

Integration in Midlothian – 1 year on



Eibhlin McHugh
Director of Health
& Social Care

Scottish Government formally approved the establishment of the Midlothian Integration Joint Board (IJB) on 27 June 2015. I thought it worth reflecting upon our journey so far.

Inevitably much of our time has been dedicated to getting the governance arrangements in place, and we have made good progress with the establishment of the Board, and Audit and Risk Committee. For me the more exciting part has been the engagement between elected members, NHS Board executives, staff representatives, family carers, patients and professional leaders in the Integrated Joint Board. Board members have worked together to better understand the delivery of health and social care and are supporting all of us to drive forward real changes.

A major responsibility of the new IJB is the development and delivery of a three year strategic plan. Following wide ranging consultation this plan was finally approved in December 2015. One of the big messages that came out of our engagement with communities was the importance of supporting people to live well with long term conditions and the value of services working with the whole person. The piloting of peer support in substance misuse services, the House of Care in Newbattle and Penicuik Medical Practices, the launch of the *cont. on p2...*



Provost Joe Wallace works on the excavations

New housing project in Penicuik for people with learning disabilities

Work is now underway on the building of twelve brand new council houses in Penicuik designed for people with a learning disability and additional care needs. Midlothian Provost Joe Wallace helped with the excavations at a visit to the site in May.

These purpose-built single storey houses in Eastfield in Penicuik are self-contained single person homes which have been individually designed to meet

the needs of each prospective tenant. Four of the houses are being designed for people with additional physical disabilities. *cont. on p2...*

Eibhlin's message cont. from p1

TCAT project are all examples of new ways of working.

The importance of local access was another clear message arising from the consultation.

We are responding with a new development for people with learning disabilities and complex needs in Penicuik. We are also planning to locate a rehabilitation ward from Liberton hospital to Midlothian Community Hospital and provide more specialist dementia care home beds in Newbyres Care Home.

Financial planning has proved to be a particular challenge. This is partly because we are still working out how best to fairly distribute the NHS Lothian budgets across the four Lothian IJBs.

It has been more complicated because both NHS Lothian and Midlothian Council are facing major cuts in their budgets and this directly affects how much is available to the IJB. Key to our financial strategy is ensuring that we are rebalancing services by shifting spend from hospital and other institutional care to more robust and responsive services in the community. Reducing health inequalities has been a major theme in our first year and is a priority for the Midlothian Community Planning Partnership.

Staff are key to the success of integration and much work has been put into staff development and to planning for the future to determine what skills will be needed. It is also crucial that the public are involved and able to influence

the redesign of local services and the establishment of the Hot Topics Group is one example of how we are seeking to make this more effective.

Integration brings opportunities for professionals to work more closely together to provide more joined up care. This is fundamental to the redesign of services. It is also critical to addressing staff shortages. It sometimes feels as if everything we do opens up new opportunities as we learn from these developments and our partnership work is strengthened. We will now build on these successes as we work to achieve the real changes for the population of Midlothian that we want to see.

Penicuik housing cont. from p1

Provost Joe Wallace said,

“These houses are a substantial commitment by Midlothian Council and I am delighted to see that building is underway. The people who live in the houses will be a diverse group and their support will be tailored to their particular needs, strengths and

interests. They will be supported to live independently in an environment that enables them to stay safe and take part in things in their local community.”

Eibhlin McHugh, Director of Midlothian Health & Social Care Partnership who also visited the building site, said,

“The development represents a key element of the redesign of

support for people with a learning disability in Midlothian and will support people, regardless of the level, range and complexity of need, to live independently in comfortable and homely surroundings with the same opportunities and choices as any other citizen.”

The Council is currently selecting a support provider for the residents. The tenants, their families, and carers will play a key role as partners in the selection process.

ESH Border Construction has been appointed to build the houses. Each property will have a living room/dining room, kitchen, bedroom, bathroom, utility area and an enclosed garden. The building costs are £2.8million and works should be complete by February 2017.



Artist's impression

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GP restricted lists

Six GP practices in Midlothian are now operating a 'Restricted List'. Here we answer the concerns people may have on the issue.

