

Meeting: Highland Health & Social Care Committee

Meeting date: 17 January 2024

Title: Chief Officer Assurance Report

Responsible Executive/Non-Executive: Pamela Cremin, Chief Officer

Report Author: Pamela Cremin, Chief Officer

1. Purpose

To provide assurance and updates on key areas of Adult Health and Social Care in Highland.

2. Major Redesign Programmes

Caithness Redesign

Caithness Hospital design:

- the development of the refurbishment plan is underway and remains on track in line with draft programme.
- Programme dates are to be presented for ratification at the next Programme Board.
- the clinical models are developing to the point where they have informed the Schedule of Accommodation to support the design effort.
- the clinical output specification has supported the development of clinical work strands in all areas.
- The workforce plan has some way to go however there is sufficient information for progress to be made quickly and time to accommodate that.

The Caithness community and community hubs elements are moving at pace on the following elements:

- A workforce plan is in development with a hard stop date of March 2024.
- The bed modelling and the interdependency with the Hospital is being revisited.
- The translation of the strategic concept to an operational plan has not taken place with sufficient detail. This is now being addressed and a supporting plan is in development with a hard stop date of March 2024 and will run concurrently with the workforce plan.
- Engagement with Adult Social Care has not taken place sufficiently - this has been acknowledged and is now being addressed. The Adult Social Care elements will be integrated into the mainstream planning processes.

An update will be provided at the next HHSCC about the progress of the North Coast Hub design and the ongoing engagement of primary care in the design and delivery of the SPOC and the other redesign elements.

Lochaber Community Redesign

The Lochaber Community main elements are focussed around the following work streams: .

- Project 1 – Living/ Waiting Well
- Project 2 - Developing Care at home service and MDT support worker roles
- Project 3 – Single Point of Access (SPOA) Service
- Project 4 – Frailty service
- Project 5 – Intermediate Care Services

The project topics represent the priority areas of focus for redesign and development of a high-level programme of work aligned to the Local Care Model Framework incorporating the Rainbow Model, developed in Caithness and the North Coast. They were identified during the four service oriented workshops that were held locally between July and November 2023 as crucial to, and in support of, the hospital-based redesign work.

The projects demonstrate the interoperability and mutually supportive approach across health development in Lochaber.

Storm Gerrit

Storm Gerrit which impacted between the Christmas and New Year period was well responded to by community and operational teams and the multi-agency partners. Despite a time of core staffing and maximum staff on leave across all agencies, the resilience and professionalism and capability shown by individuals and District teams across Highland community is commendable and the Committee should take assurance that Care for People systems were stood up with effective outcome and mobilisation of multiple systems and responses, bringing solutions to some very difficult situations as a result of the storm conditions and its impact. It is very much appreciated that staff worked very hard and over their hours at times, to ensure that the services and our systems were safe and operational.