

Falkirk Integrated Strategic Plan Summary: 2016-2019



“To enable people in the Falkirk area to live full and positive lives within supportive communities.”



Foreword

We are pleased to introduce our first Strategic Plan on behalf of the Falkirk Health and Social Care (HSC) Partnership. This plan is of interest to people living in the Falkirk area as it describes why, what and how health and social care services for all adults will be organised and delivered. The plan will be reviewed every year.

To better support people to live more independent lives in their communities and address the challenges we face the Scottish Government has initiated a major programme of public reform. The Public Bodies (Joint Working) (Scotland) Act 2014 requires that NHS Boards and Local Authorities establish new HSC Partnerships from 1 April 2016.

The HSC Partnership, consists of the Local Authority, NHS Forth Valley, Third and Independent sectors, who will work together to provide effective and joined up services.

The Strategic Plan will ensure a joint contribution to encourage, support and maintain the health and wellbeing of people. The HSC Partnership will build on our existing partnerships and develop new relationships with people, communities, our workforce and other stakeholders to deliver the Plan.

The HSC Partnership has identified three locality areas for service planning purposes. This is a legal requirement, but will also allow services to meet local needs and be adept to local circumstances.

These three localities within the Falkirk Council area are:

- Falkirk Town
- Bo'ness, Grangemouth and Braes
- Denny, Bonnybridge, Larbert and Stenhousemuir.

Consultation and engagement with service users, staff and the public have been key. This has informed the HSC Partnership about what future services should look like, **to enable people in Falkirk to live full and positive lives within supportive communities.**

Allyson Black
Chair, IJB

Patricia Cassidy
Chief Officer, IJB

On behalf of Falkirk Health & Social Care Partnership

Why change?

We should celebrate that people living in the Falkirk area are living longer, are active and contributing citizens, and in the main are healthier or are able to live at home with long-term and multiple conditions.

There are also some people who experience inequalities within our local communities. We aim to address this by working with our partners to:

- prevent and reduce the impact of poverty
- promote equality of access
- improve health and well-being
- putting equality at the heart of everything that we do.

An ageing population also brings new challenges for health and social care services. These are demonstrated in the Joint Strategic Needs Assessment and include:

- rising number of older people with many conditions and complex care needs
- more people are living for longer with long term conditions
- providing support for carers
- factors that affect the health and wellbeing of people, such as housing, employment and poverty
- an ageing and changing workforce
- number of emergency hospital admissions
- unnecessary delays in people being discharged home.

The Falkirk HSC Partnership is facing an increased demand on services. The resources will not be enough if we do not work together in a more joined up way. This provides an opportunity for the new HSC Partnership to use our combined resources in a more effective, efficient and person-centred way.

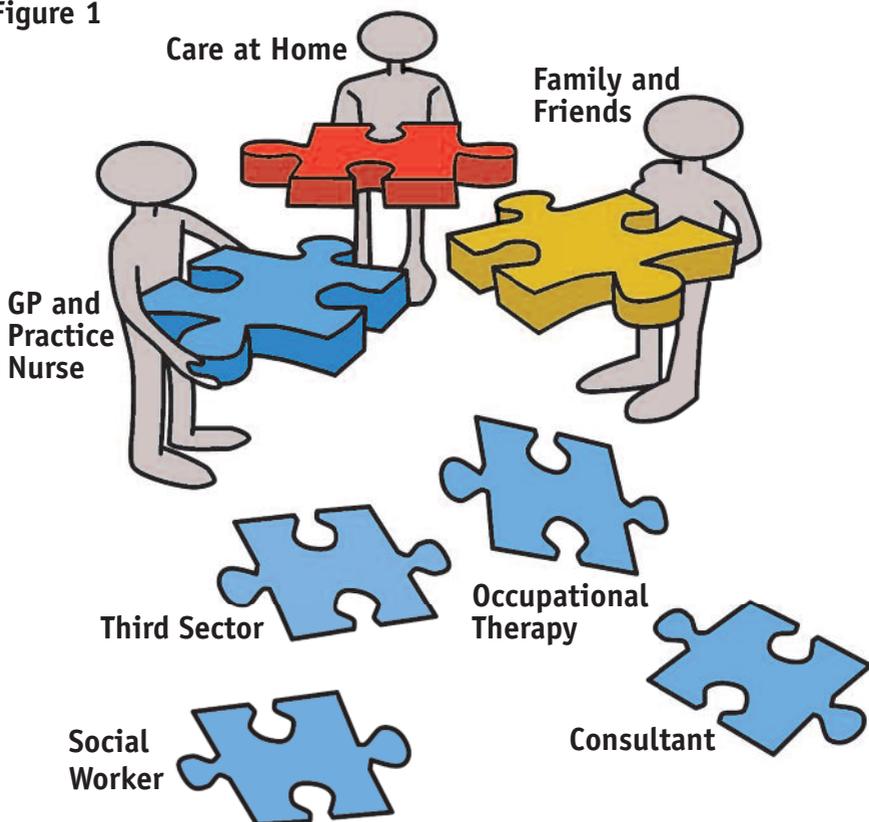
A change is needed to support people to live more independent lives in their communities, rather than in a hospital setting.