What is a restricted list? This means that a GP practice is temporarily unable to take on new patients. GP practices do not take this step lightly and will only do so when the number of patients registered per doctor reaches capacity.

Why is this happening? There are a number of reasons behind this including national challenges in recruiting GPs as well as an increased population in Midlothian, and more people living longer with multiple complex illnesses.

Who is affected by these restrictions?

If you are already registered with a practice you will continue to receive a normal service. All new babies will be able to

register with the same practice as you.

The restrictions only affect people who move into the area or want to change their practice for another reason.

What do I do if the practice that I want to join has a restricted list?

If your local GP practice has a restricted list you will be asked to join a different practice in the local area. If there are no other practices accepting new patients you will be asked to phone 'Practitioner Services' who will allocate you a GP.

No one should be unable to register with a GP practice – everyone will be supported to have access to a GP.

What is being done to solve the

problem? Midlothian's Health & Social Care Partnership is taking the following action:

- Plans are in place to develop capacity for an additional 3000 patients over the next three to five years. This will include a new larger site for Loanhead

Medical Practice and an extension to Newbyres Medical Practice.

- The possibility of opening a new GP practice is being explored.
- Two full-time pharmacists have been taken on to support the three Bonnyrigg practices and practices in Dalkeith and Gorebridge, this should help support GPs and free up some of their time to see more patients.
- Nurses are receiving more training to become Advanced Nurse Practitioners who will be able to see people with more complicated health issues and prescribe medication.
- Health & Wellbeing Practitioners are being based in three GP practices providing an alternative form of support to people with long term health conditions.
- A guide will be published soon explaining the alternatives to seeing a GP.

Carers – your welfare rights

In a recent VOCAL Midlothian carer survey which featured responses from 180 Midlothian carers, over half said that taking on a caring role had affected their finances. Some of the key factors were increased expenses, giving up work to care, lost National Insurance contributions or using their savings to pay for care.

Accessing benefits and allowances however was identified by the majority of carers (nearly 60%) as the most important issue for them. At VOCAL Midlothian we know that many carers are unaware or confused by the complexities of the benefits system, or need support to make applications or appeal decisions. Our Carer Support team is available Mon-Fri, 9-5pm to answer questions or set up surgery appointments, and the following services

are available through our Midlothian Carer Centre and on an outreach basis:

Welfare Rights surgery

These 1:1 appointments with a Citizens Advice Bureau worker take place at the Midlothian Carers Centre and are an opportunity for carers to find out about the benefits and entitlements which they or the people they care for may be able to claim.

VOCAL Midlothian Advocacy Service (PIP/ESA)

This service is available to carers of anyone applying for Personal Independence Payment (PIP) and Employment Support Allowance (ESA) in Midlothian. Support includes 1:1 meetings before the face-to-face assessment to explain the process and what to expect, advocacy and support at the assessment, and support to complete PIP and ESA application forms.

To access any of the above support, contact **VOCAL Midlothian** on **0131 663 6869**, email midlothian@vocal.org.uk or visit www.vocal.org.uk / www.facebook.com/Midlothiancarers

Changes to National Insurance calculations

Retaining employment alongside a caring role can be difficult to manage, and carers can sometimes find themselves leaving employment for a period. Changes to contribution calculations now mean that to get the full amount of State Pension you need to have 35 years instead of 30 years worth of NI contributions or credits during your working life. These don't have to be consecutive years. If you have less than 35 years of NI contributions or credits, you get an amount based on the number of years you have paid or been credited with NI. Carers can qualify for NI contributions if they are in receipt of Carers Allowance or caring for someone for more than 20 hrs a week. You can get more information regarding this from www.gov.uk



Gillian Vass

Help after cancer treatment has finished

A service offering emotional, practical and financial support to cancer patients has been launched in Midlothian. Midlothian's Living Well After Treatment project provides support to everyone affected by cancer including family members and carers. This includes money advice, help with getting active after cancer treatment and information about local activities.

The project is part of the Transforming Care After Treatment (TCAT) programme - a partnership between Macmillan Cancer Support, the Scottish Government, NHS and Midlothian Council - which aims to improve the care every cancer patient in Scotland receives after their treatment ends.

