

Health Inequality Impact Assessment

Stage 3



Analysis of findings and recommendations

Complex Care

Please detail a summary of the purpose of the proposal being developed or reviewed including the aims, objectives and intended outcomes

The Coming Home Report (Scottish Government, 2018) and associated Coming Home Implementation Report (Scottish Government, 2022) has shone an uncomfortable spotlight on people with Complex Care needs who have been placed out of area inappropriately or are delayed in hospital pending suitable local service availability. It is clear that this is unacceptable and Complex Care has been identified as a priority with the Aberdeen City Health & Social Care Partnership (ACHSCP) Strategic Plan and Delivery Plan (2022).

In partnership with Aberdeen City Council and NHS Grampian, ACHSCP has outlined two documents: a Complex Care Market Position Statement and Complex Care Business Case, which outline the current and proposed landscape of Complex Care.

Complex Care Market Position Statement

Aims:

- Set out a vision, commitment and expectations for services which support people with learning disabilities and Complex Care needs in Aberdeen City from 2022 until 2027

- Establish a shared understanding of the needs of people with learning disabilities and Complex Care requirements
- Demonstrate commitment to aligning with the Scottish Government's Coming Home Implementation Report 2022

Objectives:

- Focus on demand: Using a Dynamic Support Register and other available data, create a clear picture of current and future need
- Evidence needs: Maintaining robust assessments of need by our multidisciplinary team approach and using our pen picture template to communicate these needs to providers of care and housing
- Pursue housing options: Embedding our demand and need profile into the Strategic Housing Investment Plan (SHIP), Housing Need and Demand Assessment (HNDA), Local Development Plans and other relevant documents to create opportunities for, and delivery of, service developments
- Work with individuals and families : To provide local services, reducing the need for out of area placement and creating robust anticipatory planning for people with complex needs
- Work with providers: To co-create long term sustainable services and the associated workforce skills for Complex Care services
- Contribute to local, regional, national work : Share learning and representing the Complex Care needs of people within Aberdeen City

Intended Outcomes:

- Support is provided at the right place at the right time – acknowledging that at any given time, people's support needs may fluctuate, and the level of support should adapt to that change
- People are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific personal outcomes to be achieved through the support provided
- Support is designed to enable people to live as independent a life as possible. The accommodation environment will enable people to live as independent a life as possible including wherever possible the location, the size, and the type
- Protecting and enhancing people's human rights is at the centre of service design and delivery, including accommodation environments
- Families and Carers are recognised as key partners in the design and delivery of services
- Support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported
- People who are supported are recognised for their skills and abilities, consideration of how these attributes may be shared more broadly in the local community should be considered by all
- Service delivery and environments will support and promote improvements in physical and mental health and wellbeing ensuring use of technology is maximised

Complex Care Business Case

Aims:

- The provision of specialist and more intensive care/support services, delivered by a trained and supported staff team
- The requirement for providers to be able to de-escalate behaviour, which require specialist training and insurances, typically via the provision of a Positive Behaviour Support Team/Model
- Robustly built environments which support individual care needs
- Spacious accommodation with individual access to outdoor spaces and separate staff welfare areas
- Individual accommodation without the need to share with others but services to be delivered in a way which does not isolate individuals or staff

Objectives:

- Provision of suitable built environments which meet a Complex Care specification
- Accommodation which is Cost Neutral to ACHSCP
- Adequate volume of services to meet identified and future needs
- Support independent living principles and advance human rights
- Reduction in hospital admissions and delays in hospital; inappropriate out of area placements; placement breakdown
- Support people to live in and contribute to their communities
- Accommodation requirements met within a short timescale

Intended Outcomes:

- People live locally in the community
- People live in more suitable environments
- Staff have support from managers and peers
- Staff have training and skills to provide Complex Care
- There is a reduction in the number of people living out of area inappropriately
- New developments will have rental costs aligned to Local Housing Allowance
- Appropriate environments will decrease the number of housing repairs
- Better oversight of the number of people awaiting services
- A well-developed programme of Complex Care services

Equality Act 2010 – Relevant Protected Characteristics as identified in Stage 1 (remove those that do not apply)

