

DIRECTION FROM THE SHETLAND ISLANDS INTEGRATION JOINT BOARD (“IJB”)

ISSUED UNDER SECTION 26(1) OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014

Direction: Community Care Resources		Direction to: Shetland Islands Council		Overall Budget allocated by IJB for Direction: £13,475,785	
Reference Number: 2.4		Relevant Function(s): Community Care Resources (residential care, care at home, day care)		Review Date: September 2022	
IJB Report(s) Reference Number: CC-07-22-F					
Date Direction issued/authorised by IJB: 9 th March 2022		Date Direction takes effect: 1 st April 2022		This Direction supersedes existing Direction: DIR002.4/16.07.20/CC-15- 20/01	
How does the Direction link to:	Strategic Plan Actions and Outcomes: 1,2,3	IJB Key Priorities: 2,3,4,5,7,9,10,15,17,18.	National Health and Wellbeing Outcomes: 1, 2, 3, 4, 6, 7,9	National Planning and Delivery Principles: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12.	

Purpose of Direction

The provision of:

- Residential Care for long term and short breaks (respite)
- Day Services
- Care at Home
- Domestic
- Meals on Wheels

Continue to look for opportunities to shift the balance of care and promote individual choice. Apply principles of Self-Directed Support for all elements of care.

Overarching Directions to Function(s)	
Directions:	Performance / Objective(s):
<p>Provision of:-</p> <ul style="list-style-type: none"> Residential Care Services Day Care Services Care at Home Domestic Meals on Wheels <p>Maintain high quality services which meet the needs and outcomes of service users</p>	<p>The assessment of need for Community Care Services takes an increasingly 'assets based' approach. It starts from a consideration of what an individual is able to do for themselves and works outwards towards statutory provision promoting choice and control through Self Directed Support. The service supports staff to be mobile, flexible and working to their maximum skill set across the service working closely with GP's and Community Nurses to ensure that needs are met in line with the wishes and aspirations of service users. An emphasis is maintained on how best to improve people's wellbeing with a focus on early intervention and preventative services; utilising emerging technology to support people to live independently at home.</p> <p>Contribute to the delivery of local priorities that support the community to have improved health and wellbeing, lead healthy lives that maintain independence and allow people to contribute to society in a positive way through Our Plan 2016-2020; Shetland's Corporate Plan; The Joint Strategic Commissioning Plan; and the National Health and Wellbeing Outcomes.</p> <p>Performance Reporting/KPIs</p> <ol style="list-style-type: none"> 1) Assessments completed by target date, 2) Outcomes being met on With You For You assessments, 3) Reviews completed within time limits, 4) Intensive home care provided as an alternative to residential 5) Percentage of last 6 months of life spent at home or in a homely setting 6) Care Inspectorate Grades

Improvement Plan							
Expected Outcomes	Actions	Forecast on performance	Interdependencies (i.e. between performance, funding, workforce, partners)	Risks and steps to mitigate	Project reference number	Budget breakdown – list source and amount of funding / savings	Milestones; deadlines; and/or review dates
Reduction in admission to care homes for mainland Shetland residents	Introduction of scheduled overnight care at home across mainland Shetland	2% reduction in admission to care homes for mainland Shetland Residents.	Funding- salary underspend and savings in relation to mileage claims following introduction of CCR fleet vehicles. Linked to future planning in relation to unscheduled overnight care to reduce unnecessary admission to hospital.	Recruitment challenges. Financial challenges in relation to 'scaling up' from savings achieved elsewhere	2020/1	Met from within budget allocation	Quarterly reviews
Reduced risk of frailty due to undernutrition.	Enhanced Nutritional Support to reduce the impact of frailty (Direct contact with social care staff funded within existing resources	5% reduction in meal preparation visits in Lerwick, Scalloway, Burra, Tingwall and South Mainland.	Saving source- Care at Home Central, Overtonlea and Wastview	Challenges with recruitment. Mitigate through Modern Apprentice programme, careers advice, and recruitment with relocation measures. Adopting an 'across the board'	2020/2	Met from within budget allocation	Quarterly reviews

				approach to promoting jobs in health and social care			
Enhanced support for carers	Extended Day Care at ET and Taing House to include extended hours and 'drop in' facility	5% reduction in care at home visits for clients attending extended day care service	Saving source – Care at Home Central and residential respite	Recruitment challenges as above	2020/3	Met from within budget allocation	Quarterly reviews

Accountability and Governance

Quality Grades from Care Inspectorate are reported to Joint Governance Group and SIC Audit Committee

Improvement plan activity and impact reported to IJB with any related issues in relation to Best Value, Capital and Revenue expenditure and service plans and charges for Council services.