For mum-of-one Gillian Vass, the Midlothian Living Well After Treatment project came at just the right time. The 51-year-old from Danderhall was diagnosed with breast cancer in January 2011. After chemotherapy and reconstructive surgery, she returned to her job as a general surgery nurse at the Edinburgh Royal Infirmary. Gillian said:

“Things were great, I was doing really well and then I was diagnosed with secondary cancer in December 2013.”

She had to give up her job and it was at this point that she got involved

in the project which provides support to everyone affected by cancer in Midlothian. Gillian, who is married with a 15-year-old son, is using her own cancer experience to help shape the service for other people affected by cancer.

“I couldn't go back to work, and to be involved in the project gave me something to give back,” she says. “When you finish treatment you have a few weeks where you don't have any hospital appointments and you suddenly think: “What do I do now?” There's a kind of reality shock. “To have something local, rather than having to go into Edinburgh or across town, is hugely important.”

Midlothian's Living Well After Treatment

Appointments at Lasswade Library are available between 9am-12pm every Monday and 1-4pm every Thursday. Home appointments are also available. You can also attend drop in sessions at Lasswade Library every Wednesday between 10am-12pm.

To find out more or to make an appointment, call **Andrew** on **0131 561 5468** or **07423 097664** or email **andrew.hebson@midlothian.gov.uk**.

New action plans for physical disabilities and sensory impairment

Two new action plans have just been formally approved by Midlothian Health and Social Care Partnership - the Physical Disability Action Plan 2016-2019 and the “See Hear” Midlothian Sensory Impairment Implementation Plan.

The actions identified in both, have come from public consultation events.

The plans themselves were co-produced by groups made up of professionals from health, social care, the voluntary sector and most importantly, Midlothian residents living with or affected by physical disability or sensory impairment.

One area very high on the agenda for the Physical Disability Plan, is employment. Given the additional barriers disabled people have to face in gaining employment, we plan to work with Edinburgh College to create a resource pack to inform and support employers in recruiting disabled people. This will increase employer confidence in employing disabled people and so increase the number of people in employment, living independent lives.

A strong theme identified around sensory impairment is making services available more locally. The introduction of hearing aid battery collection points in all local libraries has already been implemented and proving very popular. In the six months to May 2015, 537 packs of batteries were issued from Midlothian libraries, with numbers continuing to increase as more people get to know about it. It is planned to build on this and look to introduce hearing aid maintenance and repair clinics, also utilising libraries and Midlothian Community Hospital.

Volunteers are being sought to assist with this. Full training will be provided.

If you would like any further information, are interested in becoming involved in the work associated with the implementation of either plan, including volunteering for the hearing aid repair clinics, please contact **Jayne Lewis** on **0131 271 3665** or **jayne.lewis@midlothian.gov.uk** Both Plans can be found on **www.midlothian.gov.uk**

£2.5m in benefits accessed by Welfare Rights Service

The Council's Welfare Rights Service (WRS) has assisted people in Midlothian to access over £2,500,000 in benefits in the financial year 2015/16. Based within the Education, Communities and Economy Division, it aims to reduce poverty levels in Midlothian.

The Welfare Reform Act of 2010 has resulted in major changes to social security benefits with savings estimated at £74 billion in total by 2015/16. A further £12 billion of savings is planned. The drive to reduce the welfare bill impacts on client groups such as those receiving disability benefits, single young adults and increasingly families as Universal Credit rolls out to all claimants.

Poverty is a key factor in poor health and this service provides health and social care teams with access to specialised welfare benefit advice through advocacy, representation at social security appeals and general income maximisation.

Clients are referred from various Council teams - Adults & Community Care, Criminal Justice, Children & Families, Drug and Alcohol Services, Older People and the Joint Mental Health Team. Through early intervention, prevention and support, the WRS aims to move people from dependence to independence and economic inclusion.

Example of income maximisation –

Mr Smith was referred by the intensive treatment team to check his benefit entitlement as his mental health was being affected by his financial problems. He had a diagnosis of schizophrenia and a borderline personality disorder. He was receiving Employment Support Allowance of £109 but his Disability Living Allowance



The Welfare Rights team (L to R) – Andy Little, Cath Gooravin, Nicole Bethune, Tracey Ross, Ben Forsyth

had stopped and he had not felt capable of challenging the decision.

