

MINUTES – PUBLIC

Meeting	Integration Joint Board (IJB)
Date, Time and Place	Thursday 8 November 2018 at 2pm Bressay Room, NHS Shetland (NHSS) Headquarters, Montfield, Burgh Road, Lerwick, Shetland
Present [Members]	<p><u>Voting Members</u> Natasha Cornick Allison Duncan Jane Haswell [Substitute for Shona Manson] Emma Macdonald Robbie McGregor Marjory Williamson</p> <p><u>Non-voting Members</u> Simon Bokor-Ingram, Chief Officer/Director of Community Health and Social Care Maggie Gemmill, Patient/Service User Representative Jim Guyan, Carers Strategy Group Representative Denise Morgan, [Substitute for Martha Nicolson, CSWO] Ian Sandilands, Staff Representative Edna Watson, Senior Clinician – Senior Nurse Karl Williamson, Chief Financial Officer Pauline Wilson, Senior Clinician: Local Acute Sector</p>
In attendance [Observers/Advisers]	Claire Derwin, Self-directed Support Officer/Care Lead, SIC Sheila Duncan, Management Accountant, SIC Karen Hannay, Support Worker (Carer Projects), Voluntary Action Shetland Jan Riise, Executive Manager – Governance and Law, SIC Lisa Watt, Service Manager Primary Care, NHS Leisel Malcolmson, Committee Officer, SIC <i>[note taker]</i>
Apologies	<p><u>Voting Members</u> Shona Manson</p> <p><u>Non-voting Members</u> Susanne Gens, Staff Representative Catherine Hughson, Third Sector Representative Sue Beer, Substitute for Third Sector Representative</p> <p><u>Observers/Advisers</u> Ralph Roberts, Chief Executive, NHS</p>
Chairperson	Marjory Williamson, Chair of the Integration Joint Board, presided.
Declarations of Interest	Mr Duncan declared an interests in item 3 “Carers Information Strategy Update” as he is a Director of Voluntary Action Shetland.

	Ms Watson declared an interest in item 4 “Intermediate Care Team Update” as she is the Service Manager responsible for the intermediate care team.
Minutes of Previous Meetings	<p>The minutes of the meetings held on i) 5 September 2018 and ii) 21 September 2018 were confirmed on the motion of Mr Duncan, seconded by Ms Macdonald, with the exception of the following:</p> <p><u>5 September 2018 - Min. Ref. 26/18 “Financial Monitoring Report to 30 June 2018”</u> – Page 4 first paragraph last sentence change to read “...not possible to say...”; and</p> <p><u>21 September 2018 – Sederunt</u> – “... substitute for Catherine Williamson” should read “substitute for Catherine Hughson”.</p>
34/18	Annual Chief Social Work Officer Report 2017/18
Report No. CS-34-18-F	<p>The IJB was presented with an Annual Report 2017/18 by the Chief Social Work Officer that provided information on the functions of the Chief Social Work Officer role and delivery of the local authority’s social work services functions.</p> <p>The Vice-Chair expressed concern that the Chief Social Work Officer was not present to answer the many questions that would arise from this report and moved that consideration of the report be deferred to a future meeting where she can be available. Ms Cornick seconded stating that she too had questions to raise.</p> <p>A suggestion was made however that the Chief Social Work Officer’s substitute was present and would be able to answer questions.</p> <p>In providing advice to the IJB, the Executive Manager – Governance and Law stated that the IJB do allow extensive powers of substitution and depending on how well Ms Morgan, Acting Chief Social Work Officer, had been briefed it would be appropriate for consideration of this item to proceed, and cautioned that there may be recommendations within the Annual Report that may require a decision. A further suggestion was made that future reports of this nature should focus on matters that were specific to the role and function of the IJB albeit drawn from the Annual Report.</p> <p>The Acting Chief Social Work Officer said that she had prepared a briefing for this meeting but did not have an opportunity to be briefed by the Chief Social Work Officer and may not be able to answer every question that might be asked. The IJB agreed that the report be deferred to a future date.</p> <p>The Executive Manager – Governance and Law added that it would be helpful and more efficient use of the IJB’s time if a range of questions had been prepared that they were passed in advance</p>

	to the Chief Social Work Officers so that she can liaise with colleagues and better prepare when the report is presented next to the IJB
Decision	The IJB DEFERRED consideration of the report to a future meeting of the IJB.

