

The Moray Community Care Strategic Plan

2002 – 2004



Moray is situated in the north east of Scotland on the south coast of the Moray Firth. It is a rural area containing a rich variety of farmland, fishing villages and mountainous countryside. The neighbouring local authorities are Highland to the west and Aberdeenshire to the east. Moray's rural nature is signified by being the eighth largest local authority area in Scotland, whilst at the same time having the fourth lowest population density.

The population of Moray is estimated to be 84,950 (Registrar General for Scotland Annual Report 2000). The centres of population are the towns of Elgin, Forres, Buckie, Keith and Lossiemouth. The combined populations of these towns account for almost 60% of the total population of Moray. It is expected that in the next 16 years the overall population will remain unchanged but the number of older people will increase by 25%, with a significant rise in the number of people aged 75 and over.

Moray's workforce of 36,200 comprises 27,400 employees, 4,300 self-employed people and 4,500 Royal Air Force personnel. Apart from the RAF the main employment sectors are food processing, distilling, retailing and public administration. The poverty indicators for Moray are low. At 3.4% (October 2000), the unemployment rate is below the Scottish average. Moray also has a lower than average rate of crime.

The Moray Council employs around 3,000 staff and provides major local services including Education, Environmental Services and Community Services (Social Work and Housing).

Moray is served by NHS Grampian. Dr Gray's Hospital in Elgin provides acute services, including Accident and Emergency. There are also 6 Community Hospitals in Moray.

Despite its small population, Moray is fairly well served by a range of national and local voluntary agencies, providing services across all community care groups; learning disability, mental health, older people, physical and sensory disability, drug and alcohol services, and physical illness.

Information on these can be accessed through the Morinfo system, which is found in libraries and other community facilities. Two service directories are available; the Access Guide to Disability Services and the Access Guide to Mental Health services. These guides are available from the Access Project Co-ordinator, 11 North Guildry Street, Elgin or by telephone on 01343 557265.

By the Moray Community Care Partnership

We are pleased to present the Community Care Plan 2002-2004 for Moray. This is the third Community Care Plan, which like those before, is a Joint Plan, produced by The Moray Council and NHS Grampian.

During the 3 years since the last Community Care Plan, much has been achieved in planning for care groups and we can now add Service Strategies for Carers, and for Older People to the Moray 'family' of plans. What has been missing, however, is an outline of the overarching strategic framework and future direction that pulls together these care groups plans and identifies common themes. It is hoped that this Community Care Strategic Plan 2002 - 2004 helps to fill that gap.

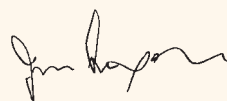
In Moray we value our community, and aim to enhance the quality of life of all individuals living in the area. We can only achieve this challenge by working as a partnership with the community, to provide high quality care that promotes independence, choice and social inclusion.

As partner organisations, we are committed to working together more closely. We are already putting in place a service structure that enables this to happen across all areas of our work - merging our planning and commissioning activity, and developing opportunities for staff to work jointly in the delivery of services.

We fully recognise that integrated working will take some time to achieve, but recommend this plan to you, as throughout you will find examples of service development that signify we are on our way.



Eddie Aldridge
Convener
The Moray Council



Jim Royan
Chairman
NHS Grampian



Jamie Hogg
Chairman
Moray L.H.C.C.

Our Joint Plan for Integrated Working

Moray is fortunate to have a history of good joint working, with Health services and the Local Authority coming together at all levels throughout their organisations to agree strategy, develop services and work together on their delivery. In a small authority like Moray there has been opportunities to develop multi-agency teams - some locality based - and put joint working principles into practice.

The involvement of other statutory agencies, and the voluntary and independent sector, as partners in the planning and delivery of community care have supported this success in joint working. As a result of this partnership there are innovative models of care developing in Moray, such as projects employing a skill-mix of staff.

However, the picture is not complete and joint working needs to be strengthened and developed over the next three years if we are to continue to improve services and meet the care needs of Moray. This creates many challenges for those who plan and deliver services. There is, however, a strong foundation in Moray on which to develop community care over the next three years.

Building on the achievements of Health and the Local Authority in joint working, the intention for the next three years will be to move towards greater integration of services. This reflects both the Government's agenda for 'joined up' working, and a general acknowledgement within Moray that there already is an inter-dependency of many activities and that integrated working promises many benefits:

- **Opportunities for greater efficiencies**
- **Improved access for the public**
- **Potential for improved quality and performance**

Within Moray there appears to be universal agreement with the principle of integrated working. A revised and strengthened planning structure has been put in place that will provide the necessary framework for delivering the desired outcomes. This plan attempts to describe that planning process and the actions arising from it which move us towards integrated working, and improved community care services for the next three years.

Current Planning Structure



The Moray Council

The Moray Council provides major essential services to the public including education, housing, social work, public transport and recreation facilities. It also has a key role in relation to public health.

The Moray Council comprises 26 elected members who sit on a range of committees including Policy and Resources, Environmental Services, Education Services, Community Services and Licensing Committee. Community Services Committee deals with issues relating to Housing and Social Work.

It is through the committee structure that The Moray Council sets its policy priorities and responses to the national agenda set by central government. The local authority is also a member of the NHS Board.

NHS Grampian

NHS Grampian provides strategic leadership in improving health, tackling health inequalities and ensuring that healthcare services are coherently planned and delivered to meet local needs. NHS Grampian comprises a unified NHS Board with representation from Grampian Health Board, Grampian Primary Care NHS Trust and Grampian University Hospitals NHS Trust. In order to achieve the strategic aims of improving health care and tackling inequalities the Board works in partnership with other agencies, primarily local authorities.

Each NHS Board in Scotland (of which there are 15 including NHS Grampian) has the responsibility for developing a single Local Health Plan to address the health improvement, health inequalities, and health care needs of the local population.

Within this context Local Health Care Co-operatives will continue to play a vital role. Moray is in a particularly favourable position because, unlike many other local authority areas of Scotland, we have a single L.H.C.C. whose area of remit is co-terminus with that of the local authority.

The **Moray LHCC** comprises:

16 GP Practices

6 community Hospitals

86,000 Patients

an array of community health service staff, including Nurses and PAMS

The LHCC will also develop constructive working relationships with dentists, pharmacists, opticians, Moray Council, NHS Grampian Board and secondary care.

Communities Scotland

Communities Scotland is the new agency that has taken over from Scottish Homes from 1st November 2001. It has a broader remit with three divisions focusing on Regeneration, Regulation and Inspection, and Investment and Performance.

Neighbourhood renewal will be the key aim of Communities Scotland, which will work in close partnership with local authorities and other public and private sector organisations.

Plans for the new agency include the establishment of a Neighbourhood Renewal Centre by April 2002, which will develop the Social Justice Minister's policy priorities and promises new and imaginative methods of operation.

A residuary body, retaining the name Scottish Homes, will manage the 4,000 houses that have not yet transferred from Scottish Homes to community ownership. These houses are expected to transfer as tenant's vote in local ballots over the next few years.

Health Promotions

Health Promotions is a division of NHS Grampian. Its role is central to the board's mission to improve the health of the population of Grampian, in partnership with others. Health Promotions supports the Board's strategic function and plays a key role in taking forward the Government's health agenda outlined in the White Paper on health, Towards a Healthier Scotland. This role involves building and maintaining strategic health partnerships with local authorities, NHS Trusts, the private and voluntary sectors and others to initiate and support the joint development and implementation of health strategies, where improving health whilst tackling health inequalities is the overarching aim.

Moray Voluntary Service Organisation

MVSO provides responsive independent services to enable voluntary groups to develop. Through local and national partnerships and by a commitment to good practice, MVSO actively encourages groups to make a positive difference to Moray communities.

Planning for Care Groups

Currently, there are planning groups relating to: the Carers Strategy; the Mental Health Framework; Learning Disabilities Locality Group; Older Peoples Strategy Group; Physical and Sensory Disability Group; and the Drug and Alcohol Services Group. These groups have memberships drawn from relevant statutory and voluntary agencies and are responsible for identifying gaps in services and the needs of clients. They also have the lead role in identifying opportunities to bring about developments and innovations in services. The aim is to increase the involvement of service users and carers in the decision making process.