He had rent arrears of £2,486. He had arranged repayments with the landlord of £110 a month which was excessive. He also had arrears of Council Tax of £278.

The WRS:

- Applied for an exemption from Council Tax on the basis of severe mental impairment. This was backdated and Mr Smith was refunded all payments that he had made and is no longer liable for ongoing payments.
- Applied for Personal Independence Payment which was awarded at the Enhanced Daily Living rate of £82 a week. Arrears of £620 were issued to Mr Smith.
- Mr Smith was a tenant in a private sector rental and was not getting a full rent rebate. His monthly rent was £540 but he was only receiving the local housing allowance for a one bedroom flat. An application was made for a Discretionary Housing Payment. This was granted and backdated. The weekly award was £8 a week. A lump sum of £291 was issued to the landlord who was then amenable to reducing the monthly payment to £50.
- Finally Mr Smith was awarded the Severe Disability Premium in his Employment Support Allowance claim. An extra £61 a week. This was also backdated and £741 was paid. Mr Smith was also awarded an Enhanced Disability Premium of £15.

Nicole Bethune, Snr Welfare Rights Officer

New hub aids people with dementia

In a pioneering new project in Midlothian, a specialist hub has been set up to encourage people with dementia to look at how technology can help them in their daily lives.

The AT Home Hub opened formally to the public during Dementia Awareness Week in June. Based at Midlothian Community Hospital, it is a joint initiative by Midlothian Council and Volunteer Midlothian. There are estimated to be 1400 people with dementia living in Midlothian with many more people involved in providing care and support for someone with the disease. People with dementia, their families and carers, can come and get information and advice about how technology might support them in their daily lives.

There is the opportunity to see a range of telecare equipment such as personal alarms and equipment using infra red beams to monitor movement around the house. People can also find out about a range of other technological support such as how to access relevant websites and online peer support, set up contact lists, reminders, online shopping, and dementia friendly apps. Stephanie Heasman, AT Home Hub Co-ordinator, said, "All appointments will include discussion about daily living activities and current use of technology. We will discuss the needs and interests of each person and how technology might best support them."

The AT Home Hub is open on Tuesdays and Thursdays at Midlothian Community Hospital and operates both a drop in service and an appointments system. For more information or to book an appointment, contact **Stephanie Heasman**, the AT Home Hub Co-ordinator on **0131 660 1216, 07934 102272** or by email **stephanie@volunteermidlothian.org.uk**

Training opportunities for staff

Workforce planning

Midlothian Health & Social Care Partnership is required to produce an integration workforce plan which includes all the partners across Midlothian Council, NHS Lothian, the voluntary sector and the independent Sector. The partnership will adopt an inclusive approach to workforce modelling, planning and developing.

Tricia Hunter, Organisational Development Consultant is taking a coordinating role, working alongside colleagues to firstly achieve a detailed picture of the current workforce, its strengths and gaps, and an understanding of the key influences for developing its future shape. Tricia will be making connections with key people, organisations and resources across Midlothian, with a view to setting up a cluster of partners to develop a collaborative approach to this work. Through 2016, the drive will be to use our joint knowledge, expertise and passion to explore the shape of the workforce of the future. Tricia said,

“We shall work together to design the plan and ensure all aspects of recruitment, retention, and skills development are considered, to achieve a flexibility and effective skill mix within our workforce.”

Leadership development

The Health & Social Care strategic plan requires changing models of health and social care responses. During this period of transformation, strong leadership is crucial. A variety of leadership development opportunities have been offered to managers including ‘Playing to your Strengths’ which has been a pan-Lothian initiative offering a mix of 360 degree evaluation, coaching and group work. Thirty-two managers from Midlothian will have completed this by the

end of September, when the final course completes.

