

## APPENDIX 2

### ADAPTING TO THE FUTURE

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#### 1. INTRODUCTION

1.1 Audit Scotland's report Adapting to the Future issued during August 2004 resulted in 22 recommendations being made subject to the following headings:

- Person Centred Services;
- How are services organised;
- Planning and performance monitoring; and
- Managing risks.

1.2 These recommendations are being progressed in partnership with the NHS, now NHS Highland, via the Joint Implementation Group (JIG) and thereafter to the Joint Strategy Group. It should be noted that a full review of service delivery by AGE Ltd was commissioned by the JIG during October 2005 in order to progress the agenda. The initial draft of the report was presented to the JIG on 27<sup>th</sup> April 2006.

#### 2. SUMMARY OF THE AGE LTD REPORT

##### 2.1 General

- On reviewing the current situation in Argyll & Bute it was noted that there is a lack of cohesion and integration with the NHS in purchasing, providing and maintaining equipment and adaptations
- A high proportion of professional Occupational Therapy time is taken up with the delivery and maintenance of equipment as against focussing time on assessment and clinical support to clients for which they are primarily trained.
- The review found that in certain circumstances clients could wait 12 months or more for basic equipment.
- The review established that equipment procurement, storage, maintenance, cleaning and re-cycling being generally undertaken locally is tying up professional staff time inappropriately. The exception to this being the Oban area where there has been an investment in storage, maintenance, cleaning and delivery using resource release revenue provided by the NHS following a local ward closure.

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- The AGE Ltd report notes that a revenue purchase figure of approximately £400k would be appropriate as against the £91,363 available during 2005/06.
- The financial position noted is further compounded by the lack of a coordinated approach to procurement, cleaning, maintenance and re-cycling.

### **2.2 AGE LTD OUTLINE OPTIONS FOR THE FUTURE**

- 2.2.1 The Argyll & Bute partnership of the Council and NHS are encouraged to develop and commission services and enhance the economies of scale by planning strategically across the area as against the local practice which presently exists.
- 2.2.2 They propose that a “Hub & Spoke” model be adopted for equipment and adaptations across the whole area. Core elements such as procurement, central I.T support, main storage, distribution and supply, cleaning and maintenance are provided at the hub. This would serve the local spokes, which will provide local storage only to serve the immediate requirements of clients and staff.
- 2.2.3 The development of a Hub & Spoke model would require a major investment both centrally and locally in storage space, cleaning equipment, maintenance and re-cycling, transport and non-qualified staff to support the professional Occupational Therapists in managing the service.

### **3. MANAGEMENT REVIEW, ACTION / RECOMMENDATION**

- 3.1 The JIG has created a sub group to consider the recommendations detailed in the report. However this process has been overtaken by the scrutiny review of all Social Work services that will progress during the next 3-4 months. The scrutiny review will consider all aspects of Social Work from what the priorities of the service are, how services should be provided, how services should be funded and how the service is managed and organised.
- 3.2 While the scrutiny review progresses it is not practical to attempt to make any specific recommendations for the future of equipment and adaptation services within Argyll & Bute. The review will provide a medium to long-term framework for the development of all social work service within the council and in partnership with the NHS.

Sub groups have been created of which Physical Disability has the remit for making specific recommendations within the context of the factors noted in 3.1. The work that has progressed via the Adapting to the Future agenda and the recommendations noted in the AGE Ltd report will provide the core information and direction for the scrutiny review but until such times that the review has reported on its outcomes, I do not consider it possible to progress this specific agenda in isolation.

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- 3.3 The scrutiny review is planned to come to a conclusion during September 2006. It would be my intention to report to the Audit Committee at the earliest opportunity thereafter.

*James D M Robb*  
*Head of Service Integrated Care.*

*30<sup>th</sup> May 2006*