Our aim within Moray is, as far as practicable, to operate within a unified structure that supports integrated working. This could ultimately result in a single decision making/governance body having strategic responsibility for pooled Community Care resources and a coherently managed Community Care staff group operating within a single management structure. In some areas of our activity, there has already been some progress towards integrated working with further development anticipated during 2002 – 2004:

1. ACTIONS IN SUPPORT OF INTEGRATED WORKING

ACTION 1a	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Improve the current <i>joint planning framework</i> in Moray for Community Care Services.</p>	<p>Moray Community Care Partnership has recently been established. The Partnership has decision making powers and will eventually have delegated responsibility for managing resources and budgets. The Community Care Strategy Group is currently under review. The Group serves as a link between care groups and the Partnership.</p> <p>Progress will partly depend on emerging arrangements for Grampian Health Services.</p>	<p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Modernising Community Care.</p> <p>Joint Futures.</p>

Towards Integrated Working

ACTION 1b	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
Establish <i>locality forum</i> across Moray with representation from statutory and voluntary agencies and the local community.	Representatives from local organisations and services, and the community, are currently meeting in several localities with the objective of setting up forums and developing Area Plans.	The Moray Council Community Plan 2001.	Our National Health: a plan for action...a plan for change.

ACTION 1c	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
Provide <i>joint training</i> for health and local authority staff, including: <ul style="list-style-type: none"> a) Adults with Incapacity (Scotland) Act 2000. b) ISD Recording. c) Homecare/Community Nursing. d) OT's. e) Autism, Epilepsy and Diabetes. 	Training programme currently being implemented. Learning Disability Joint Training Initiative.	The Moray Council Community Care Development Programme 2001 – 2004. Choices for our Future.	Community Care: A Joint Future. Same As You. Modernising Community Care.

ACTION 1d	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Agree a <u>single assessment</u> format for health/social care in the community.</p>	<p>A single assessment form has been developed through the Forres Project and is being utilised. It will be rolled out across Moray and will be incorporated into Carefirst.</p>	<p>Moray LHCC Action Summary 2001/2002.</p> <p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Community Care: A Joint Future.</p> <p>Modernising Community Care.</p>
ACTION 1e	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Develop opportunities for Health and Local Authority staff to <u>co-locate, share posts</u>, and enhance opportunities for <u>joint working</u>.</p>	<p>Ongoing discussions are taking place between The Moray Council, Moray LHCC Grampian Primary Care Trust and Grampian University Hospitals Trust.</p> <p>Joint Management arrangements are being piloted in Forres during 2001/02 with a joint Senior Management Team drawing together the planning partners.</p>	<p>The Moray Council Community Care Development Programme 2001 - 2004.</p>	<p>Community Care: A Joint Future.</p> <p>Modernising Community Care.</p>
ACTION 1f	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Develop an <u>integrated home care/nursing service</u>.</p>	<p>This has been piloted in Forres during 2000/2001 and will be rolled out across Moray onwards from 2001/2002.</p>	<p>Moray LHCC Summary Action Plan 2001/2.</p> <p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Community Care: A Joint Future.</p> <p>Our National Health: a plan for action...a plan for change.</p>

Towards Integrated Working

ACTION 1g	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Align Health and Local Authority <i>Occupational Therapy Services</i> in Moray.</p>	<p>A partnership agreement has been drawn up between The Moray Council and Grampian Primary Care Trust.</p> <p>The service is becoming aligned. A joint store has been established and single assessment developed.</p>	<p>Moray LHCC Summary Action Plan 2001/2.</p> <p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Community Care: A Joint Future.</p>

ACTION 1h	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Establish an <i>aligned budget for residential and nursing home care</i> and develop a rapid response service.</p>	<p>Joint Agreement August 2001.</p> <p>Aligned budgets have been established to deal with winter pressures for 1999/01 and 2000/01. It is proposed to review these arrangements to cover any high cost care packages throughout the year and for future years.</p>	<p>Moray Strategy for Services for Older People.</p>	<p>Report of the Royal Commission on Long TermCare/<u>Sutherland Report</u>.</p> <p>Response of the Scottish Executive to the Report of the Royal Commission on Long Term Care.</p> <p>Community Care: A Joint Future.</p> <p>Modernising Community Care.</p>

Community Plan

This document sets the long-term vision for the Moray area and broad strategic objectives. It has been prepared in conjunction with key planning partners in Moray. The processes of community involvement and co-ordinating services are central to the Community Planning process.

Community Planning is an initiative that is being actively promoted by the Scottish Executive. Local Councils have been asked to lead the initiative in partnership with the other major service providers in their area. The Council and its partners, along with the public and other groups with an interest in the future of Moray, have started the process by putting together this Plan. The Plan concentrates on how the partners can deliver better services to the public. They aim to do this by collaborating more with each other and by seeking to involve the public more directly in their decision-making. The Plan is aimed at improving local circumstances and it will do this by looking forward over the next 5 to 10 years, and by measuring its progress every year. The Plan covers many of those areas in life that affect the way we live.

The plan is about health and well-being; children and education; housing; the availability of jobs; leisure time, transport, and so on. Therefore, many organisations and the community at large are stakeholders in this plan. It is intended that it will provide the basis for developing a network of local community plans that will look in more detail at the specific needs of local areas.

Corporate Plan 2001 - 2004

This is the first Corporate Plan that has been produced by the Moray Council. The plan sets out the Council's medium to long term objectives, setting out how the Council will contribute to the overall community vision and strategy for the area. The Plan focuses on the main projects and tasks to achieve the objectives. Corporate planning is a continual process, which sets out strategies and actions for the future and co-ordinates activities, resources and priorities to help achieve these actions.

NHS Grampian Action Plan

This Action Plan sets out how the NHS in Grampian will make best use of all available resources including people, financial and capital (building, equipment and technology). The NHS Grampian Action Plan has been written as a collaborative exercise by all NHS organisations in Grampian and sets out how the maximising of resources will be taken forward. This work is underpinned by joint accountability for the outcome of all work to be undertaken.

The plan will form the focus of the "health services" work that the current Health Board will undertake during the next 12 months and beyond. The sustained change that is proposed in this paper is long term. Public understanding and support is central to success. To this end, a framework for public engagement and a wide public discussion about NHS Grampian modernisation will be at the centre of the work.

Service Plans

The services the Council provides produce these wide ranging documents. They cover all aspects of service delivery and focus on the priorities in the Community and Corporate Plans and direct resources to agreed activities. They all also respond to the national agenda and direction set by central government.

The two main service planning documents that exist within the Community Services department of the council are:

- ***The Housing Plan,***
- ***and***
- ***The Community Care Plan***

The Housing Plan 1998-2003

The Moray Council Housing Plan 1998-2003 sets out the objectives and priorities for the provision and maintenance of housing over the five years of its existence. It forms the basis for housing investment in Moray for this period.

The current Housing Plan will be the last one to be produced. The Scottish Executive through new legislation in the form of the Housing (Scotland) Act 2001 requires local authorities, in their role as the strategic housing authority, to produce **Local Housing Strategies** for March 2003. The Moray Council as part of the North East Housing Planning Alliance (NEHPA) is acting as one of seven pilot authorities across Scotland that are producing draft Local Housing Strategies for March 2002.

The purpose of the pilot is to identify issues that arise in the production of strategies and in particular in relation to cross boundary co-operation within the context of working in partnership with a range of agencies represented on NEHPA. Regular meetings with officials from the Scottish Executive are held to discuss progress with the pilot, whilst a Housing Strategy Group meets to deal with issues specific to Moray. The group provides a useful forum to identify particular issues and concerns. The Local Housing Strategy will include a chapter on issues relating to Housing and Community Care because of the impact arrangements have on both services.

The Housing (Scotland) Act 2001 also requires local authorities to produce **Homelessness Strategies** by March 2003. The Moray Council is currently beginning work on its Homelessness strategy. Consultants have been appointed to assist in the identification of the extent of homelessness, its causes etc. A multi-agency Homelessness Strategy Group has also been established. The Local Housing Strategy and Homelessness Strategy are not exclusive to each other. The priorities of the Homelessness Strategy will be reflected in the Local Housing Strategy.

Care Group Plans

In Moray there are specific planning forums for most community care groups: e.g. Carers, Older People, Drug and Alcohol Services and so on. These groups have membership from relevant statutory and voluntary agencies and are responsible for identifying gaps in services and the needs of the local community. They also have the lead role in identifying opportunities to bring about developments and innovations in services, within a broad strategic framework. The groups also aim to increase the involvement of service users and carers in the decision making process.