What will Health and Social Care Integration look like?

Our Strategic Plan describes how the Falkirk Health and Social Care Partnership will continue to make changes and improvements to health and social care services for all adults. This will be done over the next three years. Integration will focus on health and social care services with third and independent sectors providing a valuable contribution. This integrated approach will realise our vision, **to enable people in Falkirk to live full and positive lives within supportive communities.**

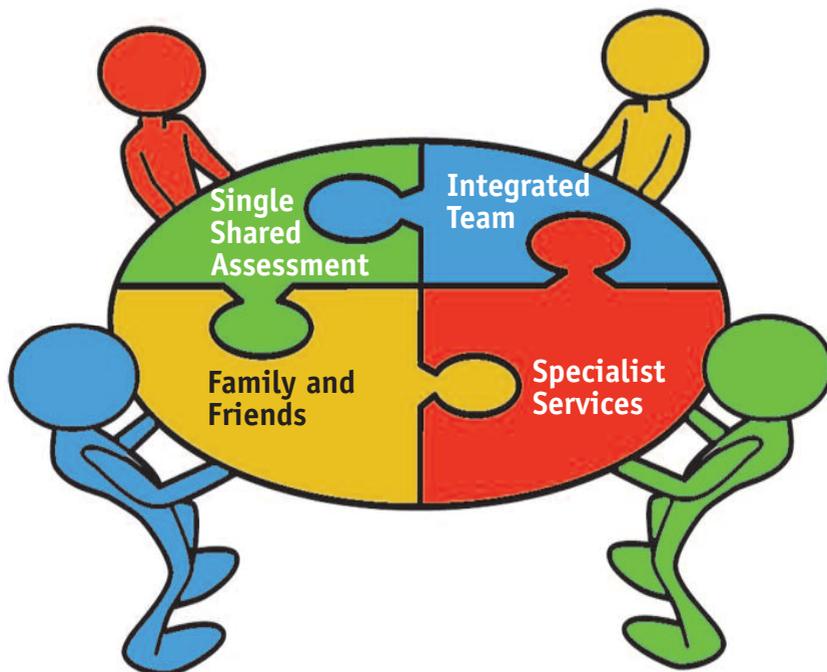
Often service users and their carers are not clear how services are coordinated. This can result in a disjointed and fragmented approach. Figure 1 provides an illustration of this fragmented approach.

Figure 1



By bringing together health and social care services across the Falkirk area, a more coordinated approach can be taken to providing care. This will help improve outcomes for people, their carers and families. We will make sure that communication is improved, and the right services are provided when needed, by the most appropriate person. Figure 2 provides an illustration of how we will deliver joined up and coordinated care.

Figure 2





Plan for Falkirk area

The Falkirk's HSC Partnership agreed vision is described as:
"To enable people in Falkirk to live full and positive lives within supportive communities"

Local Outcome One

Self-Management: Individuals, carers and families are enabled to manage their own health, care and wellbeing

What does this mean for people?

People, their carers and families are at the centre of their own care by prioritising the provision of support which meets the personal outcomes they have identified as most important to them. Services will encourage independence by focusing on reablement, rehabilitation and recovery.

People are able to access services quickly via a single point of contact. Information that enables people to manage their condition is accessible and presented in a consistent way. This will include a range of information on services and community based supports.

In addition, services are responsive and available consistently throughout the year, on a 24/7 basis, if appropriate.

What will this mean for our communities?

Communities will feel they are involved in decisions that affect them. Their views are gathered and they are listened to. They know what services we are available to provide and have confidence in them.



What are we going to do?

- We will lead the cultural change required across agencies and communities to support the change necessary to deliver integrated care
- We will redesign services so they are flexible and responsive, ensure feedback drives continuous improvement and are aligned to our outcomes
- We will continue to develop the ways in which we support carers
- We will support people to use technology solutions to support them to have more independence and control over their lifestyles and the management of their condition
- We will implement our Integrated Workforce Plan to support our staff and partners through training and organisational development
- Communication will be central to everything that we do. We will continue to engage with stakeholders to shape our services to meet needs
- We will provide information that enables people to manage their condition and is accessible and delivered consistently



Local Outcome Two

Autonomy And Decision Making: Where formal support is needed people are able to exercise as much control and choice as possible over what is provided

What does this mean for people?

