



Lochaber Health & Social Care Redesign

including the latest on the new
Belford Hospital

USE:

Questions and Answers No.3 Version 1.0

ISSUE DATE:

22nd August 2019

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Background

This document should be read in conjunction with the Question and Answer (Q&A) Document [Q&A No 1, 22nd August 2017](#) and [Q&A No2, 28th March 2018](#), available on NHS Highland website.

NHS Highland has confirmed that a replacement for the Belford Hospital in Fort William is required as part of a wider redesign of local health and social care services in Lochaber. The redesign will look at the balance between services provided at home, in the community, in care homes as well as in the hospital.

Question & Answer No. 1, published in August 2017, largely focussed on what will be provided in the new hospital. Question & Answer No. 2, published in March 2018, focussed on issues such as workforce, service planning and hospital planning. These have prompted a number of follow up queries which we summarise below.

Questions and Answers

Update on Progress

Is there really going to be a new Belford Hospital?

Yes. The board of NHS Highland has already made the decision to replace the Belford Hospital and that the replacement will remain as a Rural General Hospital.

The job in hand now is to build a case for what services need to be provided both in the community and in the new Belford. In making the case for investment, the board will be expected to take into account many factors, including:

- Changing demands
- New or altering community services
- Age-related demography
- Technological opportunities
- Medical and surgical advances
- Planning developments
- Clinical guidelines and standards

In Q&A No. 1, issued in August 2017, you indicated that you expected the new hospital to be constructed during 2020/21. What is the current schedule?

There is a set process for NHS boards to follow in securing Scottish Government funding known as the Scottish Capital Investment Manual (SCIM). The first stage was the Strategic Assessment and this was the purpose of the public event in August 2018. A major capital project involves a five-year programme and the proposed completion date for this project is March 2023.

Why the delay?

The 2021 date was an insufficient estimation due to the absence of a proper plan. Now that a more detailed plan has been established, we have greater confidence in the achievable date of 2023.

There was also a revision to the SCIM procedure with the introduction of the Strategic Assessment process which then had to be completed retrospectively. The following is a summary of the anticipated programme:

Year	Milestone	Progress
2015	Site for new Rural General Hospital purchased	Complete
2015	Steering Group set up	Complete
2015 - 17	Pre-engagement	Complete
2018	Submit strategic assessment	Complete
2019	Submit Initial Assessment	Planning for October
2020	Submit Outline Business Case	Planning for March
2021	Submit Full Business Base	Planning for January
2021	Construction underway	Planning for April
2022 - 23	Construction complete	Planning for December to March

What steps yet need to be taken before we can start building the new hospital?

The next major milestone is finalising the Initial Agreement which defines the clinical services, and the workforce plan to deliver these services, as well as the strategic and economic case for the new build.

We have to follow the Scottish Capital Investment Manual (SCIM) process for all business cases. In addition to the clinical model and workforce plan we will also consider which departments and facilities need to be located next to each other.

Given the recent changes to NHS Highland's leadership, do you expect there to be any changes to the redesign of health and social care in Lochaber?

The redesigns currently underway are unaffected by changes in personnel.

Community Services

Who is currently providing care at home services across Lochaber?

We have contracts with independent care providers to deliver care at home as well as NHS Highland staff delivering care at home. Specifically, the independent organisations currently providing care at home in Lochaber are:

Castle Care

Lochaber Day and Night Owls

Crossroads Care

Is the community involved in the proposed redesign?

Yes. We have community representatives on all our redesign groups.

If possible, most people want to be looked after in their own home. How confident are you that you have sufficient capacity to provide support to allow this to happen?

This is a challenge for many remote areas in Scotland. The draft clinical model aims to have more community based rehabilitation and more care at home provision to support this. We are planning for this in the redesign of services and are confident that we can increase the support in the community.

Are you confident we have the right number of care home places in Lochaber to prevent people from having to out of this area?

No. There is a constantly changing balance between care home places, care at home and hospital beds. Flexibility, particularly in the use of care home beds, can allow people to be cared for closer to home, return home faster and potentially avoid a hospital stay.

It is always difficult to balance the provision of care homes with care at home. Generally people want to be cared for at home but there is still a need for care homes whether residential or nursing care providers. Occasionally we may need to ask people to accept an out of area place in a care home but we will always seek to get them back into their locality where and when this is possible.