2. ACTIONS WHICH SUPPORT THE DEVELOPMENT AND IMPLEMENTATION OF LOCAL PLANS

ACTION 2a	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Publish a <i>Carers strategy</i> for Moray by April 2002 in consultation with carers and carers organisations.</p>	<p>A Carers Steering Group has been established and is currently developing the Moray Strategy.</p> <p>A Carers Forum has been established to consult on the plan.</p>	<p>The Moray Council Community Care Service Development Plan 2001 - 2004.</p>	<p>Strategy for Carers in Scotland.</p> <p>Modernising Community Care.</p>
ACTION 2b	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Publish a <i>strategy for services for Older People</i> in Moray.</p>	<p>A multi-agency steering group has been established.</p> <p>The Moray Strategy 'Mapping the Future' has been drafted and will be available early in 2002.</p>	<p>Grampian Strategy for Services for Older People.</p> <p>The Moray Council Community Care Service Development Plan 2001 - 2004.</p>	<p><u>Sutherland Report.</u></p> <p>Response of the Scottish Executive to the Report of the Royal Commission on Long Term Care.</p> <p>Community Care: A Joint Future.</p> <p>Modernising Community Care.</p>

Moray Plans

ACTION 2c	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Develop and implement the <u>Moray Strategy for Cancer Care Services</u>.</p>	<p>Palliative care suites have now been established in community hospitals throughout Moray.</p> <p>The day palliative care centre in Elgin will be operational by Spring 2003</p>	<p>Grampian Health Improvement Plan 2000 - 2005.</p> <p>Our National Health: a plan for action...a plan for change.</p>	<p>Modernising Community Care.</p>

ACTION 2d	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Develop a <u>strategy for services for people with physical and/or sensory disability</u>.</p>	<p>This action has been prioritised by The Moray Council. A forum will be established during 2001/2002 to take this forward.</p> <p>A group has met to progress the strategy for services for people with sensory disability.</p>	<p>The Moray Council Community Care Service Development Plan 2001 - 2004.</p>	<p>Sensing Progress.</p> <p>Modernising Community Care.</p>

ACTION 2e	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Implement the action plan of the <u>Moray Framework for Mental Health Services</u> (updated 2001).</p>	<p>The Moray Framework Group has updated the action plan and set priorities for 2001/2002.</p> <p>Many actions from the original Framework Document have been achieved.</p>	<p>The Moray Framework for Mental Health 1998 – 2004.</p> <p>New Horizons – a framework for Mental Health Services in Grampian.</p> <p>Grampian Health Improvement Plan 2000 – 2005.</p>	<p>Framework for Mental Health Services in Scotland.</p> <p>Our National Health: a plan for action...a plan for change.</p> <p>Modernising Community Care.</p>

ACTION 2f	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Develop a <u>Health Improvement Plan</u> for Moray.</p>	<p>A multi-agency Public Health Group has been established.</p> <p>The Health Improvement Plan for Moray January 2002 - April 2004 has been developed jointly by The Moray Council, NHS Grampian and Moray Voluntary Services Organisation.</p>	<p>Moray Community Plan 2001.</p> <p>Moray Community Learning Strategy.</p> <p>Grampian Health Improvement Plan 2000 - 2005.</p>	<p>Our National Health: a plan for action...a plan for change.</p> <p>Towards a Healthier Scotland.</p> <p>Modernising Community Care.</p>

Moray Plans

ACTION 2g	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>A <i>joint strategy for HIV/AIDS Services</i> will be developed across Grampian, and implemented locally in Moray.</p>	<p>A Grampian-wide multi-agency strategy for blood-borne pathogens has been agreed and actions are now being implemented. In Moray local policy and training issues are being addressed by the local authority.</p>	<p>Grampian Health Improvement Plan 2000 - 2005.</p>	<p>Towards a Healthier Scotland. Modernising Community Care.</p>

ACTION 2h	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Implement at a local level the recommendations in the <i>'Partnership in Practice'</i> document for services for people with learning disabilities.</p>	<p>The Moray Learning Disability Locality Group has drawn up a Partnership in Practice agreement with all partners. Specialist Community Care Officers are now in post in each area.</p>	<p>Choices for Our Future</p>	<p>Same As You. Modernising Community Care.</p>

ACTION 2i	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Review and enhance services for children with disability through the implementation of the Moray Children's Services Plan.</p>	<p>A local multi-agency forum has been established and actions identified. One priority is to improve the arrangements for transition from children's to adult services.</p>	<p>The Moray Children's Services Plan 2002.</p> <p>Moray Partnership in Practice Agreement.</p> <p>Moray Framework for Mental Health 1998 – 2004.</p>	<p>Our National Health: a plan for action...a plan for change.</p> <p>Same As You.</p> <p>Modernising Community Care.</p>

ACTION 2j	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Implement the Drug and Alcohol Strategy which aims to remove the harmful effects of drug and alcohol misuse through services, education, campaigning and supporting enforcement.</p>	<p>Drug and Alcohol Services are provided through a multi-agency team comprising Health, Social Work and the Voluntary Sector.</p> <p>A Moray Strategy and Action Plan have been completed.</p>	<p>Moray Drug and Alcohol Action Team Strategy.</p> <p>Grampian Drug Action Strategy.</p>	<p>Tackling Drugs in Scotland - Action in Partnership.</p> <p>Towards a Healthier Scotland.</p>

Moray Plans

ACTION 2k	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Further develop the <u>Rough Sleepers Initiative</u> in Moray.</p>	<p>A multi-agency forum has been established and a Moray Strategy for Rough Sleepers agreed. Support services have been made available.</p>	<p>The Moray Strategy for Rough Sleepers. The Moray Council Housing Plan 1998 - 2003.</p>	<p>Social Justice Report... A Scotland Where Everyone Matters.</p>
ACTION 2l	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Publish a <u>Strategy for People who are Homeless</u> in Moray.</p>	<p>Work has been undertaken to assess need.</p>	<p>The Moray Council Housing Plan 1998 - 2003.</p>	<p>Housing (Scotland) Act 2001.</p>

Community Care provisions have recently experienced significant changes that have been brought about by the agenda set by the following plans, strategies and legislation:

NHS and Community Care Act 1990

Legislation with measures for Social Services Departments to provide care and support services in the community, rather than in institutions. The Act covers duties for each local authority to produce a community care plan and to carry out assessments of those who may be in need. A summary of the Act can also be downloaded free of charge from the legislation section of the HMSO website, www.hmso.gov.uk

Community Care and Health Scotland Bill 2002

The bill is intended to provide the legislative backing for more equitable care charging, extending joint working, and improving choice in community care services. The bill also provides powers to assist with the introduction of free nursing and personal care, and also to extend joint working between NHS Scotland and local authorities. The bill is expected to receive statute during 2002. A full copy of the bill can be viewed on the Scottish Executive website at www.scotland.gov.uk

Adults with Incapacity Act 2000

This Legislation concerns decisions that are made on behalf of adults with an impaired capacity. The full legislation can be viewed on the internet at www.show.scot.nhs.uk

Regulation of Care (Scotland) Act 2001

The Act reforms the regulatory care service for Scotland establishing a new independent body to regulate care services, known as the Scottish Commission for the Regulation of Care. The Commission will use a set of National Care Standards to regulate services. A new independent body, to be known as the Scottish Social Services Council will regulate social service workers and promote and regulate their education and training. The full act can be viewed at www.hmso.gov.uk

Modernising Community Care (1998)

The document sets the agenda for, not only joint working but, also the organisation and delivery of services within agencies (Local Authority, NHS and Voluntary). The action plan overarches the ongoing developments in Community Care services. The document can be viewed on the Scottish Executive website, www.scotland.gov.uk

Community Care: A Joint Future (2000)

This report is the final report from the Joint Future Group. The report makes 19 recommendations mostly concerning the work of local agencies. The report underpins and develops the Modernising Community Care document. The full report can be viewed on the Scottish Executive website, www.scotland.gov.uk

Designed to Care: Renewing the National Health Service (1997)

The document focuses on the Central Government changes to the NHS and its services in Scotland. Highlighted in the document is the partnership between the NHS in Scotland and other organisations whose work can help improve health and the quality of services to patients. The document also requires NHS Boards and Trusts to work together to prepare Health Improvement Programmes for their areas. A copy can be viewed on the Scottish Executive website, www.scotland.gov.uk

Our National Health: a plan for action, a plan for change (2000)

