



**REPORT TO:** East Lothian Integration Joint Board

**MEETING DATE:** 14 December 2023

**BY:** Chief Officer

**SUBJECT:** Planning Older People's Services – update on engagement and process

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## **1 PURPOSE**

- 1.1 To provide IJB members with an update on engagement and consultation activity to date and outline next steps.

## **2 RECOMMENDATIONS**

The IJB is asked to:

- 2.1 Note the content of the report.
- 2.2 Acknowledge and agree that sufficient engagement has been undertaken and details gathered to inform the next stage of the Planning Older Peoples Services project.
- 2.3 Note that a similar update report was presented to the SPG on 23<sup>rd</sup> November 2023.

## **3 BACKGROUND**

- 3.1 The Community Hospitals and Care Homes Provision Change Board final report<sup>1</sup> was agreed by the IJB on the 23<sup>rd</sup> February 2023. As part of that report, the ELHSCP Chief Officer was asked to bring back options for the development of older people's services with a continued focus on community capacity.
- 3.2 In order to explore and develop these options the Chief Officer established a provisioning strategy project team in March 2023. Subsequently a paper outlining the proposed engagement and consultation process was agreed by the IJB on 23<sup>rd</sup> March 2023<sup>2</sup>.

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<sup>1</sup> <https://www.eastlothian.gov.uk/pfap>

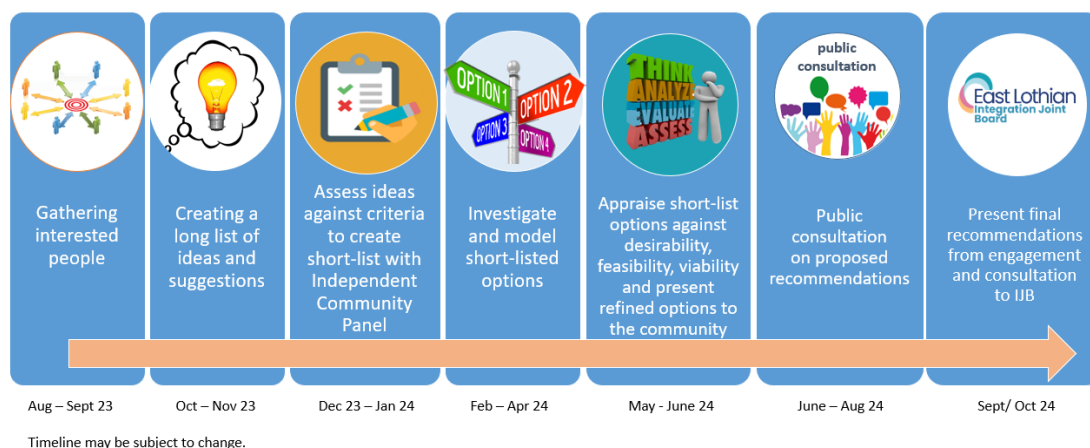
<sup>2</sup> [https://www.eastlothian.gov.uk/meetings/meeting/16964/east\\_lothian\\_integration\\_joint\\_board](https://www.eastlothian.gov.uk/meetings/meeting/16964/east_lothian_integration_joint_board)

3.3 This report is the first progress update to IJB members on engagement progress to date.

## 4 ENGAGEMENT

4.1 Our engagement and consultation strategy<sup>3</sup>, plan<sup>4</sup> and timeline was developed in collaboration with the Consultation Institute. This piece of partnership working commenced in March 2023 and culminated in the project receiving its certificate of consultation readiness in August 2023.

### Timeline



4.2 The first stage of engagement commenced in August 2023 and closed at the end of November 2023. This stage has involved extensive face to face and online sessions with key stakeholders, a survey<sup>5</sup>, development of a 'DIY engagement pack', poster distribution, a social media campaign, radio and newspaper segments / articles and formation of an Independent Community Panel.

4.3 To date (27/11/23) the key metrics are:

- 25 face to face sessions to 423 participants including an IJB Development Session on 23<sup>rd</sup> October 2023.
- 10 online sessions to 139 participants.
- 134 survey responses.
- 3 rounds of social media advertising (12<sup>th</sup> September, 21<sup>st</sup> September and 6<sup>th</sup> October) has resulted in a total reach of 25,040 and engagement with 626.
- We issued posters week commencing 27<sup>th</sup> October 2023 to a large variety of East Lothian Council and NHS Lothian sites (e.g. council

<sup>3</sup>

[https://www.eastlothian.gov.uk/downloads/file/31754/east\\_lothian\\_community\\_hospitals\\_and\\_care\\_homes\\_project\\_communications\\_and\\_engagement\\_strategy](https://www.eastlothian.gov.uk/downloads/file/31754/east_lothian_community_hospitals_and_care_homes_project_communications_and_engagement_strategy)

<sup>4</sup>

[https://www.eastlothian.gov.uk/downloads/file/32120/community\\_hospitals\\_and\\_care\\_homes\\_project\\_consultation\\_and\\_engagement\\_plan](https://www.eastlothian.gov.uk/downloads/file/32120/community_hospitals_and_care_homes_project_consultation_and_engagement_plan)

<sup>5</sup> <https://eastlothianconsultations.co.uk/communications/services-for-older-people/>

offices, libraries, sports centres, schools, Care Homes, Day Centres and hospitals).

