

## Report on Provider Event 22<sup>nd</sup> June 2015

**Event Date:** 22<sup>nd</sup> June 2015

**Event focus:** H&SCI

**Event programme:**

Item	Lead
Welcome, Introduction, Overview of Current Environment, SWS present and future	David Williams, Chief Officer Designate, Glasgow City Health & Social Care Partnership
Health & Social Care Integration update	David Williams
SDS and Integration: Making the Most of the Opportunities	Etienne d'Aboville, Chief Executive, Glasgow Council for Independent Living
Group Discussion and Feedback: H&SC Integration and SDS and Integration	Facilitators
Role of Third & Independent Sectors in Integration	Shona Stephen, CEO Queens Cross HA and Third Sector Representative, Integration Joint Board  Peter Millar, CEO Aspire Housing & Personal Development Services and Independent Sector Representative, Integration Joint Board
Group Discussion and Feedback: Role of Third & Independent Sectors in Integration	Facilitators
Question & Answer Session	David Williams, Shone Stephen, Peter Millar and Etienne d'Aboville
Conclusion	David Williams

## **Overview of Event:**

Prior to the Provider Event, efforts were made in the planning stage to ensure it was as inclusive and collaborative as possible. As such, opinions were sought from across a range of sectors regarding the nature of discussions and presentations that providers would like to see. Following this consultation, and listening to provider feedback, it was felt appropriate to invite as key note speakers: Etienne d'Aboville (Chief Executive, Glasgow Council for Independent Living); Shona Stephen (CEO Queens Cross HA, and Third Sector Representative, Integration Joint Board); and Peter Millar (CEO Aspire Housing & Personal Development Services and Independent Sector Representative of the Integration Joint Board). This was in addition to representation from Glasgow Health and Social Care Partnership.

The event spanned an afternoon and was divided into two parts.

The first part of the afternoon involved a welcome, introduction, overview of the current environment and a Health & Social Care Integration update by Susanne Millar (Chief Officer Planning, Strategy and Commissioning GHSCP / CSWO). Susanne considered the background to the Integration agenda and the legal underpinnings. She then moved on to the three year strategic plan and how this is linked to the "National Health and Wellbeing Outcomes". Finally, there was exploration of the achievements of the HSCP including the establishment of the Shadow IJB, appointment of the Chief Officer Designate and the agreement of the Strategic Planning Structure. Finally, the next steps towards integration were laid out including a resubmission of the Integration Scheme based on feedback from the Scottish Government.

This was then followed by a presentation discussing "SDS and Integration" by Etienne d'Aboville, Chief Executive, Glasgow Council for Independent Living. Etienne began his discussion by highlighting the role of GCIL, its membership, key principles and values. He then moved on to discuss the social model of disability, SDS strategy and the opportunities, challenges facing SDS and some of the elements required to ensure its effective implementation.

To enable participants to reflect and discuss the content of the presentations there was group discussion involving all participants. The focus of the discussions was on HSCI, SDS and Integration.

Following a short break, the second part of the event considered the "Role of Third & Independent Sectors in Integration". The presentations were delivered in turn by Shona Stephen (CEO Queens Cross HA) and then by Peter Millar (CEO Aspire Housing & Personal Development Services).

Shona considered the role and specialisms of the Third sector within integration including: preventative interventions, expert knowledge and coproduction with service users. There was some discussion of how the Third Sector can support integration and the specific challenges facing the Third sector within integration.

As the independent sector representative, Peter illustrated the provision of service delivery of Care at Home Services by the independent sector including recent trends in number of service users and hours delivered. He then focused upon specifically what the Independent Sector brings to Integration and what are the key components of successful integration.

Similar to the first part of the afternoon's event, presentations were followed by group's discussion focusing on the role of the Third and Independent sectors within integration.