The plan details over 250 action points relating to both the health service and Scotland's wider health record. Details of the plan, summaries of its recommendations and reaction to it can be viewed on the Internet at, www.bma.org.uk

Aiming for Excellence: Modernising Social Work Services in Scotland (1999)

The document centres on the delivery of Social Work services focusing on social inclusion, service standards, and partnership and joint working arrangements. The document can be viewed on the Scottish Executive website, www.scotland.gov.uk

Report of the Royal Commission on Long Term Care ,also known as the Sutherland Report (1999)

The Royal Commission, under the chairmanship of Sir Stewart Sutherland, was set up to examine the short and long term options for a sustainable system of funding long term care for older people. The report can be viewed at the Scottish Executive website, www.scotland.gov.uk

The Scottish Executive's Response to the Royal Commission on Long Term Care (2000)

This report responds to the 24 recommendations made by the Royal Commission and also sets out the Central Government priorities. The details of this report should also be considered against the report Community Care: A Joint Future. The report can be viewed on the Scottish Executive website www.scotland.gov.uk

Framework for Mental Health Services in Scotland (1997)

This document sets out the essential features of local mental health strategies or frameworks. The full document can be viewed on the website www.show.scot.nhs.uk

Review of Mental Health (Scotland) Act 1984 also known as the Millan Committee (1999)

The purpose of the most extensive review of Mental Health services in Scotland for 40 years was to review the legislative framework in light of developments in the treatment and care of persons with mental disorder. The review focused on the Mental Health (Scotland) Act 1984, taking account of issues relating to the rights of patients, their families and carers, and the public interest; and having particular regard to: mental health law in Scotland for 40 years. The report can be accessed via the Scottish Executive website www.scotland.gov.uk

Report of the Millan Committee (2001)

The Millan Committee recommended that a new Mental Health Act should have a clear underlying set of principles. The intention was that these principles should provide a clear context for the interpretation of the legislation, and that any intervention under the Act should take account of the stated principles. As a result of this report the Scottish Executive intends to take forward a Mental Health Bill. The Executive intends that the Mental Health Bill will deal with the procedures for compulsory care and treatment for people with mental disorders, but it will also address wider issues, including the rights of service users and carers, and protection from abuse and ill treatment. A copy of the report and the Scottish Executive's intentions can be viewed on the Scottish Executive website www.scotland.gov.uk

Sensing Progress (1998)

A report by The Social Work Services Inspectorate examining the planning, delivery, commissioning and management of social work services for people with a sensory impairment. The report also considered how social work services linked with services in education and voluntary organisations. The report made 7 recommendations. The full text of the report can be viewed on the Scottish Executive website at www.scotland.gov.uk

Strategy for Carers in Scotland (1999)

The document sets out Central Government objectives in meeting the needs of carers by setting standards for services and establishing monitoring of service delivery. The document can be viewed at the Scottish Executive website www.scotland.gov.uk

Tackling Drugs in Scotland – Action in Partnership (1999)

The document sets out Scotland's drugs strategy against the background of the UK government white paper Tackling Drugs to Build a Better Britain. The full strategy can be viewed on the Scottish Executive website, www.scotland.gov.uk

Same As You – A review of services for people with learning disabilities (2000)

The report is the first review of disability services for people with learning disabilities in over 20 years. There are 29 recommendations listed in the report including a requirement for local authorities and health boards to produce partnership in practice agreements (PIP's) for learning disability services in their area. A copy of the report can be viewed on the Scottish Executive website, www.scotland.gov.uk

Towards A Healthier Scotland (1999)

The report is concerned with addressing the health of Scotland's people and how ill health leads to inequalities. The document can be viewed at the Scottish Executive website www.scotland.gov.uk

Social Justice Report . . . a Scotland where everyone matters (1999)

The report sets out the targets that are to be aimed for in measuring the success of Central Government's social inclusion agenda. The full report can be viewed at the Scottish Executive website www.scotland.gov.uk

Modernising Community Care: Our Progress

Modernising Community Care: An Action Plan, was published by The Scottish Office in 1998. The document identifies important changes in the way community care should be provided in the future. Its main aims are to achieve:

- **better and faster results for people by focusing on them and their needs: and**
- **more effective and efficient joint working based on partnership.**

For this to be achieved there will require to be a modernising of community care and a move within service planning and delivery:

- **from service driven to needs-led approaches**
- **from rigid traditional services to flexible modern services**
- **from doing things to people to doing things with and for them**
- **from processes to results**

These themes have been fully endorsed by the planners, commissioners and providers of community care services in Moray, and will underpin service development and delivery during 2002 -2004.

There are 3 key aims within Modernising Community Care, each aim having a number of objectives. These are outlined below with examples of recent local service achievements that illustrate our commitment to modernising community care in Moray.

Modernising Community Care: Our Progress

Aim:	'Better and faster decision-making'
Objectives:	<ul style="list-style-type: none">→ Delegating decision-making and budgets.→ Streamlining management and transferring resources to front-line services.→ Improving partnerships between agencies.
Examples of Recent Achievements:	<ul style="list-style-type: none">→ The Moray Community Care Partnership has evolved from the Joint Committee on Community Care. Having been strengthened it will take on a primary decision making role for Health and Social Care in Moray.→ Proposals are in place to move towards a unified management structure.→ A Joint Agreement has been established between the Moray Council and NHS Grampian for the pooling of resources for delayed discharge/winter planning.→ The Moray Community Plan 2001 has been developed through a partnership of major service providers.→ Joint Management arrangements are in place in Forres across Community Care Locality/ Primary Care Teams, and this will be rolled out to other localities.

Modernising Community Care: Our Progress

Aim:	'People To Be Cared For At Home Wherever Possible'
Objectives:	<ul style="list-style-type: none">→ Shifting the balance from institutional forms of care to caring for people at home.→ Developing more flexible home care services and suitable housing.→ Encouraging health and social care services to work side by side in the community.
Examples of Recent Achievements:	<ul style="list-style-type: none">→ Development of a Very Sheltered Housing Scheme in Elgin, to supplement schemes in Forres and Buckie.→ A Young Carers Support worker post has been established.→ A learning disability resettlement programme is underway enabling people to move from long-stay hospital to appropriate housing and support services in Moray→ A handy person scheme for older and disabled people is being operated by M.V.S.O.→ Moray has contracted with a local organisation to provide a direct payment scheme.→ From Summer 2002 the Moray Council will no longer be a provider of residential care for older people.

Modernising Community Care: Our Progress

Aim:	'Working Better In Localities'
Objectives:	<ul style="list-style-type: none"> → Developing more and better targeted services. → Planning and delivering services based on the needs of each locality. → Developing new approaches to the way services are managed and delivered, based on local partnerships.
Examples of Recent Achievements	<ul style="list-style-type: none"> → Day Services have been developed in partnership with local people in Speyside and Keith. A Sunday support service now operates. In Dufftown health and social care day services for older people have been recently amalgamated and operate from the community hospital. → Locally based area co-ordinators now provide specialist support as part of a multi-disciplinary learning disability team. → People living in Buckie were involved in planning the reconfiguration of the community hospital and associated services, working along with local professionals. → The Community Care Area Teams have been configured to align with Primary Care Teams with the explicit intention of moving to unified management.

Future Service Development

Each area of community care activity will see continuing significant development and improvement in services during 2002 - 2004. This is described in detail within the plans and strategies which are specific to care.

There are, however, some major projects that will come to fruition during 2002 - 2004, and these have been listed below. Several of these developments have required intensive planning effort over a considerable period of time, and substantial capital investment. Others have had priority status for some time, and are only now able to be put into action.

3. Actions which support the development and improvement of services

ACTION 3a	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
Implement the <i>redevelopment programme for Hamilton Drive Centre</i> (adults with learning disability) in consultation with users and carers.	Site identified, funding agreed. Work underway, with the Centre to open in Spring 2002.	The Moray Partnership in Practice Agreement. Choices For Our Futures.	Same As You.

ACTION 3b	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
The provision of a <i>resettlement facility for rough sleepers</i> in partnership between The Moray Council and Langstane Housing Association.	Building acquired. Adaptations to take place Feb 2002. Service specification has been agreed.	The Moray Rough Sleepers Initiative Strategy. The Moray Housing Plan 1998 – 2003.	Social Justice Report. A Scotland Where Everyone Matters.