Health education and information is accessible and readily available to people, their carers and families, which allows them to make informed choices and manage their own health and wellbeing. Person-centred care is reinforced acknowledging family/carer views. Care and support is underpinned by informed choices and decision making throughout life.

What does this mean for our communities?

Communities are enabled to continue to develop and manage a variety of good quality local services to meet community need.

What are we going to do?

- We will develop a single point of contact for people and their carers to support access to a wide range of information on services across all sectors
- We will develop one Single Shared Assessment as standard across the Partnership
- We will promote the uptake of Anticipatory Care Plans that reflect the current views of people and their carers. We will ensure this information is shared where appropriate
- We will continue to design community based models of care, such as Closer to Home and Advice Line For You (ALFY)
- Information sharing protocols are in place



Local Outcome Three

Safe: Health and social care support systems are in place, to help keep people safe and live well for longer

What does this mean for people?

People will be supported to live safely in their homes and communities. People will be involved and consulted on decisions about their care, treatment and support. People will have timely access to services, based on assessed need. Services will improve qualities of lives and be joined up to make best use of available resources.

What does this mean for our communities?

Communities are confident that systems are in place for the identification, reporting, and prevention of harm.

What are we going to do?

- We will ensure there is a greater focus given to individual case management, enhanced by the provision of advocacy support, where required
- We will ensure risk is acknowledged and managed effectively and risk based support is in place
- We will continue to work across the partnership to ensure adults at risk of harm are supported and protected
- We will implement our Clinical and Care Governance framework
- We will continue to invest in Technology Enabled Care as an effective and appropriate way to support care



Local Outcome Four

Service User Experience: People have a fair and positive experience of health and social care

What does this mean for people?

People feel services are responsive to their needs and are available to them before reaching a point of crisis. These services are joined up and improve quality of lives. People are engaged and involved across the HSC Partnership. People will receive feedback and understand what their contribution has influenced.

What does this mean for our communities?

Communities will have the opportunity to be engaged and involved in service redesign and delivery within their local areas. This will be based on a clear understanding of local needs and available resources.

What are we going to do?

- We will ensure consistent high quality services are delivered, informed by a robust service evaluation framework
- We will ensure our decision-making processes are consistent, fair and transparent, and are based on reliable information and evidence based good practice
- We will complete Equality and Poverty Impact Assessments for all subsequent changes to policies and services to ensure we identify and address inequalities
- We will implement our Participation and Engagement Strategy
- We will pursue co-location of staff and services where appropriate to support integration



Local Outcome Five

Community Based Support: Informal supports are in place, which enable people, where possible, to live well for longer at home or in homely settings within their community

What does this mean for people?

People are more confident, reliant and able to access local services and support to improve and maintain their health and well-being and be more independent. There will be a focus on early intervention and prevention.

What does this mean for our communities?

Communities are informed, involved and supported to work cohesively to develop and manage community based supports.

What are we going to do?

- We will establish locality planning structures within the three local areas agreed which will align with the Community Planning Partnership
- We will adopt a consistent framework when commissioning services that will build sustainable capacity within all sectors
- We will build on existing strengths within local communities
- We will provide information about community based support that is accessible and presented in a consistent manner

How will this plan be delivered?

The Falkirk HSC Partnership is committed to engaging with individuals and communities to develop high quality, responsive and effective services that improve outcomes for people. We will deliver the Strategic Plan by:

- Working with communities and our staff to develop locality plans for each of the three areas
- Continue to engage with our workforce to develop services and to provide appropriate training and support
- Working with Community Planning Partners and the Third and Independent sectors to develop local services and support.

The Strategic Plan is supported by a range of key documents, such as:

- Participation and Engagement Strategy
- Clinical and Care Governance Framework
- Integrated Workforce plan
- Financial plan
- Joint Strategic Needs Assessment
- Performance Management Framework
- Risk Management Strategy
- Housing Contribution Statement
- Market Facilitation Plan.

The Strategic Plan will set a direction for the next 3 years and will continue to develop in response to the changing environment and emerging feedback from communities and partners.

For further information, please go to
<http://nhsforthvalley.com/about-us/health-and-social-care-integration>



Falkirk Council



If you would like this information in another language, Braille, large print or audio tape please call 01324 504021 or email integration@falkirk.gov.uk.

SEPTEMBER 2016