Surge Plan 2022/23

In previous years, the Partnership has developed a winter plan to prepare for additional demand in the Health and Social Care system over the winter period. Following the response to the pandemic and the various waves of Covid infections, a more generic approach to surge planning is required. The wave of infections in March/April 2022 and the sustained pressure on the system during the summer of 2022 is evidence that this type of planning is required.

Work has begun to develop a Surge Plan, and an accompanying risk assessment. The Partnership's Senior Leadership Team will continue to develop and populate the Plan and assessment, taking into consideration national studies and recommendations, (e.g. The Scottish Government's National Lessons from Healthcare Planning and Response to Winter 2021-22) and present the Plan to the IJB at its meeting on the 11th October 2022.

3.2. Regional Updates

Integrated Delivery Plan

Following the publication of NHS Grampian's Plan for Future, work has been undertaken by them, along with the three Health and Social Care Partnerships to develop an Integrated Delivery Plan which sets out key priorities over the next one to three years. The first iteration of the plan, which covers the period August 2022 to March 2023, was submitted to the Scottish Government at the end of July. Further work will take place to develop the plan to cover the next two years at a future date. The purpose of the plan is to ensure that collectively we make good progress against the nine strategic priorities within the Plan for the Future and achieve our shared ambition for sustainable health and care. Aberdeen City's contribution to the Integrated Plan is completely aligned to our own Delivery Plan ensuring



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our existing commitments are embedded within it, ensuring that no additional work for staff is created and that focus on our own aims is maintained.

North of Scotland National Treatment Centre

Aberdeen City Health and Social Care Partnership is fully engaged in ongoing NHSG work to agree a location for the above. A workshop in this regard is scheduled for 7 September 2022.

3.3. National Updates

Social Care: Digital Landscape Review

As part of the Scottish Government's commitment to support improvements in social care, they are keen to strengthen partnerships with those in the sector. Plans include understanding data and digital within social care with a view to agreeing short to medium term improvements, alongside the wider plans for a National Care Service and the creation of an integrated, accessible, electronic social care and health record. Phase one of this work will be working with public sector bodies to map technology and software being used across Scotland. Updates will be provided as this progresses.

National Care Service

On 8 July 2022 'Committees in the Scottish Parliament' launched a 'Call for Views' and a 'Your Priorities' digital consultation on the National Care Service (Scotland) Bill. The Call for Views includes general questions about the Bill, questions about the Financial Memorandum and the option to provide more detailed comments on individual sections of the Bill. It is primarily aimed at groups and organisations who are looking to input their views on the Bill. The Your Priorities offers an opportunity for individual members of the public to give their views about the Bill. A 'conversation toolkit' was made available to support group discussion about the Bill in communities. Both the Call for Views and the Your Priorities digital consultations will close on Friday 2 September 2022.

Members of the Senior Leadership Team are currently working up a draft response to the Call for Views linking in with colleagues in Aberdeen City Council, NHS Grampian and Bon Accord Care. The proposed response will be submitted for consideration and discussion at a dedicated Workshop after the IJB meeting on 30 August 2022. The final response will then be



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submitted by the deadline. Our communities have been signposted to the Your Priorities consultation and the support available, but their views will also be discussed at the Strategic Planning Group on 18 August 2022.

The output from the digital consultations will feed into the scrutiny process which is being undertaken by the Health, Social Care, and Sport Committee who will invite some people to give evidence in person. Other Committees, such as Finance, may also take written and in-person evidence. The Health, Social Care and Sport Committee will produce a report on the Bill in advance of Parliament voting on whether the Bill will progress to Stage 2 in early 2023. If they agree MSPs will have the chance to propose amendments to the Bill during Stage 2 before a vote being taken on whether to pass the final Bill at Stage 3. This final vote is likely to be in the summer of 2023.

Current State of Pressure

We have been asked by Caroline Lamb, Director General for Health and Social Care and CEO of NHS Scotland, to provide an update and identify improvements. This has been provided as requested.