Finally, there was a Question & Answer session where delegates asked questions of the top table. The event was brought to a conclusion and summarised by David Williams, Chief Officer Designate, Glasgow City Health & Social Care Partnership.

### **Table Discussion 1**

As a part of the table discussion delegates were asked to consider in turn:

**What are the challenges for HSCI in the short, medium and long term?**

**How do we address these challenges?**

**How do we empower people to live independently as we move forward with HSCI?**

### **Summary of discussion**

Delegates were asked to consider the challenges for Health & Social Care Integration (HSCI) in the short, medium and long term during table discussion and also how to address these challenges.

Broadly, there were four areas identified as significant challenges facing HSCI for the future. These areas were: differences between Health and Social Care; inherent tensions between Third sector and Independent sectors participation in the integration agenda and competition for shrinking resources; austerity and resource scarcity; service delivery and in particular, SDS.

There was large agreement among delegates and providers that whilst Integration offers a range of opportunities, cultural differences between social care services and health could cause particular challenges. The issues of difference affected a variety of areas across HSCI and ranged across culture, strategic, operational and interprofessional / interpersonal difficulties.

Generally, it was felt that social care and health organisations continue to feel quite separate and there is a need to develop and promote a shared vision.

Some examples cited include: Different policies, expertise, methods of inspection and holding to account, different models of intervention (e.g. social model and medical model), information sharing systems and IT systems. It was thought having different staff working alongside each other doing similar roles may have different terms and conditions and this could cause issues.

To address some of these issues providers thought that attention should be given to the differences between social work and health and to address these. It was recommended that staff involved in service delivery be consulted also. People identified a need to clarify roles, responsibilities and operationalise the vision for integration. It was acknowledged that part of the previous CHCP's worked well in the past and a solution focused approach should be adopted to learn from this experience.

Providers were clear that the statutory sector can learn from the voluntary sector and professionals across organisations need to be involved from the start. This would help understanding how contributions each organisation makes to service delivery, roles and responsibilities, having shared vision and build effective shared working.

This is an opportunity for HSCI to build culture and Integration will be a journey.

A number of delegates believed there is tension between the integration agenda, sharing best practice and the demands of a competitive market where a protective attitude can affect collaboration and working relationships. Concern was expressed that innovation is being sought and shared but this is difficult when competitors can use this in tendering to gain advantage.

Austerity and financial constraints figured heavily in discussion. Discussions explored the difficulties of maintaining existing services and developing innovative services. It was recognised that resources and funding present an immediate challenge, but this will also be an issue in the medium and long term. Concern was raised that short term financial problems can mean preventative work is not carried out or invested in thus creating further financial difficulties in future. Concern was expressed that GCC savings may have an impact on the overall HSCI budget and thus adversely affect the resources available in the NHS.

The need to keep the focus on service users and ensure their views are heard and represented throughout HSCI was greatly evident in table discussions. Being flexible and balancing the demands of financial constraints, crisis interventions and preventative work was figural also.

It was acknowledged that training and development of health and social work staff needs to figure heavily throughout HSCI. This is to improve understanding and increase learning of professional's roles across health and social care, build culture, focus on standards and policies.

## **Table Discussion 2**

**What do the voluntary and independent sectors bring to the successful integration of health and social care?**

**How can the voluntary and independent sector's contribution to integration be realised?**

**How can third and independent sector representative's best reflect your views and voice?**

### **Summary of discussion**

The second part of the event considered what the independent and third sectors bring to HSCI.

Generally, it was thought that these sectors were cost effective, innovative and able to respond quickly to changes and more are able to take risks.

Some providers believed that the third sector's knowledge, skills and expertise is not as valued as highly as statutory agencies and therefore would like to be treated more equitably. Some members believed a way of addressing this would be to increase Third Sector and Independent Sector representation on Strategic Planning Groups and to be made voting members of the IJB.

There were some questions regarding how the representatives on the joint board will gather the views of all organisations. And further clarity on this issue was sought.