Protected Characteristic	Equality Duty		What impact and or difference will the proposal have	How will you know - Measures to evaluate
Disability	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		<p>These proposals will ensure that individuals with Complex Care needs can:</p> <ul style="list-style-type: none"> • Live independently, healthily, and safely within their local communities • Receive the necessary care services to enable them to live independently • Receive the necessary care services to enable them to pursue their individual interests and life choices 	<ul style="list-style-type: none"> • Less delays for people as they move out of Hospital • Number of people who have to move away for care reduces • Fewer placement breakdowns • Less people waiting to access care services • Care inspectorate reports
	Advancing equality of opportunity		<p>These proposals will ensure that individuals with Complex Care needs can:</p> <ul style="list-style-type: none"> • Participate in community living • Easily access community services/ resources • Build strong relationships with their families and wider support network • Access accommodation suitable to their Complex Care needs 	<ul style="list-style-type: none"> • People and their families will tell us, and it will be clear from their care plans • We will ask for feedback using advocacy where appropriate • We will ask providers for staff feedback • Accommodation needs are incorporated into strategic planning documents • Development of local services
	Fostering good relations by reducing prejudice and promoting understanding		<p>These proposals will ensure that individuals with Complex Care needs can:</p> <ul style="list-style-type: none"> • Access appropriate local Housing 	<ul style="list-style-type: none"> • People and their families will tell us, and it will be clear from their care plans • We will ask for feedback using advocacy where appropriate

		<ul style="list-style-type: none"> • Participate in community activities and use community services • Engage with others within their community, highlighting the community's diversity and building an understanding of the different needs within communities, including Complex Care needs 	<ul style="list-style-type: none"> • We will ask providers for staff feedback
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Human Rights – Reference those identified in Stage 1 (remove those that do not apply)

Article	Enhancing or Infringing	Impact and or difference will the proposal have	How will you know - Measures to evaluate
Right to Life	Enhancing	These proposals will ensure individuals with Complex Care needs can live independently, healthily, and safely within their local communities, participate in their communities, and explore their own interest and life choices.	<ul style="list-style-type: none"> • People and their families will tell us, and it will be clear from their care plans • We will ask for feedback using advocacy where appropriate • We will ask providers for staff feedback • Accommodation needs are incorporated into strategic planning documents • Development of local services
Right not to be tortured or treated in an inhumane or degrading way	Enhancing	These proposals will ensure individuals with Complex Care needs can receive appropriate care and support; promoting Positive Behavioural Support, closer family ties and specialised accommodation that allows for Positive Behavioural Support but can also sustain any behavioural reactions to stress.	<ul style="list-style-type: none"> • People and their families will tell us, and it will be clear from their care plans • We will work with providers and staff to understand any specific requirements for training • We will ask providers for staff feedback • Reduction in Housing Repairs

			<ul style="list-style-type: none"> • Reduction in incidents towards staff
Right to Liberty	Enhancing	These proposals will ensure individuals with Complex Care needs can live independently, healthily, and safely within their local communities, participate in their communities, and explore their own interest and life choices.	<ul style="list-style-type: none"> • People and their families will tell us, and it will be clear from their care plans • We will ask for feedback using advocacy where appropriate • We will ask providers for staff feedback • Accommodation needs are incorporated into strategic planning documents • Development of local services
Right to respect for private and family life, home, and correspondence	Enhancing	These proposals will ensure individuals with Complex Care needs can live independently, healthily, and safely within their local communities, participate in their communities, and explore their own interests and life choices. Individuals will be able to enjoy closer family ties and specialised accommodation that enables Positive Behavioural Support but can also sustain any behavioural reactions to stress, as it relates to their Complex Care needs.	<ul style="list-style-type: none"> • People and their families will tell us, and it will be clear from their care plans • We will ask for feedback using advocacy where appropriate • We will ask providers for staff feedback • Accommodation needs are incorporated into strategic planning documents • Development of local services • Reduction in Housing Repairs • Reduction in incidents towards staff
Right to freedom of thought, conscience, and religion	Enhancing	These proposals will ensure individuals with Complex Care needs can explore their own interests and life choices.	<ul style="list-style-type: none"> • People and their families will tell us, and it will be clear from their care plans • We will ask providers for staff feedback
Right to freedom of expression	Enhancing	These proposals will ensure individuals with Complex Care needs can explore their own interests and life choices.	<ul style="list-style-type: none"> • People and their families will tell us, and it will be clear from their care plans • We will ask providers for staff feedback