‘Leadership for Integration’ is a new package of leadership learning support designed specifically for primary care and social care leaders, working in communities or health and social care partnerships, to reshape, develop and deliver integrated care. It is being promoted by NHS Education Scotland, Scottish Social Services Council and Royal College of General Practitioners. ‘Leadership for Integration’ is particularly aimed at GP clinical leads, and middle or senior managers in statutory, voluntary or independent social care organisations. Leadership is for everyone, not just managers. For information, please contact NLU@nes.scot.nhs.uk

Staff can contact **Tricia Hunter**,
OD Consultant on **0131 271 3372** or
patricia.hunter@midlothian.gov.uk

Professional Forum: Diabetes and weight management

Health is influenced by a range of factors, many of which are outside our control. Our age, ethnicity and genetics play a part but there are other factors such as our income, employment and our physical and social environment that are important. Being overweight is often the result of a range of these factors.

Being overweight increases a person’s risk of developing conditions requiring long-term, costly management, such as Type 2 diabetes and cardiovascular diseases. Additionally, there are significant, indirect economic costs arising from increased sickness absence and premature mortality.

Being physically inactive is the fourth leading cause of death as it contributes to diseases such as heart disease, stroke, diabetes and cancers. It is also related to other leading risk factors such as high blood pressure, high cholesterol and high glucose levels and to the increase in childhood and adult obesity. No wonder then that physical inactivity should be regarded as a major public health priority in Scotland today.

In Midlothian we are exploring opportunities to support people, families and communities to avoid, or delay, long term conditions such as Type 2 diabetes, through weight management and other support.

At the Professional Forum on 22nd September we will update people on services that are currently available, from community activity programmes through to specialist services such as bariatric surgery. There will also be the chance to explore how we can make it easier for people, including professionals, to navigate the range of options available and how we can work with communities to make it easier for people to be healthy.

This Professional Forum is on Thursday 22 September at 1.15pm to 4.30pm at the McSence Centre in Mayfield. If you are a professional working in health and social care you can book a place with **Heather McDonald** – heather.mcdonald@nhslothian.scot.nhs.uk or **0131 271 6661**.

Personal health needs assessments

It is well recognised that vulnerable individuals and those from a disadvantaged background are more likely to suffer from ill health, complex health issues, and require greater resources to keep them healthy.

The Community Health Inequalities Team (CHIT) launched a new service back in March with the aim of directly tackling this unfairness. We offer vulnerable individuals in the community the opportunity to meet with a nurse for up to an hour to discuss what matters to them and what they would like to happen to help them lead healthier lives. This assessment gives vulnerable people the chance to discuss their needs and health priorities in a relaxed non-pressured environment. It also aims to support,

motivate and empower them to improve their health and their lives. This requires breaking down barriers and building trust. The assessment looks at the physical and mental aspects of each person with a focus on prevention, promoting self management and lifestyle changes. Ultimately each person decides what they would like to focus on rather than a disease specific approach or health professionals making that decision. The CHIT team has a good local knowledge and links with support networks, other health and social care services, and the voluntary sector. Follow-up appointments are offered to continue to support and motivate individuals to achieve their personal goals. So far we have received over 30 referrals, with 80% attendance.

Call our information line on 0131 446 4806
or discuss with your key worker who can refer you.

Diabetes prevention

Another service delivered by the CHIT team is a pre-diabetes programme designed to give those at risk of Type 2 Diabetes the support to reduce their risk, delay or prevent the disease developing with all the potentially lifelong complications it can bring.

This service will be integrated with NHS weight management service to make it simpler for individuals to receive the help they need. There are currently four diabetes prevention groups across Midlothian.

To find out more or get referred, ask your GP or Practice Nurse or contact:
Alison Milne, CHIT Manager
T: 0131 446 4806
E: alison.m.milne@nhslothian.scot.nhs.uk

Hot Topics Group

The Hot Topics Group is a forum for community members and health and social care professionals. It provides an opportunity for people to come together and debate the key "hot topics" in health and social care today.

The Hot Topics Group has met twice since our last newsletter – in March the group discussed how to support people to live safely at home for longer and in May the group focussed on how to make our communities more dementia-friendly. Suggestions from this session included asking local restaurants to host dementia-friendly evenings and creating a guide to recommended dementia-friendly companies and services.

The Hot Topics Group will take a break over the summer months and

another get-together will be arranged in September. In the meantime we will speak to people about the group and what it has achieved. We will ask people whether the group should continue to meet as before, or whether we should try something different.

