

Title of report	NES/SSSC partnership update
Public/confidential	Public
Action	For information
Summary/purpose of report	<p>This report provides Council with an update of the partnership work between NES Education for Scotland (NES) and the Scottish Social Services Council. The report provides a summary of the existing programme of work between NES/SSSC that supports the education and learning and development needs of the health and social services workforce in Scotland.</p> <p>The report also updates Council on the SSSC/NES development session held in August 2017. The purpose of the development session was to review the Memorandum of Understanding and agree priorities for the partnership for the period 2017-2020. During this period a central focus for the partnership will be supporting the recommendations of the national workforce plan for health and social care integration.</p>
Recommendations	<p>Council is asked to:</p> <ol style="list-style-type: none"> 1. note the agreed actions that emerged from the development session held in August 2017 2. note the updates in relation to the SSSC/NES projects undertaken during 2017/18.
Link to Strategic Plan	The information in this report links to Outcome 3: Our resources support the professional development of the social service workforce.
Link to the Risk Register	Risk 3 Ineffective working relationships.
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Documents attached	None

1. INTRODUCTION

- 1.1 This report provides a summary of the NES/SSSC partnership programme of work that has been undertaken during 2017/18. The partnership held a development session in August 2017 to review the Memorandum of Understanding between the SSSC and NES and agree the priorities for the partnership for the period 2017-2020 in light of the publication of the national workforce plan for health and social care.

2. NATIONAL HEALTH AND SOCIAL CARE WORKFORCE PLAN

- 2.1 The Scottish Government and the Convention of Scottish Local Authorities (COSLA) have published part two of the National Health and Social Care Workforce Plan. This follows the publication of part one of the national workforce plan for health.
- 2.2 It sets out how they, along with social care partners, will work together on new ways of recruiting and workforce planning to make sure people get the right support to enable them to live as independently as possible.
- 2.3 A number of the recommendations will have a direct impact on our future work with NES going forward.
- Integrated workforce data to support national and local workforce planning drawing on the work of the SSSC and the Care Inspectorate. This will align with work led by NHS Education for Scotland (NES) on the NHS Scotland workforce.
 - National and local labour market and workforce analysis to develop understanding and provide evidence of the challenges of the social care workforce.
 - Workforce planning guidance for Integration Joint Boards and their commissioning partners in local authorities and NHS board that supports partnership working in creating workforce plans.
 - Social care and multidisciplinary workforce planning tools to support high quality care should be progressed and co-produced, including a new online resource SSSC will publish next year.
 - Promoting social care and social care settings as a positive career choice. The SSSC ambassadors work will contribute to this.
 - Development of proposals for enhanced career pathways in social care recognising the context of the developing multidisciplinary, integrated workforce environment.
 - Develop training and education proposals to enable a flexible confident and competent workforce with relevant and appropriate qualifications.
 - Develop a professional framework for social care and social work practice; this will take the recent review of social work education into account.
- 2.4 In addition to supporting the recommendations of the national workforce plan the SSSC/NES partnership will develop a set of joint learning outcomes linked to SSSC learning strategy and the 20.20 vision for health

and social care, with an emphasis on sustainability and quality. These learning outcomes will support the health and social care workforce.

- The development of a local area learning partnership model to support integration authorities.
- Further alignment of technology and digital based learning and a commitment to integrate the capabilities and resources of the SSSC/NES in this area.
- Developing an integrated approach to the formal evaluation of the impact of the work of the SSSC/NES on the workforce and how we report on this.

3. UPDATE ON EXISTING PROGRAMMES OF WORK

3.1 During 2017/18 the SSSC/NES partnership has delivered a number of projects that continue to support the education and learning and development of the health and social care workforce.

3.2 Palliative and end of life care framework

3.2.1 Reference is made to the report that was presented to Council in June 2017 which provided an update on the Palliative and End of Life Care: Knowledge and Skills Framework.

3.2.2 The implementation of the Palliative and End of Life Care Knowledge and Skills Framework is being used to support the CPD requirements of the social services workforce, and is being promoted through formal learning namely SVQ's to support registration requirements.

- A digital learning resource for all health and social care workers is being developed.
- Assessor's guidance and case studies are being developed to signpost workers and employers to how the framework can support achievement of qualifications for registration.
- Delivery of Action Learning sets for partnership test sites working with Healthcare Improvement Scotland and the Care Inspectorate as key stakeholders.
- A national learning and networking conference is planned for 1 February 2018 for learning and development leads for palliative and end of life care.

3.3 Carers' (Scotland) Act 2016

3.3.1 The Carers' (Scotland) Act 2016 comes into force in April 2018. Both NES and SSSC have been commissioned by the Scottish Government to develop learning and development materials that support the workforce to deliver the duties and responsibilities of the legislation. A particular focus will be on upskilling the social services workforce to develop carers

support plans and supporting carers' needs in relation with hospital discharge planning. Activity in this area has included

- updating of the existing digital resources that supports carers -Equal Partners in Care (EPiC)- to reflect the new legislation
- development of an online resource that supports carer planning and links with self-directed support and anticipatory care planning.

3.4 Personal outcomes

3.4.1 Personal outcomes approaches aim to ensure that people using services and their family or unpaid carers are supported to live the best lives possible, building on their own capabilities. That organisations focus resources on the impact they have as well as the activities undertaken.