ACTION 3c	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Develop a <i>specialist resource/support centre for people with cancer</i> in Moray.</p>	<p>A palliative care centre will be established in Elgin. The project is on site and the service will become operational by Spring 2003.</p>	<p>Moray Strategy for Cancer Care Services. Grampian Health Improvement Plan 2000 – 2005.</p>	<p>Our National Health: a plan for action... a plan for change.</p>
ACTION 3d	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Implement the <i>redevelopment programme for Community Hospitals and Health Centres</i>.</p>	<p>The redevelopment of Seafield Hospital, Buckie was completed during 2001/2. The programme of upgrading and redevelopment will be continued during 2002 - 2004. A major proposal to develop Healthy Living Centres across Moray has been agreed and will be implemented during 2002 - 2005.</p>	<p>Moray LHCC Summary Action Plan 2001/2. SHAS Report on Services For Older People in Moray March 2001.</p>	<p>Community Care: A Joint Future. Modernising Community Care. Our National Health: a plan for action... a plan for change.</p>
ACTION 3e	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Set out the <i>programme for the development of the Lesmurdie House Very Sheltered Housing Scheme</i> and day services.</p>	<p>A steering group has been established and a development programme agreed. The scheme is 'on site' and scheduled to open Spring 2002.</p>	<p>The Moray Council Community Care Development Programme 2001 – 2004. The Moray Council Residential Review 1997.</p>	<p>Community Care: A Joint Future.</p>

Future Service Development

ACTION 3f	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Implement the <i>Moray Resettlement Programme</i> for people with learning disability currently in long-stay hospital care.</p>	<p>8 people have moved back to Moray. Several housing and care developments have still to be completed. The Community Learning Disability Team and day services have been enhanced by additional resources.</p> <p>The programme will be completed by July 2002.</p>	<p>Moray Resettlement Agreement.</p> <p>Moray Partnership in Practice Agreement.</p> <p>Choices For Our Futures.</p>	<p>Same As You.</p> <p>Modernising Community Care.</p>

ACTION 3g	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Develop <i>Domestic Support Services</i> in Moray.</p>	<p>A service specification has been developed.</p> <p>The Domicilliary Care Group looking at provision of services.</p>	<p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Community Care: A Joint Future.</p> <p>Modernising Community Care.</p>

ACTION 3h	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Establish a co-ordinated <i>Out of Hours</i> Health and Community Services resource, incorporating the NHS 24 service.</p>	<p>A working group is currently meeting – services will be co-locating during 2001/2002.</p>	<p>Moray LHCC Summary Action Plan 2001/2.</p> <p>The Moray Council Community Care Development Programme 2001 – 2004.</p> <p>NHS Grampian Accident and Emergency Service Plan.</p>	<p>Our National Health: a plan for action... a plan for change.</p> <p>Modernising Community Care.</p>

ACTION 3i	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Establish a comprehensive <i>Advocacy Service</i> in Moray.</p>	<p>A new service – Moray Advocacy became operational in January 2002 with the appointment of a co-ordinator.</p>	<p>Moray Partnership in Practice Agreement.</p> <p>Moray Framework for Mental Health Services 1998 – 2004.</p>	<p>Our National Health: a plan for action... a plan for change.</p> <p>Modernising Community Care</p>

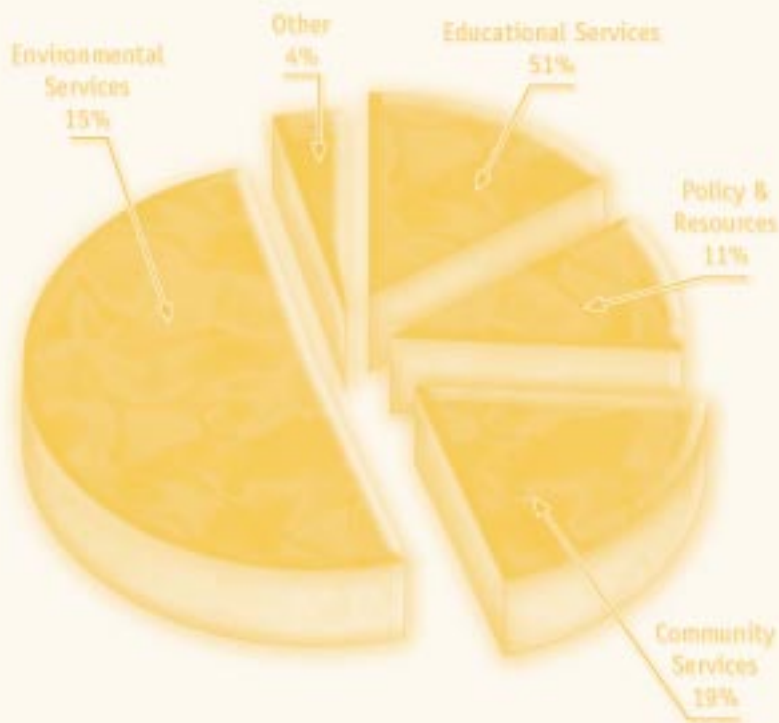
Funding Our Community Care

Funding community care services accounts for a significant proportion of both The Moray Council and NHS Grampian revenue.

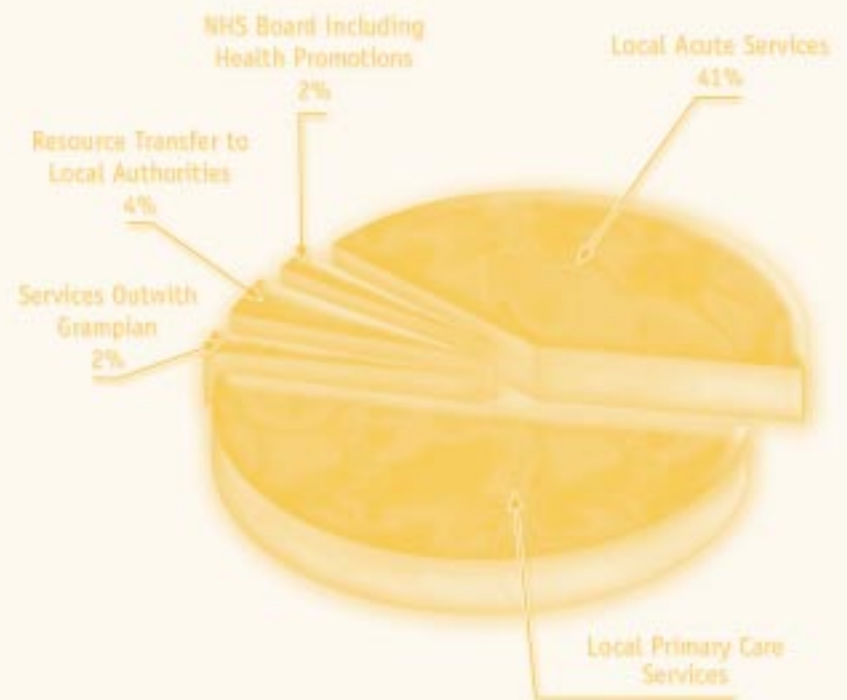
The total revenue for The Moray Council for 2002/3 is **£115 million**. The budget for community care services for 2002/2003 is **£16.2 million**.

The revenue spend for NHS Grampian 2001/2002 was **£548.9 million**. This includes health services in Moray, Aberdeenshire and Aberdeen City.

The Moray Council Revenue Budget 2001-2002



NHS Grampian Revenue Budget 2001-2002



Resource Transfer

Funding is transferred from NHS Grampian to the Moray Council to provide a range of community provision and alternatives to long-term hospital care. In Moray Resource Transfer funding supports services for people with learning disabilities, mental illness and older people. An example of this is the resettlement programme for people with learning disabilities who are moving from long-stay hospital to Moray. This programme is fully funded through resource transfer.

The total resource transfer across all care groups for 2001/2002 is **£2,887,261**. This will rise in 2002/2003 to **£2.9 million**.

External Funding Sources

In Moray we also receive funding from external sources, for specific, targeted projects and client groups. The receipt of this funding offers the opportunity to provide new or expand existing services to meet the needs of the community. The funding is received as a result of a process of submitting strategies, bids or outcome agreements that ensure the funding to be provided is aimed directly at addressing identified needs.

