

Badenoch & Strathspey Area Committee

Agenda Item	8
Report No	BSAC/11/22

Report Title: Adult Social Care Provision in Badenoch & Strathspey
Date: 29 August 2022
Report by: Maria Dickson, Area Manager NHS Highland
Responsible Executive/Non-Executive: Simon Steer, Director, Adult Social Care
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1.	Purpose/Executive Summary
1.1	This report is to update the Committee on Adult Day Care provision in the Badenoch and Strathspey Area
1.2	Recent changes in Independent Sector Provision of both Care at Home and Care Home Services and ongoing recruitment and retention difficulties in all sectors of adult social care are making provision of services very challenging. However, there are ongoing attempts to recruit adequate staff and to support independent providers with their challenges to ensure that the needs of B and S residents can be met safely. The aim is to stabilise both in house and independent care homes, to take Care at Home provision completely in house and to enhance day care opportunities and capacity at the Glen Centre in Aviemore.
2.	Recommendations
2.1	Members are asked to: <ul style="list-style-type: none"> i. Note the above changes to Care Home and Care at Home provision ii. Note a Change to Day Care Provision iii. Note the ongoing challenges in recruiting to adult social care posts across all sectors
3.	Implications
3.1	Resource Provision continues to be delivered within the adult social care financial envelope. However challenges in recruitment are leading to ongoing discussions with Independent Sector Care Home Providers
3.2	Legal
3.3	Community (Equality, Poverty, Rural and Island) Every attempt is being made to ensure there is equity of provision across all areas of Badenoch and Strathspey, however recruitment in more remote areas is proving challenging.

Badenoch & Strathspey Area Committee

3.4	Climate Change / Carbon Clever
3.5	Risk If recruitment challenges are not overcome, the risk of unmet need increases. The District Integrated Team continue to devise creative ways of delivering on person centred outcomes, but some service users may need additional support from family if staff are not recruited.
3.6	Gaelic

4.	Care Home Provision
4.1	After being placed in administration, Grandview House in Grantown on Spey was closed in May 2022. The moves of residents were organised by a dedicated team from NHS Highland, and a key contact was nominated to liaise with families, staff and the administrative team. All residents who wished to remain local were found placements in the care homes in the valley, whilst some families chose to move their loved ones closer to their homes, resulting in placements in other parts of Highland and a small number wider afield. All residents who moved have had their 6 weekly review and are generally doing well in their new homes. All staff from Grandview who wished to remain in adult health and social care were supported to find alternative jobs.
4.2	<p>Remaining provision in Badenoch and Strathspey consists of:</p> <ul style="list-style-type: none"> The Wade Centre Kingussie (Residential, respite and intermediate care) Grant House in Grantown on Spey (Residential, respite and intermediate care) Lynmore in Grantown on Spey (Nursing and Residential with limited respite provision) Mains House in Newtonmore (Nursing and Residential with limited respite provision) <p>All care homes are experiencing enormous challenges in recruitment and retention and NHS Highland is working closely with HR and wider stakeholders to attempt to address this. There have also been difficulties recruiting to a registered manager at the Wade Centre. This position is currently being covered by a person on secondment from elsewhere in NHS Highland. There are greater challenges in recruitment in Kingussie and Newtonmore than other areas of the valley, which are exacerbated by transport links and lack of affordable housing. Despite the staffing challenges, both in-house care homes have recently had good grades from Care Inspectorate Inspections.</p> <p>Mains House remains closed to admissions whilst discussions regarding its future continue with administrators, NHS Highland and the Highland Council. NHS Highland are supporting Mains House staff with both care planning and some care staff input from the Care Response Team.</p> <p>The loss of care home beds following the Grandview closure and the embargo of admissions in Mains House is presenting challenges, particularly for hospital discharges.</p>

Badenoch & Strathspey Area Committee

5.	Care at Home Provision
5.1	<p>Independent Sector provision of Care at Home has been challenging for several years. New providers came into the area in 2019 but unfortunately, over the last year, with the exception of support for people with mental health problems from the Richmond Fellowship, all independent sector provision for Care at Home has either ceased or is being handed back to NHS Highland imminently. Providers cite recruitment and retention as the primary reason for withdrawal.</p>
5.2	<p>There are currently significant numbers of hours of unmet need for Care at home, as a result of lack of independent sector provision. This includes, hours for people in the community and a further number of hours that need to be taken over from Highland Home Care.</p> <p>As part of the redesign of services following the closure of the two older community hospitals in the valley, the inhouse Care at Home team was significantly expanded in 2021. To enable the pick up of mainstream packages handed back by the independent sector and to ensure that everyone currently waiting for care at home can have their needs met as soon as possible, further recruitment is currently in hand. The enablement part of the service is also being expanded to ensure that service users' potential for independence is fully maximised. If all vacant posts are filled the unmet need list will reduce to zero hours, but as already stated, there are concerns around recruitment and ongoing discussions locally as to how we can attract and retain sufficient social care staff in the midst of a similar drive for recruitment in the hospitality sector.</p>
6.	Day Care Provision
6.1	<p>Prior to the Covid Pandemic, day care was delivered from 3 sites in the valley: The Wade Centre, Grant House and the Glen Centre in Aviemore. All day care was suspended on Government advice during the pandemic and the staff at the Glen Centre worked creatively to offer different types of support and meal provision to their clients. When guidance was received that day care could recommence earlier this year, risk assessments were completed at all 3 sites in order to inform future provision.</p>
6.2	<p>Following risk assessment, it is not possible to provide day care from either of the two in house care homes in the valley at the current time. This is due to the risks of cross infection to the residents within the care homes if people are being brought in and out from the community.</p>
	<p>The Glen Centre reopened in May 2022, albeit with some ongoing staffing challenges and is currently supporting a small number of individuals. Due to the inability to use the residential homes, the Glen Centre is currently the only day centre in the valley, with service users being transported from their homes via minibus. To ensure that the centre can offer support to its maximum capacity, a restructure has taken place and new staff are being recruited. This will allow us to provide up to 14 places per day and this will be reviewed on an ongoing basis. For service users who cannot attend, either due to capacity or an inability to use the transport, the integrated team will look for creative alternatives.</p>

Badenoch & Strathspey Area Committee

7.	Wider Health and Social Care Provision
	<p>The opening of the new Badenoch and Strathspey Hospital in Aviemore in September 2021 has provided the opportunity for co-location of staff groups in the building. This means that the social work and care at home teams are now sharing an office with the wider integrated team and can forge much better links and relationships with hospital, mental health and Children's Services colleagues. A focus for the redesign project and now the whole integrated community team is to ensure that residents in Kingussie and Grantown on Spey are not adversely affected by the closure of the two previous community hospitals. Whilst staff are based in Aviemore, they have good links and are regularly present in the localities, working closely with the GP practices. Feedback from staff so far is that the move to the hospital has been very positive.</p>

Designation: Area Manager, NHS Highland
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