

Health and Social Care Integration on Arran

Reviewing our services

In 2016, we undertook a review of people's experiences of Arran services to understand how people experienced the care we provide.

Ten individuals with complex care needs shared their care journeys and we reviewed what had happened over a 12-month period. This revealed a number of things and influenced next steps, as we started to develop plans for integrating our health and our social care services:

- We realised many of our services were uncoordinated
- We realised some people had lots of visits on the same day and some people had long gaps in between visits
- We realised we had gaps in some of our services and that we provided services from a large number of sites and buildings of differing standards (some are old buildings and some are purpose-built new ones.)

Demographics – current and future

On Arran we have an ageing population and this is higher than the rest of Scotland.

The data predicts that 10 years from now, in 2029, over 50% of our island population will be over 80 years of age. We also know we will have fewer young people on the island. This means we need to change the way we provide our services. We need to join them up so we can sustain our services on-island services. See attachment 1 [EM: can you provide this?].

Current services on Arran

When we map our services, we realise many of our services are provided by different sectors (see attachment 2 [EM: can you provide this?]).

Mapping our services has also shown:

- Services are often managed by different managers with separate budgets
- Some teams have difficulty recruiting and retaining staff
- We have multiple contact points
- Teams are geographically separate from each other
- Most roles are very clearly defined and therefore very little crossover.

We realised our services are fragmented. In spite of this we still do manage to provide many examples of excellent care and we want to build on and continue to sustain this into the future.

What do we want to do?

Single team – We would like to create a single team so all health and social care staff on Arran work together and are managed within one structure on Arran, with one all-island budget.

Model of care – Caring for people with complex needs is a significant part of what we do on Arran due to the nature of our elderly population. We are currently trialling a new role, health and care

support worker, to combine both personal care and medical care into one role. We think this will be a better way of coordinating care and ensuring people can continue to stay at home for as long as possible.

We also want to centralise our unscheduled care service at the hospital. This will enable all urgent needs to be provided from one location. To do this we:

- Have increased the capacity of Accident and Emergency Department at Arran War Memorial Hospital
- Have introduced a dedicated ambulance transfer service
- Will be installing a new X-ray machine.

We have also trained advanced nurse practitioners (ANPs) to care for people with urgent needs; people can be treated by ANPs in their GP practice or in the hospital.

Single point of contact – We want people to be able to call one number for all their health and social care needs. We are currently scoping a new system called Netcall, this will enable us to introduce one single number for health and social care services on Arran. We hope this will improve your experience and make it easier for you to access services, for example, GP appointments, query about social care or related to Montrose House.

Integrated hub – We want to re-provide the hospital, Lamlash Practice and Brodick Practice into one new building along with residential care, social services and community nursing. We believe this will enable us to coordinate care more effectively and give us greater flexibility over 24 hours and 7 days.

To have one new building we must follow four key stages within the Scottish Capital Investment Manual. We are currently at Stage Two and we need Scottish Government to endorse our plans for an integrated hub. We have identified the preferred way forward, having the services (outlined above) together in one building.

We don't yet have a site where this would be, however have included Montrose House site as one possible location. If our plans are endorsed we will then need to move to a formal consultation phase with the Arran community. This will include an option appraisal regarding the site for the building. It could take as long as two years to get all the necessary stages completed and approved.

Engagement – We will continue to run engagement events and meet different on-island groups to ensure we maximise people's input and feedback on our plans.

The services we are planning are for everyone on Arran and we really need your support and views on plans as they develop.