35/18	Winter Plan for Ensuring Service Sustainability including the Festive Period 2018-19
Report No. CC-48-18-F	<p>The IJB considered a report, by the Director of Nursing & Acute Services and the IJB Chief Officer that presented the Winter Plan 2017-18 which described the health and social care service provision and special arrangements that will be put in place during the festive season, by NHS Shetland and Shetland Islands Council, through the winter period.</p> <p>The Chief Officer introduced the report and advised that the same format was used as had been presented before. In responding to a question he advised that although this Plan is considered operational, it is presented each year to the IJB as part of an explicit instruction from the Scottish Government. The Winter Plan is therefore presented to the NHS Board and the IJB to give assurance that services will be provided through the winter and festive season in a way that does not damage the performance of the IJB's Strategic Plan.</p> <p>The Chief Officer explained that a joint advert would be run to help the public understand how to access services over the festive period. He said that a lot of planning had gone into this Plan with good measures being put in place. The Chief Officer explained that a joint meeting will be held between Health and Social Care and Acute Services to do a test run through the Winter Plan.</p> <p>Concern was expressed that the North Isles no longer have their own Pharmacy Services and the Chief Officer was asked what would happen if there were occasions that the ferries do not run for a few days due to bad weather. The Chief Officer said that the Pharmacy Services work hard to ensure that there are sufficient stocks in place for such events. He said patients must take responsibility for ordering their medication to see them through the season but in the event of emergency situations there will be stocks of particular medicines held in the Island surgeries. In providing assurance, the IJB were reminded that emergency procedures are in place for any unforeseen situation throughout the year but by planning for the winter season the Plan provides a higher level of assurance that planning has been done. The IJB were reminded that there are other island areas that have no pharmacy service in place so there is experience in this area already.</p> <p>Reference was made to the gritting service and the issues that were raised following concerns expressed by staff working on</p>

	<p>public holidays. The IJB were informed that the Council's Road Service had presented a report to its Environment and Transport Committee on Interim Measures for this winter following last year's concerns. It was also noted that the Community Health and Care staff can call out the gritting service if there assistance is needed to get to vulnerable patients.</p> <p>In response to concerns regarding Mental Health Service provision over the festive and the IJB were advised that the mental health service will be supported by the out of hours Psychiatry Service this year. Following some discussion it was agreed that the Winter Plan would be amended to clarify this position.</p> <p>Reference was made to pages 19 and 20 of the Winter Plan and Community Care Services. Reassurance was given that the services provided to users over the winter period involves all parties including the client, their families, or anyone named as providing an alternative to 'normal service, to ensure that no one is left not cared for, as well as ensuring that there is not overprovision of care. It was acknowledged that communication is key and where circumstances may change for a family, they can contact the out of hours service and request a visit for their family member. It was acknowledged that this level of support has been well established for some time. It was suggested that more detail be included in the Winter Plan in the future.</p> <p>In terms of spare capacity in care homes, the Chief Officer confirmed that this is used for emergency respite where someone needs short term residential care initially. He said that Care Centres are used as a step up or a step down in the level of care required, as appropriate.</p> <p>In regard to this year's flu fair, the Chief Officer confirmed that there will be figures available on the uptake numbers. He said that there had been a real push to encourage staff working in the care sector to take the offer and flu fairs would be run in localities during the next month.</p> <p>The IJB unanimously approved the Winter Plan 2018-19.</p>
Decision	The IJB APPROVED the Winter Plan 2018-19.

36/18	Carers Information Strategy Update
Report No. CC-46-18-F	<p>The IJB considered a report by the Self-directed Support Officer / Carers Lead that provided an update on the progression of the Action Plan for the 2016 -2020 Carers Information Strategy.</p> <p>The Self-directed Support Officer / Carers Lead introduced Karen Hannay who is a Carers Support Worker with Voluntary Action Shetland and is the Chair of the Carer's Strategy Group.</p>

The Self Directed Support Officer introduced the report and commented on the good progress made against the previous action plan with new areas added to ensure carers are supported. She advised that the IJB will use the report to estimate local cost to implement the Carers Act over the next financial year with the Carer's Strategy Group.

In responding to questions the Carers Support Worker advised that her service works with the Citizen's Advice Bureau to promote the improvements in benefits to carers and for new carers. She also advised that the Scottish Government had introduced a Carer supplement which is an increased carers allowance in line with job seeker's allowance which could amount to £200 over six months if caring since April 2018. The Carers Support Worker advised that there is to be a Carer's Rights Day and there could be more focus put on payments available to carers.

Reference was made to the funding received as part of the new Carer's Act and that only £75k was put towards its implementation. It was stated that there are approximately 2000 unpaid carers (self-identified through census) entitled to support plans with only 400 of these formally identified through our recording systems. No consideration has been given to training staff to do the care plans as this is part of the existing With You For You training.