- On 11<sup>th</sup> October 2023 Fiona Wilson was interviewed on Radio Saltire's Community Matters segment regarding our engagement campaign.
- A full-page advert / editorial was published in the East Lothian Courier on 5<sup>th</sup> October 2023. This also included a 28-day online feature advert campaign and a sponsored Facebook post.

4.4 We have collected and collated 2,220 individual pieces of feedback that has translated to 235 suggestions and ideas on the options long-list. Consolidation and development of the long list has already commenced, and these ideas will ultimately be tested against our hurdle criteria by the project team and Independent Community Panel (currently scheduled for January or February 2024).

4.5 Emerging feedback themes can be summarised as follows for those with at least 50 recorded entries:

- Care at Home – 263.
- Palliative and end of life care – 231.
- Care Homes – 208.
- East Lothian Community and satellite hospitals – 200.
- Minor injuries – 180.
- Workforce / staffing – 169.
- Intermediate care – 156.
- Transport – 97.
- Community – 58.
- Carers – 55.
- Day Centres – 54.
- Primary Care – 53.

4.6 The long list themes can be summarised as follows for those with at least 5 recorded entries:

- Palliative and end of life care – 26.
- Care Homes – 23.
- Community – 16.
- Patient journey / Outcomes / Care pathways – 11.
- Workforce / Staffing – 11.

- Activities that support health / wellbeing – 11.
- Intermediate Care – 10.
- IT and tech – 10.
- Smarter working – 10.
- Primary Care – 9.
- Care at Home – 9.
- Transport – 9.
- East Lothian Community and Satellite Hospitals – 9.
- Respite – 8.
- Day Centres – 8.
- Communication – 8.
- Joint working with ELC / NHS Lothian - 7.
- Dementia – 6.
- Housing – 6.
- Intergenerational – 5.

4.7 Various scoping and development workstreams are ongoing to complement the upcoming options development and modelling. These include finance modelling, intermediate care mapping, Care at Home transformation, palliative care scoping and hospital bed data validation.

4.8 Next steps:

- January – February 2024 – long list assessed against hurdle criteria by project team and Independent Community Panel.
- March – April 2024 – investigate and model short listed options.
- May – June 2024 – short list options appraisal and round table engagement with stakeholders.
- June – August 2024 – public consultation.
- September – October 2024 – recommendations presented to IJB.

## **5 POLICY IMPLICATIONS**

- 5.1 This work will respond to the local and national strategic plans and guidance including the East Lothian IJB Strategic plan 2022 – 2025 whose commitment is to support people closer to home, in their own home or in a homely setting. Other relevant strategy and policy is described within this report at section 7 – Directions. This work is related to strategic Delivery Priority (1.1) of the IJB strategic plan.
- 5.2 The work will respond to several Strategic Outcomes (S01, S02, S03)

## **6 INTEGRATED IMPACT ASSESSMENT**

- 6.1 The subject of this report is going through the Integrated Impact Assessment process with an initial meeting chaired by our Engagement and Equalities Officer on 22<sup>nd</sup> August 2023 completed and an interim report produced. The full assessment will be undertaken and completed prior to our final report and recommendations being presented to the IJB in October 2024.
- 6.2 Copies of the IIA's associated with the Community Hospitals and Care Homes Provision Change Board work are available online<sup>6</sup>

## **7 DIRECTIONS**

- 7.1 A previous report to East Lothian IJB related to Direction 12d in December 2018 reported on the Reprovision of Community Hospital and Care Homes and was presented to the IJB for discussion and agreement with recommendations proposed. These were supported with an amendment to include the addition of a consideration of equivalent alternatives.
- 7.2 The East Lothian IJB Direction (12d) was revised in February 2022 to 12l – Transforming Care for Older People:

*NHS Lothian and East Lothian Council to transform the service delivery to older people for the provision of Community Hospitals, Care Homes and the development of intermediate care services, involving full engagement and consultation with appropriate parties. This should take into account demographic factors, current use of services, the impacts of COVID-19, funding pressures, service remobilisation and redesign. It must also take note of the emerging outputs from the Independent Review of Adult Social Care and development of a National Care Service.*

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[https://www.eastlothian.gov.uk/info/210558/social\\_care\\_and\\_health/12776/east\\_lothian\\_health\\_and\\_social\\_care\\_partnership\\_integrated\\_impact\\_assessments](https://www.eastlothian.gov.uk/info/210558/social_care_and_health/12776/east_lothian_health_and_social_care_partnership_integrated_impact_assessments)

## 8 RESOURCE IMPLICATIONS

- 8.1 Financial – at this stage of work only indicative financial estimates have been developed and have a wide variability. They should not, at this stage, be seen as final or draft, they have been provided as indicative. These are Capital (nil to £50m) and Revenue (nil to £2.5m) and this excludes any disposal of assets (if relevant).
- 8.2 Personnel – it is too early to state the impact on staffing other than highlighting the staff shortages and pressures that there are currently within the system. However, as part of option development there will be full engagement with the HSCP Joint Partnership Forum.

## 9 BACKGROUND PAPERS

- 9.1 Project website – <https://www.eastlothian.gov.uk/elhscp/pops>
- 9.2 Project survey – <https://eastlothianconsultations.co.uk/communications/services-for-older-people/>

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