The funding that has been received in Moray has included:

- National Carers Strategy funding
- European Social Fund
- Health Improvement Funding
- New Opportunities Fund
- Public Health Capacity Building Fund
- Joint Futures
- Learning Disabilities Change Fund
- Mental Health and Well Being fund
- Mental Illness Specific Grant
- New Housing Partnership
- Rough Sleepers Initiative Challenge Funding
- Winter Pressures Funding

Other Funding Sources

Organisations, groups and projects in Moray make use of other funding sources not specified by the aforementioned funding. The Lloyds TSB Trust and the Robertson Trust are examples of other funding opportunities that have been accessed by services in Moray. The resources allocated, particularly in relation to revenue expenditure can be recurring over a period of years (up to three years normally). However, funding is usually allocated for one year. It is also possible to link these options with other funding options such as resources available through the National Lottery. Further information about funding sources can be found on the Moray Funding Support web site at www.morayfundingsupport.org

Supporting People

“Supporting People” will be introduced in the UK in 2003, it is a new integrated policy and funding framework for support services for people in supported accommodation or for those who are in receipt of flexible support. The allocation of Supporting People funding will be the responsibility of the local authority. The local authority will receive Supporting People funding in the form of a block grant. As a mechanism to establish how much a local authority will receive Transitional Housing Benefit has been in operation since April 2000.

It is intended that the introduction of Supporting People will create a coherent policy and funding framework to support vulnerable people in different types of accommodation and tenure in a way that is responsive to their needs. To achieve this it will involve bringing together a number of funding streams, notably the support element of Housing Benefit, and transferring these to local authorities, which will be responsible for the administration of the new arrangements.

Transitional Housing Benefit

The Department of Social Security brought this scheme into existence in April 2000 with the specific purpose of preparing for the introduction of “Supporting People”. The important function of Transitional Housing Benefit Scheme is to identify the amount of revenue spent on support services through Housing Benefit. The implementation of Supporting People will mean Housing Benefit will only cover payment of basic rent and eligible accommodation related services. The amount of Housing Benefit that pays for those support services will similarly be transferred to the “Supporting People” budget.

Under this scheme Transitional Housing Benefit can only be received if the support to be received by the individual is a condition of their tenancy arrangements. The benefit is payable both to the landlord and to the individual. The appropriate care is then purchased to meet the assessed needs of the individual.

Within Moray this is currently being used to assist a range of client groups from young people moving towards independence to sheltered housing for the elderly.

National Lottery Funding

Lottery funding can be accessed directly by statutory bodies and/or not-for profit organisations. However, the Community Fund (former National Lottery Charities Board) and the Awards for All Scheme are exclusively distributed to Community Groups. Lottery funding can be used as Match Funding for European Funding applications.

In Moray, the Community Fund is presently supporting an Aluminium Can Recycling Training Project; and the Take a Break Project, which provides respite for people with disabilities.

Awards for All is a grants programme designed to help small groups. The programme funds projects, which involve people in their community, bringing them together to enjoy arts, sport, heritage, social and other community activities. Groups with a gross income of less than £15,000 looking for a grant between £500 and £5,000 can apply.

Community Fund is the biggest independent funder of voluntary groups in Scotland. Since October 1995, when it was known as the National Lottery Charities Board more than £200 million of lottery money has been distributed to community and voluntary organisations throughout the country.

The New Opportunities Fund is a Lottery distribution body created by the National Lottery Act 1998. The Fund, which is a UK-wide non-departmental public body sponsored by the Department of Culture, Media and Sport, is responsible for distributing grants for health, education and environment initiatives determined by the Government.

Moray was awarded £1 million pounds from Healthy Living Centre programme. As part of the “Heart of Moray” initiative the project will develop a range of exercises and leisure activities for people with specific medical conditions referred by GPs and for other target groups i.e. lone parents, carers and people with chronic illnesses. Childcare support for the Centre users will also be addressed with crèche, nursery, breakfast and homework clubs being developed. Research into new ways of working and reducing barriers to social participation will be carried out.

Funding Our Community Care

External Providers

The Moray Council contracts with a number of local and national organisations, which provide services in Moray. Service level agreements are set up with each organisation and regularly reviewed. The budget for SLAs for 2001/2 is **£6,199,171**.

Independent Organisation	Service Description
Aberdeen & NE Deaf	Society Support service for people with a hearing disability
Aberlour Childcare Trust (Alba Place)	Residential service for children
Aberlour Childcare Trust (Youth Action)	Support service for young adults
Age Concern	Development work for older people
Alzheimers	Day services and outreach work for people with dementia
APEX	Criminal Justice services
Ark Housing	Supported accommodation for people with a learning disability.
Voluntary Services Aberdeen	Information, support network and training service for carers in Moray
Moray Carers Project	
Voluntary Services Aberdeen	Information, support network and training service for young carers in Moray
Young Carers Project	
Community Alarm	Moray wide residential community alarms
Chanonry Centre	Support accommodation for homeless people
Cornerstone	Supported accommodation and community support for people with a learning disability
Couple Counselling	Counselling service for couples in the community
Crossroads (Childcare)	Home support service for people with children
Crossroads (Elderly)	Home support service for older people
Enable/Care at Hand	Respite service for children with a disability
Enable/Quest	Day service for people with a learning disability
Quarriers	Information service for people with epilepsy
Family Mediation Grampian	Counselling service for families
Glenisla Home (Daycare Services)	Day service for older people
Grampian Living Options (Taigh Farrais)	Residential respite service for people with a physical disability
Grampian Service	Brokerage Information and support service for people to manage packages of care
Grampian Society for the Blind	Support service for people with a sight disability
Hanover Housing	Very sheltered housing and day services for older people in Forres and Buckie
Keith Caring Service	Information service and transport service in the Keith area
Care Solutions	Day service for people with a learning disability
Loch Park-Day service	
Care Solutions	Day service for people with a learning disability
Loch Park-Tree Nursery	

Independent Organisation	Service Description
MAMH	Day service and outreach service for people with mental illness
Moray CAB	Information and advice service on a wide range of benefits and Community Care issues
Moray Council on Addiction	Information and counselling service for people with an addiction
Morinfo	General information service including Community Care services
Moray Women's Aid – Housing accommodation	Accommodation for women seeking refuge
Moray Women's Aid – Domestic Abuse	Support service for women in domestic abuse situations
Moray Youthstart Projects Children 1st Forres Challenge Health Promotions Intensive Housing Moray Youth Action NCH	A range of support services for young people in Moray
MVSO (CC work)	Community Care information, development and support service
MVSO (Strategy)	Representing the voluntary sector in Moray, development and support to organisations
National Schizophrenia	Fellowship Support to Carers of people with mental illness, telephone support service
NCH (Children's Services)	Support service for children
NCH (Housing Support)	Housing support service for people with children
Netherha Home (Day services)	Day service for older people Independent Organisation Service Description
Nicholson Training Limited	Provision of training services
Out of Darkness Theatre	Theatre Group for people with a learning disability
Partnership Housing	Supported accommodation for people with a learning disability
Rape and Abuse Support Service	Information and counselling support service
Richmond Fellowship Scotland	Supported accommodation for people with a learning disability
SAMH-Long Stay Service	Supported accommodation for people with mental illness
SAMH-Rehab Service	Supported accommodation for people with mental illness
Shamanic Studios	Recording project for people with mental illness
Shopmobility Moray	Service for people with mobility difficulties
Turning Point Scotland	Supported tenancy accommodation for people with a learning disability
Victim Support Scotland	Information and support for people who have been victims of crime
Warden Service	Sheltered housing warden service
Who Cares? (Scotland)	Information, advice and support to young people
WRVS	Provision of meals on wheels service across Moray

Funding Our Community Care

In addition The Moray Council 'spot' contracts for care services with the following providers:

- Abbesside Nursing Home, Elgin
- Abbeyvale Nursing Home, Elgin
- Cathay Nursing Home, Forres
- Fluers House Nursing Home, Elgin
- Meadowlark Nursing Home, Forres
- Parklands Nursing Home, Buckie
- Spynie Nursing Home, Elgin
- Wakefield Nursing Home, Cullen
- Weston House Nursing Home, Keith
- Anderson's Institution Residential Home, Elgin
- Glenisla Residential Home, Keith
- The Grove Residential Home, Elgin
- Huntly House Residential Home, Lossiemouth
- Netherha Residential Home, Buckie
- Speyside Residential Home, Aberlour
- Whinnybank Residential Home and Day Services, Lossiemouth
- Abbesside home care service, Elgin
- Alzheimer's home care service, Moray wide
- British Nursing Association, Moray wide
- Crossroads home care service, Moray wide
- St Olaf home care service, Moray wide
- Whinnybank home care service, Lossiemouth area

Funding for Residential and Nursing Home Care

Decisions regarding residential and nursing home placements are taken by the Needs Assessment Working Group (NAWG) which is a joint group with representation from senior managers in both Moray LHCC and the Moray Council.