Protection from discrimination in respect of these rights and freedom	Enhancing	These proposals ensure commitment to the Scottish Government’s Coming Home Implementation Report (2022) and its vision for individuals with Complex Care needs, “to lead full, healthy, productive and independent lives in their communities, with access to a range of options and life choices”.	<ul style="list-style-type: none"> • Approval of the Complex Care Market Position Statement • Approval of the recommendations within the Complex Care Business Case
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Fairer Scotland Duty

Identify changes to the strategic programme/proposal/decision to be made to reduce negative impacts	<ul style="list-style-type: none"> • Alignment with the Scottish Government’s Coming Home Report and Coming Home Implementation Report (2022) to deliver equitable living for those with Complex Care needs. • Complex Care has been identified as a priority with the ACHSCP Strategic Plan and Delivery Plan (2022) • Participation in Scottish Government’s development of a National and Local Dynamic Support Registers to visualise and understand the scale of Delayed Discharge, Out of Area Placement and Placements at Risk of Breakdown, across Scotland
Identify the opportunities the strategic programme/proposal/decision provides to reduce or further reduce inequalities of outcome	<ul style="list-style-type: none"> • Future proofing access to specialised housing, for those with Complex Care needs, by embedding the need in Aberdeen City Council’s Strategic Housing Investment Plan. • Exploring capital projects with Care Providers and Registered Social Landlords • Non-recurring allocation of funding from the Scottish Government’s Community Living Change Fund • Highlights emerging training and skill requirements within the workforce • Partnership approach to addressing recruitment need across Complex Care and how it can be better supported

Health Inequality Impact Assessment Recommendations

What recommendations were identified during the HIIA process:

Recommendation	Recommendation owned by:	Date recommendation will be implemented by	Review Date
Share draft Complex Care Market Position statement for feedback by Care Providers	Jenny Rae, Programme Manager	11/08/2022	31/08/2022
Implement a regular meeting to share learning and best practice of Complex Care, across NHS, ACHSCP and Care Providers	Jenny Rae, Programme Manager	11/08/2022	31/08/2022

Monitoring Impact – Internal Verification of Outcomes

How will you monitor the impact this proposal affects different groups, including people with protected characteristics?

<ul style="list-style-type: none"> • Individual Care Plans • Advocacy of Staff and Family • Development of a Dynamic Support Register • Care Inspectorate Reports • Complex Care specialised accommodation needs are incorporated into Aberdeen City Council's Strategic Housing Investment Plan

Procured, Tendered or Commissioned Services (SSPSED)

Is any part of this policy/service to be carried out wholly or partly by contactors and if so, how will equality, human rights including children's rights and the Fairer Scotland duties be addressed?

<p>Complex Care services are provided by external care providers as part of a procurement Complex Care Framework. Health & Inequality Impact Assessments are a necessary requirement of the procurement process for any care provider to be part of the Complex Care Framework.</p>

Communication Plan (SSPSED)

Please provide a summary of the communication plan which details how the information about this policy/service to young people, those with a visual or hearing sensory impairment, difficulty with reading or numbers, learning difficulties or English as a second language will be communicated.

These proposals will be available online and have been designed to meet accessibility needs and to be used with screen readers. The Programme Team responsible for these documents regularly attends a Public Engagement and Empowerment Group (PEG) where these proposals can be discussed with individuals with lived experience of Mental Health and/or supporting another individual with their Mental Health or Learning Disabilities. Other formats of, or support to understand, these proposals will be available on request.

Signed Off By: Jenny Rae, Programme Manager

Name Strategic Lead: Alison MacLeod, Lead Strategy Performance Manager

Date: 3/10/2022