Here is a short summary of some of the key actions that are happening as a result of our Hot Topics meetings so far:

- we have launched a new peer support grant - open to anyone to apply for small amounts of money to set up or develop peer support.
- we have produced an action plan about Midlothian Community Hospital which is now being taken forward. Already better links between voluntary sector organisations and the hospital have started to be established.
- communication material has been developed about primary care services including a full page

information article about the challenges we face and what the Health & Social Care Partnership and the community can do to help. This will be published in the Midlothian Advertiser soon.

- we are arranging another meeting with the Midlothian Older People's Assembly to discuss access to primary care – for more information contact **Eric Johnstone** on **0131 663 9471** or eric.johnstone@mvacvs.org.uk

Thanks to everyone who has participated in the group and made the discussions so lively and interesting. If you would like more information about Hot Topics please contact catherine.evans@nhslothian.scot.nhs.uk or **0131 271 3411**.



(top) Befriender/Mentor of the Year Award winner: Christopher Wilson; (below) Health & Wellbeing Award winner: John Duncan

Volunteer awards

'Volunteer Midlothian' held its annual Volunteer Awards Ceremony in June to celebrate all the inspiring good work carried out by volunteers in the preceding year.

Midlothian Health & Social Care Partnership sponsored two of the awards:

Befriender/Mentor of the Year Award

presented by Alison White, Midlothian Integrated Joint Board

Winner: Christopher Wilson, Volunteer Midlothian Transform Project

Health & Wellbeing Award

presented by Caroline Myles, NHS Lothian

Winner: John Duncan, Horizons Recovery Café

For more information on volunteering in Midlothian, contact **Natalie Christison** at **Volunteer Midlothian, 0131 660 1216** or **natalie@volunteermidlothian.org.uk**.

Peer support start up fund

Have you ever thought that it would be good to meet other people with a similar interest, hobby or health condition for a bit of support, a chance for a blether or to have a space just to get together?

Midlothian Voluntary Action in partnership with various voluntary sector partners and Midlothian Council, are offering small start-up grants to individuals or groups with ideas to bring people who have a connection together in a common activity. The key focus will be to improve people's health and well-being in some way. The fund is primarily for new ideas and new projects and will offer grants up to a maximum of £500.

The list below tells you the "musts" for applying for a grant:

- The project/group/individual receiving the grant must operate in Midlothian.
- The purpose of the grant must include, involve and benefit people in Midlothian, including working towards positive aspects of health and well-being.
- Each application must include a named person who takes responsibility for receiving and securely keeping funds.
- All receipts and invoices must be returned to the Peer Support Panel by the named person.

The application form can be downloaded from the MVA website at <http://www.mvacvs.org/index.php/our-services/funding>, or by contacting us at the details below.

mvacvs.org/index.php/our-services/funding, or by contacting us at the details below.

If you would like to discuss the application, or have an idea you would like to explore further, please feel free to get in touch with **George Wilson, Midlothian Voluntary Action, 0131 663 9471** or **info@mvacvs.org.uk**.



The Good Life Group participating in the game show

'Is that the healthy choice?'

Over 100 people attended the Learning Disability Health Fair at Mayfield Community Club in May.

The main part of the event was a forum theatre workshop facilitated by the 'Good Life Group', a group of people with learning disabilities whose mission is simply to help people to have a good life. The performance took the format of a game show 'Is that the Healthy Choice?' where contestants were encouraged to think about healthy choices in relation to diet, exercise, staying safe, relationships, and stress. This was followed by a marketplace with stalls, activities, and displays with ideas and suggestions about how staying fit and healthy can really help people to lead a full and independent life. There was also health screening, advice on different aspects of health and well being, and advice on staying safe.

For more information contact **Duncan McIntyre, duncan.mcintyre@midlothian.gov.uk, 0131 271 3632**.

GET IN TOUCH

The aim of this quarterly newsletter is to provide you with an update on what's going on in health and social care, share developments and bring you stories that show how it all fits together. We welcome your feedback on anything covered in this issue and suggestions for future issues. Please contact: **sarah.barclay@midlothian.gov.uk**