The Chief Financial Officer reminded the IJB that £260k was received as part of the overall Scottish Government settlement and that £75k was only the notional sum suggested by the Scottish Government for the implementation of the Carers Act. He said that all known costs associated with the Act have been built into the 2019/20 budgets and that any additional costs will be monitored and factored into subsequent budget setting cycles. The IJB Carer's Representative advised that he would attend a Carer's Collaborative event on 20 November in Edinburgh and it was agreed that he would raise the issue of funding at that meeting. The Self Directed Support Officer advised that the Scottish Government have identified the need for an incremental increase over the first 5 years which will be significantly more than in the first year, and Shetland is likely to receive more funding next year.

During further discussion the IJB considered the impact on a carer's work/life/care balance and the harm that being a carer can have on someone and the local economy. It was noted that employers are not always supportive and there is a piece of work to understand the impact on the local economy. It was noted that because adult support plans are personalised to individual carers therefore if work/life balance is identified as a need it would be included within the support plan.

When discussing budgets and funding for the third sector the Chief Financial Officer said that it was important to consider what

	<p>the outcomes should be and the best way to achieve that. He said that all future budgets will have Voluntary Action Shetland and Citizen's Advice Bureau services included if they are deemed to be the best value for money solutions to achieve required outcomes.</p> <p>The IJB went on to discuss how information is recorded in terms of who receives the carer benefit and it was acknowledged that young people are not counted as they are considered to be in full time education. The Carers Support Worker advised that there is a duty to provide information as part of a census and this is submitted twice a year. She said that it had created an impetus for stream lined data around carers.</p> <p>Members welcomed the next report that would include costs and activities in order to inform future budgeting.</p> <p>In response to a question on why recording had not been done in the past, the Acting Chief Social Work Officer informed the IJB that the definition of carer had changed and people have agree to be identified as a carer but they can also decline to do so. The Self-directed Support Officer said that improvements in record keeping will be made in light of the new Carers (Scotland) Act as it is now a duty to make census returns, information will be more accurate in the future.</p> <p>The Executive Manager – Governance and Law provided clarity around the decision required at paragraph 1.3 of the report and the importance around the issuing of a direction. He commented that the opportunity to issue a Direction, at the January meeting, should not be missed.</p> <p>At the request of the Chair, it was agreed that the future report would include census data and information on types of care, age and demographic.</p> <p>The IJB unanimously noted and accepted the Action Plan 2016-2020.</p>
<p>Decision</p>	<p>The IJB:</p> <ul style="list-style-type: none"> • NOTED and ACCEPTED the progression of the Action Plan for 2016 -2020 Carers Information Strategy in line with enacting the Strategy itself. • NOTED the new duties it had in relation to Carers under the Carers (Scotland) Act 2016, (see 2.4); and • NOTED the funding mechanisms to support the Strategy and recognised the importance of monitoring costs over the next financial year in order to ensure continued progress to meet the needs of carers in terms of the new Carer (Scotland) Act 2016 (see 3.2 – 3.4), with a Direction to be brought to the next meeting that sets out costs and activity.

37/18	Intermediate Care Team Update
Report No. CC-42-18-F	<p>The IJB considered a report by the Chief Nurse (Community) which presented an update on the progress of the Intermediate Care Team from inception to current date.</p> <p>The Chief Nurse (Community) introduced the report and provided a summary of the update attached to the report. She also reported on the appointments made and the gaps that remain in staffing. In responding to a question she advised that the post of Advanced Nurse Practitioner would be re-advertised in January in the hope to attract someone looking for a new opportunity in the New Year.</p> <p>Reference was made to paragraph 2.5 of the report, and the Chief Nurse responded to a question and advised that in terms of positive outcomes for individuals that in addition to those who had a reduced dependency score following a period of reablement support, that those individuals who maintained their dependency score at a previous, pre illness level, were also recognised as having a positive outcome in that the individual had improved to the extent that they had regained their previous level of independence.</p> <p>Some discussion was held around the issue of car insurance for the NHS crown vehicle and the issues that have arisen as a result of local authority staff, who are part of the integrated team, not being able to drive the vehicle under crown indemnity. The IJB were advised that this was a national issue and that the Chief Financial Officer informed the IJB that a solution was actively being sought and it was agreed that once the issue had been resolved a briefing would be issued to members by email.</p> <p>The IJB commented on the positive report and noted that this demonstrated what integration was about.</p> <p>At the request of the Chair the Chief Nurse explained how the provision of services works across Shetland and the Isles when the core Team is Lerwick based.</p> <p>In considering the decision required the IJB agreed that 1.2 should read "...clinical and care pathways...". It was also noted at paragraph 1.3 that the Intermediate Care Team updates would now be provided in the standard quarterly performance reports.</p>
Decision	<p>The IJB:</p> <ul style="list-style-type: none"> • NOTED the update provided on the progress of the Intermediate Care Team from inception to current date; • AGREED the Intermediate Care Team had become a key part of the clinical and care pathways locally for supporting the shifting the balance of care agenda and as such should

