

Dumfries and Galloway
Integration Joint Board

5th March 2024

This Report relates to
Item 9 on the Agenda

Complex Needs Service Evaluation Framework

Paper presented by Justin Murray

For Noting

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List of Background Papers:	1 – Complex Needs Plan 2023 - 2026 2 - Complex Needs – Draft Implementation Plan 2023-2026
Appendices:	Appendix 1 – Evaluation Framework

Direction Required to Council, Health Board or Both	Title		Reference Number
		Direction to:	
	1. No Direction Required		X
	2. Dumfries and Galloway Council		
	3. NHS Dumfries and Galloway		
	4. Dumfries and Galloway Council and NHS Dumfries and Galloway		

1.	Introduction
1.1	This paper offers an update to the Integration Joint Board in relation to the Complex Needs Service and the development of an evaluation framework for the Service.
2.	Recommendations
2.1	<p>The Integration Joint Board is asked to:</p> <ul style="list-style-type: none"> • Note update in relation to the Complex Needs Service • Note the Evaluation Framework and its implementation
3.	<p>Background and Main Report</p> <p>3.1 A Complex Needs Plan 2023-2026 (see background papers) for Dumfries and Galloway was approved by the Integration Joint Board in September 2023.</p> <p>3.2 As outlined this plan is being delivered by the Complex Needs team created in May 2023 bringing together professionals from both Health and Social Care to improve collaboration and communication between professionals and for those accessing services a clearer and simpler route to access the support they need. Some initial areas of work for the service has included</p> <ul style="list-style-type: none"> • The Implementation of the national support register for those with complex needs to support hospital discharge and the return where applicable of those currently of region with complex needs • A review and restructure of the supported accommodation access panel to include provide partners in ensuring the effective utilisation of the supported accommodation available to the Health and Social Care Partnership (HSCP) • The development of a collaborative with Complex Care Providers and third sector partners to improve communication and service delivery • The development of a complex needs supported accommodation group to support the ongoing development of appropriate accommodation solutions for this group working with Strategic Housing and Housing Association partners <p>3.3 As part of the implementation of the Complex Needs Plan an evaluation framework has been developed for the Complex Needs Service.</p> <p>3.4 This Complex Needs Evaluation Framework is attached at Appendix 1.</p> <p>3.5 This framework looks to support the delivery of the Complex Needs Plan by evaluating particular areas of activity directly linked to the model of care for those with complex needs as identified within the plan. It will also evaluate progress against projected budget savings.</p> <p>3.6 The evaluation framework will include the main areas of service delivery within the Complex Needs Service and a particular focus the on key service areas linked to reducing delayed discharges from hospital settings such as Midpark, support (where applicable) the return of Out of Region (OOR) placements and reduce the need for such placements in the future and also to reduce the use of agency staff in the provision of care locally.</p> <p>3.7 The framework will also be used to demonstrate user engagement, report on</p>

	<p>service outcomes and satisfaction building on existing measures. This will include areas where the voice of those that use services has impacted on service delivery and design.</p> <p>3.8 To support the delivery of this framework, there is a requirement for the Complex Needs Service Management Team to oversee the formation and embedding of the evaluation within the Partnership.</p> <p>3.9 This project team will be required to create the relevant evaluation documentation and key to this documentation will be agreeing the Key Performance Indicators (KPIs) to monitor the success of the model of care.</p> <p>3.10 Finally, there will be a need for the Complex Needs Service management team to report on the KPIs on an ongoing basis to ensure that the model of care is having the desired impact and where this is not the case any issues should be identified and raised with the Mental Health Directorate MT and Complex Care Programme Board.</p>
4.	Conclusions
4.1	The development of the aligned Complex Needs service is already bringing a more coordinated approach to delivery of care and support for those with Complex Needs and it is expected that further improvements will come as part of the delivery of the plan in areas such as transition.
4.2	The development of the Evaluation framework will support the Complex Needs Team in the delivery of the Complex Needs Plan by evaluating particular areas of activity directly linked to the model of care for those with complex needs as identified within the plan. It will also evaluate progress against projected budget savings.
5.	Resource Implications
5.1	Resource implications are set out in the Resources section of the Complex Needs Plan.
6.	Impact on Integration Joint Board Outcomes, Priorities and Policy
6.1	<p>Through the Partnership Delivery Plan the Plan for Complex Care has been mapped to the Strategic Commissioning Plan 2022-25 as follows, please note that the individual elements of the implementation plan have also been mapped accordingly:</p> <ul style="list-style-type: none"> • Strategic Commissioning Intention (SCI) 1 – People are supported to live independently at home and avoid crisis • Tactical Priority 1.1 – Delivery of the model of care
7.	Legal and Risk Implications
7.1	A number of risks impacting the Partnership's ability to make progress against the priorities within the Complex Needs Plan, these include:

- Sustaining high quality, safe and effective care and support in the face of growing demand and reducing resources
- Increasing numbers of people with complex multiple long term conditions requiring higher levels of care and support
- Widening health and social care inequalities
- People not getting the right care and support in the right place at the right time
- Reducing number of people of working age to provide paid care and support
- Increasing challenges recruiting people to deliver health and social care and support
- The rurality of the region in which we live can present risks in relation to accessibility and sustainable communities
- Increase in retirement age potentially leading to reduced availability of volunteers
- Lack of available supported accommodation to meet needs

7.2 Mitigating actions relating to the identified risks are in the Making it Happen section of the Draft Complex Needs Plan. It is key that these mitigations are evaluated within the wider complex needs plan and this.

7.3 As noted above and working with Strategic Housing (Council), Housing Association and independent provider partners the HSCP has developed a proposal to provide a supported accommodation project (18 core and cluster properties) to prioritise the housing and support needs of the above group. Core funding will come through Scottish Government in the form of a Housing Association grant to support the development costs of this provision. Within the current social housing funding structure there is often a gap between the grant funding available for standard accommodation and the specialist accommodation requirements of people with complex needs.

7.4 The HSCP has therefore has ring fenced £316,841 of the Dumfries and Galloway allocation of the Scottish Government's Community Living Change Fund (CLCF) to support any shortfall in grant funding linked to the specialist nature of this development and model. As this sum has not yet been utilised there is a risk that the Scottish Government may recall this unspent allocation before the 31 March 2024. Any recall of this funding will impact on the scale and specification of this new build development.

7.5 Discussions are ongoing with Scottish Government around this funding.

8. Consultation

8.1 Developed by the Complex Needs Project Group reporting directly to the Complex Care Programme Board.

8.2	Throughout development linking with finance colleagues and to the Complex Needs Reference Group for access to wider stakeholder groups and operational colleagues.
8.3	Previous updates on individual service areas to Health and Social Care Governance and Performance Group and Financial Recovery Board.

9.	Equality and Human Rights Impact Assessment
9.1	Not applicable as an Equality Impact Assessment has been carried out to support the Complex Needs Plan.

10.	Glossary										
	<table border="1"> <tr> <td>CNP</td> <td>Complex Needs Plan</td> </tr> <tr> <td>HSCP</td> <td>Health and Social Care Partnership</td> </tr> <tr> <td>IJB</td> <td>Integration Joint Board</td> </tr> <tr> <td>OOR</td> <td>Out of Region</td> </tr> <tr> <td>SCI</td> <td>Strategic Commissioning Intentions</td> </tr> </table>	CNP	Complex Needs Plan	HSCP	Health and Social Care Partnership	IJB	Integration Joint Board	OOR	Out of Region	SCI	Strategic Commissioning Intentions
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