



**Meeting:** Highland Health & Social Care Committee  
**Meeting date:** 08 May 2024  
**Title:** Chief Officer Assurance Report  
**Responsible Executive/Non-Executive:** Pamela Cremin, Chief Officer  
**Report Author:** Pamela Cremin, Chief Officer

<p><b>1. Purpose</b></p> <p>To provide assurance and updates on key areas of Adult Health and Social Care in Highland.</p>
<p><b>2. Joint Inspection Adult Support and Protection for Highland HSCP Area</b></p> <p>The Inspection has concluded and feedback on the findings are being delivered in 2 feedback sessions (the same session run twice)</p> <ul style="list-style-type: none"> <li>• Thursday, 09/05/24: 13:30 - 14:30</li> <li>• Monday, 13/05/24: 14:00 - 15:00</li> </ul> <p>Please contact Ian Thomson Head of Service: Quality Assurance; Adult Social Care NHS Highland if you would like to attend a feedback session: <a href="mailto:ian.thomson7@nhs.scot">ian.thomson7@nhs.scot</a></p>
<p><b>3. Cradlehall Care Home</b></p> <p>Cradlehall Care Home has now closed and all of the residents have been safely placed with other providers.</p>
<p><b>4. Vaccination Services</b></p> <p>Vaccination performance within Highland HSCP has been escalated to level 2 of the national framework by Scottish Government reflecting a lack of confidence in the robustness of the service. There are monthly formal meetings between NHS Highland and Scottish Government as well as weekly informal meetings. The following targets and improvement areas have been put forward by NHS highland:</p> <ul style="list-style-type: none"> <li>• Adult vaccination rates to be higher than Scotland Average</li> </ul>

- Childhood vaccination rate fall to be stopped and reversed
- Complaints to be reduced to background level
- Measurement of staff and patient experience with positive outcomes
- Effective delivery model for Highland HSCP with locality alignment
- Robust pathways for post-exposure prophylactic vaccinations

Work is under way to address these issues, for example including the potential for tetanus vaccination to be delivered in primary care. Scottish Government have requested firmer project documentation with a specific emphasis on MMR vaccination among infants and HPV vaccination in schools.

In tandem with performance escalation work is being undertaken with Public Health Scotland acting as a critical friend. The PHS team has already visited in person and further specific support work is planned.

A principal management task for Highland HSCP is the review of the delivery model for vaccination with consideration of how best to marshal and deploy staff and resources in different localities and whether additional flexibility may be required in more remote and rural areas. Options appraisal paper is being developed and will be ready for wider stakeholder engagement mid May, with the aim of having any new service configuration in place for the winter 2024 vaccination programme.

**5. DadPad App**

In a first for Scotland, the DadPad app has been launched in NHS Highland by the Perinatal and Infant Mental Health Team. The DadPad app is an easy-to-use resource that is free to download and has been developed with the NHS to provide support and guidance for new dads and dads-to-be. The app, which is available across Highland and Argyll and Bute, also provides dads with guidance on how to support and seek help, when needed, for their partners and themselves as they adjust to their new roles, and cope with the physical and emotional strains that this can place on individuals and relationships. It is intended that the app will help provide fathers the confidence they need to build strong attachments and therefore have a long-lasting impact on the mental health of future generations.

**6. Community Link Worker (CLW) Service Update**

The CLW service aims to impact on health inequalities as part of the Memorandum of Understanding between the Scottish Government and the General Medical Council to reduce pressure on GP's. Through a commissioning process, the CLW contract was awarded to Change Mental Health in July 2021. The service went live in April 2022 to 29 GP practices with the highest number of patients in SIMD 1 & 2. A key consideration for the service delivery was to ensure ease of referral for GP practice and a social prescribing platform called Elemental which links with Vision was procured. This system tracks and records referrals and social prescribing destinations for patients. Patients are supported with non-medical issues and helped to access support around the wider social determinants of health; directing them to the right help and freeing up GP time.

The number of referrals to the service to the end of Feb 2024 was 1782  
The main reasons for referral were - mental health, loneliness and social isolation. Other reasons for referral have included - financial issues, bereavement, and housing and essential needs.

The Short Warwick Edinburgh Mental Wellbeing Score tool is used to measure patient outcomes. For patients who completed the tool, the mean score increased from 18.5 at the first assessment to 21.7 at the final assessment. This is significant in relation to improved patient outcomes.

Number completed (SWEMWBS Pre)	Mean score (SWEMWBS Pre)	Number completed (SWEMWBS Post)	Mean score (SWEMWBS Post)
516	18.5	151	21.7

The new contract for the CLW service will run from 5<sup>th</sup> July 2024 for 3 years and has been awarded to Change Mental Health, the current provider. The service will be expanded to all 62 GP practices, with the expansion to new practice being allocated on a cluster basis, with the focus remaining on patients most in need of support.

UHI were awarded funding from the Chief Scientists Office to undertake an evaluation of the CLW service with a focus on remote and rural areas. The research uses a mixed method approach to capture the impact on i) patients, ii) the third sector and iii) the wider health care system. This research project is ongoing and will report in 2025.

**7. Feedback from Joint Monitoring Committee**

The following agenda items were discussed:

- Future Strategic Reporting to JMC
- Integrated Childrens Services Annual Report
- Adult Services Update Report
- NHS Highland and Highland Council Finance Reports

An update was provided regarding the implementation of the Joint Strategic Plan and the requirement for an implementation plan with appropriate metrics and outcome focussed delivery.

Mr David Fraser has reached the end of his tenure as Chair of the JMC and Sara Compton-Bishop (current vice chair) will take up the Chair for 12 months from 1 April, with Mr Fraser taking on the role of Vice Chair.

**8. Enhanced Services**

The proposal for Enhanced Services that was communicated to General Practice has been paused and a revisit of communication and engagement governance with GP Sub Committee and Local Area Medical Committee (LMC) representation has taken place. A governance and communication framework between NHS Highland and LMC has been agreed and negotiation is actively in place to develop and agree Enhanced.

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