	<p>be considered as business as usual;</p> <ul style="list-style-type: none"> • AGREED any further reporting to the Integration Joint Board should be provided in the standard quarterly performance reporting.
--	---

38/18	Primary Care Improvement Plan Update
<p>Report No. CC-43-18-F</p>	<p>The IJB considered a report by the Service Manager Primary Care that presented the updated Primary Care Improvement Plan, as per the requirements of the Scottish GP Contract (the contract), which came into effect on 1 April 2018.</p> <p>The Service Manager Primary Care introduced the report and explained the purpose of presenting the plan that had not changed and advised that the Action Plan had been presented to provide an update.</p> <p>The Service Manager Primary Care informed the IJB that there had been a lot of data gathering and analysis from the data coming from services and a Health Care Support Workers had been appointed as per the initial actions in the plan. She explained that the funding had gone through without issue and the intention would be to do work around primary care premises and provision with a report brought forward in January 2019.</p> <p>The Senior Clinician – Senior Nurse advised that during a visit from the Scottish Government’s General Practice Nursing Team there had been very positive comments made about the work in progress and they were holding Shetland up as an exemplar.</p> <p>Concern was raised in regard to the vaccination services set out in page 7 of the appendix and how that service would be administered and how the workload can be accommodated. The Service Manager Primary Care advised that the Hillswick Surgery is already the Yellow Fever Centre for Shetland so vaccines are not only administered in Lerwick. She said that the issue with travel vaccines is the number of staff that have retired and on the face of it, it appeared that there was not enough throughput to keep skills up. She explained that in places such as Aberdeen vaccines are carried out through a community pharmacy service but Shetland is not equipped for that. She explained that demand needs to be met in a structured way, and that the Senior Clinician – Senior Nurse was heading a team that had highlighted that the demand is greater than expected but there is a need for one person to have oversight of the process. In responding to a further question the Service Manager – Primary Care said that there is no specific obligation on the NHS to provide this service but if there is no provider and someone were to contract malaria, for example, it was in the interest of the health service to provide the vaccine service.</p> <p>The Senior Clinician – Senior Nurse explained that the Team</p>

	<p>Leader who is currently providing the Travel vaccination service assesses all the patients and prescribes the vaccines but it would then be administered by a practice nurse. She explained the numbers of people waiting to be treated and said that there is not currently sufficient capacity to provide this service and therefore further staff would undergo training at the end of November and the service model reviewed to provide a Shetland wide service. She added that this service had the potential to be income generating for the IJB.</p> <p>Reference was made to the Asset and Property implications paragraph and it was suggested that there were implications as there is a need to use other buildings. It was noted that there were no implication on the existing properties but there are implication in terms of financial risks due to the costs of using other buildings. The Service Manager - Primary Care said that she would amend the wording of the paragraph for clarity in the future.</p> <p>The IJB discussed the matter of training required for GPs and other professionals. It was agreed that the matter of training for GPs and other professionals would be raised as an issue for future budgeting.</p> <p>In responding to a question regarding Practice core hours, referred to at page 156 it was noted that the matter of extended hours had been raised with the Scottish Government. The Service Manager – Primary Care advised that Shetland is unable to attract all the funding available whereas independent practices can. She said however that opening hours will be looked at and how the service can be delivered to help working people and carers who need a service that is fit for 2018.</p> <p>At the request of the Chair the Senior Clinician – Senior Nurse provided an update on the key priorities in Appendix 2 and she advised that she would provide a briefing on general practice nursing.</p> <p>The Chair further requested that more detail be included in future reporting of Appendix 2, on how far along towards completion the actions are.</p>
Decision	<p>The IJB:</p> <ul style="list-style-type: none"> • NOTED the submitted Primary Care Improvement Plan; • COMMENTED on the progress outlined in the Action Plan; • INSTRUCTED that a report on providing sustainable Primary Care services in Shetland will be presented to the IJB on 23 January 2019, with a proposed DIRECTION for IJB approval.

The meeting concluded at 4pm.

.....
Chair