Service	Total Projected Spending to 31st March 2002
	£
Adult Nursing	12,500
Adult Residential	13,300
Elderly mentally infirm Nursing	644,600
Elderly mentally infirm Residential	191,800
Learning Disabilities Residential	232,600
Mental Health Nursing	12,600
Mental Health Residential	137,300
Older people Nursing	1,550,800
Older people Residential	895,700
Physical /sensory disability Nursing	38,800
P/S disability Residential	68,800
Total	3,798,800

Funding for Domiciliary Care

The Moray Council operates an extensive homecare service and also contracts with local providers, listed above. The total annual spend on domiciliary care in Moray is around **£1.15 million**.

Funding Our Community Care

4. Actions which Support the Funding of Community Care

ACTION 4a	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Clarify the budget arrangements for all new developments and set out <i>annual purchasing intentions</i>.</p>	<p>A budget group was established by The Moray Council in May 2001.</p>	<p>The Moray Council Community Care Development Programme 2001/2002.</p>	<p>Modernising Community Care.</p>
ACTION 4b	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Establish a partnership agreement for the <i>alignment of budgets</i> to fund the movement of both hospital patients and those receiving care in the community.</p>	<p>An agreement is in place, initially as part of the Winter Pressure pooled budget (1999) with NHS Grampian in August 2001.</p>	<p>Moray Strategy for Services for Older People.</p> <p>Moray LHCC Action Summary 2001/2.</p> <p>The Moray Council Community Care Service Development Plan.</p>	<p>Community Care: A Joint Future.</p> <p>Our National Health: a plan for action... a plan for change.</p>
ACTION 4c	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Develop expertise in the planning, implementation and evaluation of <i>benchmarking exercises</i>.</p> <p>Set benchmark rates for domiciliary care and supported living services.</p>	<p>This is to be progressed during 2001 - 2004.</p> <p>Joint Domiciliary Care Group established.</p>	<p>Moray PMP Audit 2001/2002.</p>	<p>Modernising Community Care.</p>

Participation is at the heart of both the Modernising Community Care and Modernising Government agendas. At an individual level, there is an expectation that people who use services and their carers become better informed about community care, understand choices and costs, and are centrally involved in decision making about their care. We are working towards this in Moray. At a community planning level, there is a commitment in Moray to encourage empowerment of care groups and community groups and enable their involvement as partners in the planning process. Public involvement has many benefits for the community, not least in assisting social inclusion. There are several community-planning projects underway in Moray, which seek the active involvement of the public.

Community Planning

In Moray, the Council and its partners, along with the public and other groups with an interest in the future of Moray, have started the process by putting together a Community Plan for 2001. The Plan describes how the partners can deliver better services to the public, (including health, social care, and housing), and promote community involvement and social inclusion.

Central to Community Planning are the themes of **consultation and information**.

Consultation is a valuable tool in empowering the community to have their say, in setting local service priorities, and promoting community participation. An increasing number of consultation exercises have taken place in recent years in Moray. It is important that future consultation exercises are well planned and co-ordinated, meaningful to the community and that they avoid duplication. In order that these issues can be addressed The Moray Council will publish a Consultation Strategy during 2002 – 2004.

The Moray LHCC will also be developing a Health Consultation Strategy during 2002 – 2004 in partnership with Grampian Health Council. The LHCC is involving patients, relatives and carers in discussions about the redevelopment of Seafield Hospital in Buckie.

Service Users and Carers are under represented in Moray's planning structure. Participation by those who use services is acknowledged as a priority for service planners, and some attempt is being made to address issues such as opportunity, accessibility, training and support within planning groups. In Mental Health services a Development Worker has been appointed to work with service users and facilitate their involvement.

Those who use services, and the wider public, identify the availability of **information** as a priority. The Morinfo service, based in libraries and other community resources, provides general information on services in Moray, as do the Moray Council Access points. Grampian Health Council will continue to promote information for patients during 2002 – 2004.

Involving and Informing Our Community

Two Moray information projects will see significant development during 2002 – 2004:

The **Moray Access Project** has secured funding for three years from late 2001.

The Access Project is a consortium of community groups who work in partnership with the Moray Council and Banff and Buchan College to provide a co-ordinated information service to people with disabilities/mental health problems, their families and carers, and other groups or organisations with an interest in disability issues. In 2001 the project produced comprehensive guides to Disability Services and Mental Health Services, in addition to a programme of information events and management training. The Access Project is funded until 2004 by the European Union and The Moray Council.

The programme for 2002 includes:

- Further development of the Moray Disability Guide, Moray Guide to Mental Health Services and the Moray Access Guide.
- A programme of information seminars and special events.
- Following-on from the successful exchange with the Cope Foundation, County Cork, Eire and their visit to Moray, the Access Project will take part in a transnational exchange to look at the service provision in another country.

The Open Door Project is a partnership project involving The Moray Council and NHS Grampian, including Moray LHCC. It was created following a successful bid for funding as a Modernising Government Fund project to improve services to the public and contribute to the development of the '21st Century Government for Scotland' agenda.

The Open Door Project aims to:

- Improve public access to Council and Health information and information and services by creating more access points (in rural locations, schools, community hospitals, libraries, post offices and shops) and providing one number access to well trained and supported staff.
Improve the quality and co-ordination of information and advice about the various services.
- Improve the speed and consistency of advice by devolving decision making to front line staff supported through instant access to a comprehensive database of service standards, procedures, policies and resources.
- Make services more responsive to the needs of client/customers/patients by incorporating feedback mechanisms on service quality.
- Create opportunities for self-service through web access and 24 hours a day, 7 days a week availability of service information.
- The key element in the Project is the acquisition and development of an automated system to support staff in delivering improved services. This system will support the provision of seamless and consistent information on services and enable improved monitoring and evaluation of the effectiveness of services.

The first phase of the project will focus on Health and Community Care services in Forres. The project will be extended into other localities during the period of this Plan.

5. Actions which support Consultation and Information

ACTION 5a	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Publish a <u>consultation strategy</u>, which enhances and co-ordinates customer/patient involvement in the planning and delivery of community care services.</p>	<p>Some progress achieved through The Moray Council's Consultation Strategy Group. The strategy is currently being developed.</p> <p>The Moray LHCC will also produce a consultation strategy in conjunction with Grampian Health Council.</p>	<p>Moray PMP Audit 2001/2002.</p> <p>Moray Council Community Care Development Programme 2001 - 2004.</p> <p>Moray LHCC Summary Action Plan 2001/2</p>	<p>Modernising Community Care.</p>

ACTION 5b	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Promote the take-up of <u>Direct Payments</u> across Moray.</p>	<p>The contract was awarded to a service provider during 2001/2002.</p> <p>There has been a continuation of the pilot scheme since 1998.</p>	<p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Modernising Community Care.</p>

Involving and Informing Our Community

ACTION 5c	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Improve <i>access to information</i> on local health/community care provision.</p>	<p>The Moray LHCC has appointed an Information Officer.</p> <p>Modernising Government Open Door Project has a primary aim of improved access for the public.</p>	<p>Grampian Health Improvement Plan 2000 - 2005.</p> <p>Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Our National Health: a plan for action... a plan for change.</p> <p>Modernising Community Care.</p>

ACTION 5d	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Provide <i>Information</i> on the services available in Moray.</p>	<p>The Moray Access Project has produced a Directory of Services for people with learning disability and a newsletter. A similar directory and newsletter for mental health services was recently published. Information events are planned for 2002/2003.</p>	<p>Moray Social Inclusion Partnership Initiative.</p> <p>The Moray Community Economic Development Strategy.</p>	<p>Scottish ESF Objective 3 Programme (European Social Fund).</p> <p>Modernising Community Care.</p>

Involving and Informing Our Community

ACTION 5e	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Publish a <i>charging policy</i> for community care services.</p>	<p>This will be reviewed during 2001/2002 – awaiting national guidelines.</p>	<p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p><u>Sutherland Report</u></p> <p>Response of the Scottish Executive to the report of the Royal Commission on Long Term Care.</p> <p>Modernising Community Care.</p>
ACTION 5f	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Improve access to services and information through the <i>E – Government Open Door Project</i> which is to be piloted in Forres on community care services.</p>	<p>Staff have been seconded to the project and are developing policies and procedures, and I.T. Systems.</p> <p>New arrangements will be piloted in Forres with the opening of a new ‘one stop’ Council Office in June 2002.</p>	<p>The Moray Council Corporate Plan 2001 - 2004.</p>	<p>Modernising Community Care.</p>
ACTION 5g	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Set <i>eligibility criteria</i> for community care services in Moray.</p>	<p>The Moray Council published criteria during 2000/2001. These will now be reviewed in a joint exercise with health services.</p>	<p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Modernising Community Care</p>

Quality Assurance and Customer Care

To the customers of community care it is not the strategic planning structure that is visible and valued, but the services that are provided directly to them. It is an indication of an efficient planning system if these services are of a consistently high quality, meet best value criteria, and continue to meet the changing needs of the population.