It was noted there are several unique challenges faced by smaller Third sector organisations such as funding and service delivery capacity. To address these delegates highlighted the need to work collaboratively to pool resources on such as issues as joint training and shared service delivery, their understanding of the market, to consider if their organisation is best placed to meet the needs of service users and refer on appropriately to other services and finally to rethink the procurement process since a large portion of their resources are focused upon obtaining funding.

### Part 3: Delegate Feedback

Delegate's views were sought through anonymous feedback using "Survey Monkey". A total of 19 people responded to the survey. A summary of the results are shown below:

#### How did you find the standard of communication ahead of the event?

Answer Options	Response Percent
Excellent	16.7%
Good	61.1%
Average	11.1%
Poor	11.1%
Very Poor	0.0%

#### Did you find the topics on the agenda:

Answer Options	Response Percent
Very Interesting	33.3%
Interesting	50.0%
Neither Interesting or Uninteresting	16.7%
Uninteresting	0.0%
Very Uninteresting	0.0%

#### Please rate the venue (City Chambers Banqueting Hall)

Answer Options	Response Percent
Excellent	50.0%
Good	38.9%
Average	11.1%
Poor	0.0%
Very Poor	0.0%

#### Please rate presentation 1: Susanne Millar (Chief Officer Planning, Strategy and Commissioning GHSCP / CSWO) - Welcome and Introduction

Answer Options	Response Percent
Excellent	16.7%
Good	77.8%
Average	5.6%
Poor	0.0%
Very Poor	0.0%

**Please rate presentation 3: Etienne d’Aboville (Chief Executive, Glasgow Council for Independent Living) - SDS and Integration: Making the Most of the Opportunities**

Answer Options	Response Percent
Excellent	27.8%
Good	55.6%
Average	11.1%
Poor	0.0%
Very Poor	0.0%

**Please rate presentation 4: Shona Stephen (CEO Queens Cross HA, and Third Sector Representative, Integration Joint Board) - The Role of Third Sector in Integration**

Answer Options	Response Percent
Excellent	5.6%
Good	55.6%
Average	27.8%
Poor	11.1%
Very Poor	0.0%

**Please rate presentation 5: Peter Millar (CEO Aspire Housing & Personal Development Services and Independent Sector Representative of the Integration Joint Board)- Role of the Independent Sector in Integration**

Answer Options	Response Percent
Excellent	0.0%
Good	72.2%
Average	27.8%
Poor	0.0%
Very Poor	0.0%

**Please rate the Question and Answer session:**

Answer Options	Response Percent
Excellent	5.6%
Good	38.9%
Average	33.3%
Poor	11.1%
Very Poor	11.1%

**Please rate the level of discussion and interaction at your group**

Answer Options	Response Percent
Excellent	16.7%
Good	72.2%

Average	5.6%
Poor	5.6%
Very Poor	0.0%

**Do you have any suggestions for how the event could have been improved?**

Some comments centred on using smaller venues and more user friendly venues and improving the sound system.

Others would have liked more time to address views derived from discussion and would have appreciated more interaction with the integration board members to have a direct input into potential development so that the “expertise, knowledge and resources from this 3rd sector which could be better utilised to capitalise on potential service and restructure developments”.

Comment was made that a wider mailing list could be used to capture a broader spectrum of Third and Independent sector organisations.

It was acknowledged the event was well organised.

**Do you have anything that you would like to see added to the agenda for the next provider event?**

One comment was made regarding transparency of the cost difference between how much HSCI pay toward directly provided services and those which are similar and purchased by the Third and Independent sector.

Delegates would like to continue to be updated on the changes that are being implemented. One comment related to the provision of preventative services, particularly Mental Health, and who will commission these in the future.

Finally, information on how the members of the IJB will represent the various interests of providers was thought to be useful. Also, providers would like to know how they can actively contribute towards this

**Overall, how useful did you find the event?**