Medication Assisted Treatment (MAT) Standards

Public Health Scotland is publishing a MAT Implementation Benchmarking Report which shows that while progress on implementation has been made in all areas, standards have not been implemented fully by April 2022. In response to this Report, and in order to achieve full implementation, Ministers will expect the following actions to be taken and oversight arrangements in place in each local area:

- (a) That, by the end of September, Chief Officers and Chief Executives personally sign timed, specific and published Improvement Plans for implementing the standards – to include the delivery recommendations being made locally with MIST which are to be published by PHS on 2 August;
- (b) The Improvement Plans and the reporting on progress must involve and include the voices of those with lived and living experience. It will be for each local area to determine what arrangements it needs to have in place to ensure this is done, potentially drawing on MIST lived experience support, from third sector partners or from their own local forums or panels;



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- (c) That Chief Officers and Chief Executives take shared and visible responsibility for delivering the standards (with the Chief Officer being responsible for overall delivery and the Chief Executives committing to support them). This requirement should align with on-going work to define and refine local governance and accountability over alcohol and drug services;
- (d) That Chief Officers and Chief Executives include reports on progress as part of the regular Board quarterly reporting against Annual Delivery Plans (the first report in this series is due in July 2022);
- (e) Health Boards, Integration Authorities and local authorities are to identify a senior leader for each Integration Authority area as the single point of operational responsibility for driving the changes necessary;
- (f) Should any quarterly report identify the need for intervention, that this is acted on immediately.

Cyber Security Issues

External contractor Advanced has been the subject of a ransomware incident. At this stage the Scottish Government and counterparts in the other UK nations are still assessing the nature and scale of the incident. The National Cyber Security Centre is working with Advanced to establish the impact of the incident, and the Information Commissioner's Office has been informed. The Scottish Government have also established a daily national Incident Management Team (IMT) meeting, with three sub-groups covering Service Resilience, Reinstatement, and Data Control & Release.

What this means is that affected customers will not be able to access some systems. Advanced has provided dedicated public customer communications on their website: <https://www.oneadvanced.com/cyber-incident/> and the affected systems advised by Advanced are:

- Aadastra – a clinical patient management software used by a number of NHS 111 services and for Out Of Hours services
- Caresys – a care home management software
- Carenotes – an electronic patient record software
- Crosscare – a clinical management system for hospices and private practice
- eFinancials – a financial management system



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- Staffplan – a care management software
- Odyssey-a clinical decision support

It is important to note that not all of these systems may be in use in Scotland. NHS Scotland is working with Advanced to restore services and to ensure that they are only reconnected services when it is safe to do so. While this process is standard practice for an incident of this nature, it may take some time.

NHS Grampian are represented on the national IMT, as well as chairing the National Information Governance response. e-Health have an interim solution in place via Trakcare and work is underway to identify the workflows within Adastra and content recorded. The Partnership are represented on the NHSG IMT.

4. Implications for IJB

- 4.1. **Equalities, Fairer Scotland and Health Inequality** - There are no implications in relation to the IJB's duty under the Equalities Act 2010 and Fairer Scotland Duty.
- 4.2. **Financial** - There are no immediate financial implications arising from this report.
- 4.3. **Workforce** - There are no immediate workforce implications arising from this report.
- 4.4. **Legal** - There are no immediate legal implications arising from this report.
- 4.5. **Covid-19** – There are no immediate Covid-19 implications arising from this report.
- 4.6. **Unpaid Carers** - There are no implications relating to unpaid carers in this report.
- 4.7. **Other** - There are no other immediate implications arising from this report.



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5. Links to ACHSCP Strategic Plan

- 5.1. The Chief Officers update is linked to current areas of note relevant to the overall delivery of the Strategic Plan.

6. Management of Risk

6.1. Identified risks(s)

The updates provided link to the Strategic Risk Register in a variety of ways, as detailed below.

6.2. Link to risks on strategic or operational risk register:



- 3 There is a risk that relationship arrangements between the IJB and its partner organisations (Aberdeen City Council & NHS Grampian) are not managed to maximise the full potential of integrated & collaborative working. This risk covers the arrangements between partner organisations in areas such as governance; corporate service; and performance.
- 4 There is a risk of reputational damage to the IJB and its partner organisations resulting from complexity of function, delegation and delivery of services across health and social care.



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6.3. How might the content of this report impact or mitigate these risks:

The Chief Officer will monitor progress towards mitigating the areas of risk closely and will provide further detail to the IJB should she deem this necessary.

| Approvals | |
|---|--|
|  | Sandra Macleod (Chief Officer) |
|  | Paul Mitchell (Chief Finance Officer) |

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