These quality standards can be achieved by careful and regular monitoring and review. This requires the setting and maintaining of performance standards, and the development of a framework for effective monitoring.

In Moray there is a commitment to build on procedures and achievements in quality assurance, and recognition that there are opportunities for consultation with the community in regard to budget priorities and service planning. Monitoring and reviewing current provision will become an increasing function of the planning structure in Moray.

The Moray Community Care Partnership (formerly the Joint Committee for Community Care in Moray) has a performance management role, and during 2002 – 2004 will be developing jointly agreed performance measures across community care services. As a first step towards this, joint performance management criteria will be included in the Moray Local Partnership Agreement for Older People to be drawn up by April 2002.

The M.C.C.P. will be required to co-ordinate, and create a framework for, a variety of quality assurance measures, which are already in place in Moray:

Grampian Health Improvement Programme 2000 - 2005

Integrating Care and Ensuring Effectiveness and Quality is a key objective of the programme. For 2000 - 2005 greater emphasis is to be placed on promoting clinical and cost effectiveness and the delivery of evidence based care, as an integral part of overall performance management and clinical governance. The programme lists actions in support of this aim.

There are existing performance management tools within health services, such as clinical audit and clinical governance. Integrated Care Pathways (ICP) is a new methodology that is being introduced in Moray. Its aim is to improve the patient journey within health and community services by both maximising the use of available resources and agreeing multi-disciplinary protocols.

Contracting

Changes in legislation and the subsequent development of the private/independent sector have meant that The Moray Council commissions a wide variety of businesses, charities and independent organisations to provide community care services.

The mechanism that governs these arrangements is the Service Level Agreement or contract. The contract is a legal document that details the responsibility of the purchaser and service provider. There is a statutory obligation placed on the appropriate officers from the Council to conduct a contract monitoring visit to ensure that the agreed services are being provided to the standards required.

In addition, the monitoring processes provide opportunities for:

- Partnership working to ensure high levels of quality in public services
- Achieving 'best value' when spending public money
- Providing the opportunity to share information on good practice
- Maintaining communicative links between purchaser and provider

Approved Providers List (APL)

Potential service providers must submit details of their organisation to undergo legal and financial evaluation by the Council. The Moray Council shall only contract with providers who are on the APL

Standards

The Council is currently reviewing the contract standards to ensure a consistent and methodical approach to monitoring. These standards will be based on current UK and European legislation, in addition to standards developed by service providers, and other local authorities.

Quality Assurance and Customer Care

National Care Standards

The requirement for the development of standards was set out in the white paper Aiming For Excellence: Modernising Social Work Services in Scotland. National Care Standards have now been produced over three separate tranches. The first tranche included standards for older people, people with a mental health problem and young people. The second tranche covered care at home; for people with a learning disability; for people with physical and sensory impairment; and for people with drug and alcohol misuse problems. The third tranche published in July 2001 covered adult placement service; criminal justice supported accommodation services; day care (support) services; housing support services; nurse agencies; and short breaks and respite care services.

The Scottish Commission for the Regulation of Care will regulate and inspect the national care standards. The SCRC will become operational from 1 April 2002 as a non-departmental public body. Inspectors and support staff will transfer from health boards and local authorities to the Commission to carry out this regulation.

Best Value Performance Plan

The Council intends to produce an annual Best Value Performance Plan that sets out the Council's targets and standards for the whole of the Council's work for the next five years. The performance plan will set out a higher level of detail than either the Community Plan or the Corporate Plan. By continual review and assessment, Best Value reviews and Performance Management Planning will make services more responsive to community needs and provide best use of public resources.

Performance Management and Planning (PMP)

The PMP Audit was introduced in 1999 at service levels in all councils. The audit has three main objectives:

- to provide independent, external assurance that councils are making progress on implementing PMP frameworks
- to identify good practice and areas of concern
- to ensure that services are planning for improvement

In Moray, 12 improvement actions have been identified within Community Care services. These include consultation, financial control, benchmarking and resource management. The Moray Council was required to evidence improvements in February 2002.

6. Actions which Support Quality Assurance and Customer Care

ACTION 6a	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
Co-ordinate <i>transport arrangements</i> for community care services to maximise resources and improve efficiency.	It is proposed that a transport group be established – not yet achieved. Liaison between Community Services and Fleet Services has generated improved services and lower costs for day care. There is scope for further collaboration and this has been endorsed via the Corporate Management Team.	The Moray Council Community Plan 2001. The Moray Council Corporate Plan 2001 - 2004.	Modernising Community Care.

ACTION 6b	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
Evaluate the success of the <i>Forres Integrated Care</i> pilot project.	Pilot came to an end August 2001. An evaluation exercise is currently underway.	Moray LHCC Summary Action Plan 2001 – 2004. The Moray Council Community Care Development Programme 2001 – 2004. Modernising Community Care Action Plan.	Community Care: A Joint Future. Modernising Community Care.

Quality Assurance and Customer Care

ACTION 6c	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Enhance current <u>monitoring</u> arrangements for <u>Community Care Services</u> and develop joint health/social care monitoring procedures.</p>	<p>The Moray Council has appointed a Quality Assurance/Contract Monitoring Officer with specific responsibility for Community Care provision.</p>	<p>The Moray Council Community Care Development Programme 2001 - 2004.</p>	<p>Modernising Community Care.</p>
ACTION 6d	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Carry out a <u>Best Value review</u> of all <u>day services</u> across Moray.</p>	<p>Review underway and due to be completed by April 2002.</p>	<p>The Moray Council Community Care Development Programme 2001 – 2004.</p>	<p>Modernising Community Care.</p>
ACTION 6e	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Review all <u>supported living arrangements</u> for people with learning disabilities to ensure appropriate use of resources.</p>	<p>An Accommodation Group for Learning Disability Services has been established and regularly reports on vacancy levels etc.</p>	<p>Moray Partnership in Practice Agreement. Choices For Our Futures.</p>	<p>Same As You. Modernising Community Care.</p>

Quality Assurance and Customer Care

ACTION 6f	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Review the role of <i>community hospitals</i> in Moray, in relation to services for older people.</p>	<p>Multi-agency task groups have been established in localities.</p>	<p>Moray LHCC Summary Action Plan 2001 – 2002.</p> <p>The Moray Strategy for Services for Older People.</p> <p>SHAS Review of Services for Older People in Moray.</p>	<p><u>Sutherland Report.</u></p> <p>Response of the Scottish Executive to the Report of the Royal Commission on Long Term Care.</p> <p>Community Care: A Joint Future.</p>

ACTION 6g	PROGRESS	KEY LOCAL PLAN	KEY NATIONAL STRATEGY
<p>Review <i>respite care provision</i> for all groups, to maximise resources and provide a more flexible service.</p>	<p>This will be progressed during 2002 - 2004.</p> <p>Initial meetings have taken place to progress the review of respite services for people with learning disability.</p>	<p>Moray Carers Strategy.</p> <p>Moray Strategy for Services for Older People.</p> <p>Moray Framework for Mental Health Services 1998 - 2004.</p> <p>Moray Partnership in Practice Agreement.</p> <p>Choices For Our Futures.</p>	<p>Community Care: A Joint Future.</p> <p>Same As You.</p> <p>Strategy for Carers in Scotland.</p>

Your Comments

We welcome your comments on any aspect of the Moray Community Care Strategic Plan 2002 - 2004, and on any of the documents or services mentioned within the plan.

As there are a large number of agencies involved in providing services, we suggest that, in the first instance, you contact The Planning and Commissioning Team within the Community Services Department of the Moray Council at the address below. The Team has produced this Plan and will be able to put you in contact with the relevant agency as regards comments on specific services:

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