What is the future of Dail Mhor likely to be?

The recent meeting with the local community confirmed that the re-opening of Dail Mhor has been successful. NHS Highland has committed its support for the new service by making all of the jobs within Dail Mhor permanent positions, investing in the building with Wi-Fi, the planned installation of Near Me and Person Centred Software. It is difficult to predict the final service provision and a survey is currently underway locally with the community. NHS Highland staff continue to explore and work jointly with the community to create innovative methods of support.

What was the outcome of the review of Learning Disabilities Services?

The NHS Highland review is still in progress, however local services continue to work across Lochaber as part of the integrated health and social care team.

What was the outcome of the recent Day Care Charging Review?

An extensive review and wider impact assessment was considered by NHS Highland Health and Social Care Committee on 15th January 2019, where it was decided to implement a new weekly contribution, based on the actual number of days' the person attends. These new contribution levels apply with effect from 1st April 2019 and it has been agreed by NHS Highland that this rate will remain unchanged until at least April 2021.

- If the person attends for just one day, the contribution of £7.50 per week will continue to apply.
- For those attending two days, the contribution will be £10 per week.
- For those attending three or more days, the total contribution payable will be

capped at a maximum of £15 per week.
NHS Highland has not taken this decision lightly. However, the charges have been revised to ensure that the amount paid is spread fairly across attendees and the day care service is sustainable across Highland.

What changes to patient care are likely to result from the new GP contract?

The new GP contract was agreed at a national level between the Scottish Government and doctors' representatives and will be implemented in a phased manner from 2018 to 2021. The aim of the contract is to allow GPs to have more time with patients where their skills are most needed, in particular allowing them to focus on the care of those with complex medical needs in the community. GP practices already work closely with a range of other health professionals such as community nurses, physiotherapists, occupational therapists, dieticians and the community mental health team.

The new contract aims to strengthen and extend the services offered by these teams. As part of this, patients may find that some services, which were previously provided by their GP practice, are in the future provided by another community health care professional such as an advanced nurse practitioner, physiotherapist or primary care pharmacist. Services will be provided as close to the patient as possible, and most appropriate. Work is going on throughout NHS Highland and nationally with the short life Remote and Rural General Practice Working Group (RRGPWG) to ensure the specific needs of patients, who are registered with a remote and rural GP practice, are catered for.

How is NHS Highland tackling the recruitment challenges in Lochaber?

Discussions are ongoing around redesigning jobs to make them more attractive and NHS Highland is being supported in this by the Scottish Government. For example, we are looking at rotating doctors between different hospitals, building in time for additional training etc. NHS Highland is trying to make job roles more flexible and attractive.

Which staff groups are particularly affected?

There is a problem across most staff groups including consultant physicians, consultant surgeons, doctors in training, radiographers, physiotherapy, podiatry, nursing, care at home and, social work.

Is there anything the local community can do to assist with recruitment?

Yes – please share and promote any job adverts as far and as widely as possible. We utilise NHS Highland social media to publicise jobs but with the community's involvement and connections too, that social network coverage would be more impact.

The NHS Highland attends the Lochaber Careers fair every year to talk to school pupils about the range of diverse career opportunities available within the NHS. The NHS may also, on occasion, undertake specific activity within schools or the community to raise awareness of particular areas of employment which are experiencing a recruitment shortage, such as carers.

Care roles provide flexible employment opportunities which can be well suited to different groups such as the recently retired, school leavers, people looking for a

career change or simply as part time employment.

Question & Answer No 3

It is also important for everyone to be thinking about what is required to look after general health and well-being of the local population. We will also actively engage with younger people to hear direct from them about their views on services.

It is often the case that we all focus on services provided in hospitals. Thankfully most people spend only a tiny amount of time receiving hospital care. Thinking about the range of local services and support is really important and will be the focus of Q&A No.3. Please send in any questions you have and the group (*) will seek answers on behalf of the local community.

We plan to publish the next Q&A No 3 in June 2018.

A local communications and engagement group has been set up to support the redesign. The Terms of Reference for the communications and engagement group can be found [Here](#)

You can find out more information on the NHS Highland website [Here](#)