3.4.2 The NES/SSSC partnership co-ordinates the Personal Outcomes Network (PON). The network promotes personal outcomes approaches, and evidence based practice in social services, health and housing workforce. Key activities in this area have included:

- developing learning resources to support workers and organisations to develop and embed personal outcomes approaches in practice
- working in partnership with IRISS to evaluate the impact of the personal outcomes network and promote good practice.

3.5 Models of Neighbourhood Care

3.5.1 Healthcare Improvement Scotland (HIS) is leading a three-year project (2016-2019) to test models of neighbourhood care based on the principles of Buurtzorg. Buurtzorg is a Dutch model of community nursing however in Scotland the approach is wider and focused on health and social care integration.

3.5.2 Both NES and SSSC support the national team overseeing this project. Activity in this area includes the following.

- Working with HIS to support collective learning from test sites through facilitation of shared learning events and by helping identify and spread key insights likely to enable further implementation of neighbourhood care.
- SSSC is working with Cornerstone test site (social care provider) to facilitate action learning sets with their leadership team to test new models of service delivery and staffing relating to registered managers. Registration and fitness to practise are contributing to this learning in relation to the implications for the registration of the workforce.

3.6 NES/SSSC Promoting Excellence Dementia programme

- 3.6.1 Cohort 8 of the dementia champions' programme completed in August 2017 and will graduate in March 2018, alongside 40 participants from Cohort 2 of the Dementia Specialist Leads programme.
- 3.6.2 'Essentials in Psychological care' for people with dementia training has commenced for the care homes sector, and there has also been further dissemination of cognitive stimulation therapy training. Master classes have been delivered in technology enabled care for people with dementia, and training in palliative care for people with dementia targeted at front line care home and care at home staff delivered, and very well evaluated. We have published an Assessor's Guidance resource to signpost for workers and employers how Dementia Skilled Learning can support achievement of qualifications for registration.
- 3.6.3 NES continues to work in partnership with HIS to support the testing of post diagnostic support in primary care and the Specialist Dementia Units improvement programme. Support to two further GP clusters has been offered through the Collaborative Leadership in Practice (CLIP) programme.
- 3.6.4 Building on the findings of the Dementia Ambassador review, the SSSC is working with NES and Scottish Care, CCPS and Alzheimer Scotland to establish a national standard and provision of learning support for Dementia Ambassadors. This will be set against National Occupational Standards, Care Standards and the SSSC Codes of Practice.

3.7 The Impact of the Promoting Excellence Framework

- 3.7.1 The report, [My life, my care home](#) is the result of a year of dedicated inspection work on the care of people living with dementia in 145 care homes for older people.
- 3.7.2 The promoting excellence framework outlines the essential knowledge and skills needed to support people living with dementia. As a minimum all staff working in care homes should attain the 'skilled' level of practice outlined in the framework, and should also be aspiring to develop some staff at the 'enhanced' and expertise level.
- 3.7.3 Care Inspectors used the Standards of Care for Dementia in Scotland to carry out their review. Standards 4.5 states: I have the right to carers who are well supported and educated about dementia.
- 3.7.4 Inspectors found that in 73% of care homes staff roles and responsibilities were aligned with the promoting excellence framework and that generally care homes using the framework, and when staff had engaged in associated learning opportunities, provided better quality care than those that didn't. Of the care homes with grades of Good or above, 47% aligned staff roles to the framework compared with just 9% of care homes with grades of Adequate or lower.

3.7.5 They also found that care homes where staff received regular planned supervision were more likely to be a better performing service with better outcomes for people. Of the care homes inspected 60% provided this.

3.7.6 There was a Dementia Ambassador in 46% of the care homes. In 53% of care homes with grades of Good or above there was a Dementia Ambassador compared with 33% of care homes with grades of Adequate or lower.

3.8 Leadership for Integration Programme

3.8.1 The Leadership for integration programme is now into its final year. As the fifth and final cohort of You as a Collaborative Leader (YACL) is delivered, the remaining Collaborative Leadership in Practice (CLIP) sites are supported to completion, and as we work with locality OD leads to roll out the package of resilience learning for 200 learners, an exit strategy is being developed. This includes communication activity to illustrate the learning that has emerged, the achievement of outcomes and evidence of impact to date, and emerging integration themes including implications for collaborative leadership. Several learning events are being delivered between now and the end of March to provide participants with an opportunity to share how they have applied their learning.

3.8.2 GPs in particular have expressed a need for further collaborative leadership development and the project team is in the process of exploring how to maintain the momentum of the development activity. Options being explored include aligning the work of the project with other established development activities such as the Workforce Scotland Pioneering Collaborative Leadership Programme or the Burtzorg projects, or seeking additional funding from the Scottish Government to extend programme delivery into the next two years and increase the capacity of the workforce to support this kind of development activity itself in the future.

4. RESOURCE IMPLICATIONS

4.1 To support this work SSSC received £609k from Scottish Government as part of its grant funding during 2017/18. This funding has been used to employ staff on a project basis to work with NES to deliver the joint programmes of work.

5. EQUALITIES IMPLICATIONS

5.1 This policy will have no negative impact on people with one or more protected characteristics and a full Equality Impact Assessment is not required.

6. LEGAL IMPLICATIONS

- 6.1 The SSSC has a general duty to promote high standards in the education and training of social services workers. The rules and requirements for specialist training for social service workers in Scotland 2005 allow for the SSSC to carry out this duty.

7. STAKEHOLDER ENGAGEMENT

- 7.1 The development of the palliative care framework was overseen by the Education Advisory Group and includes representation from the Coalition of Carers in Scotland, Marie Curie expert voices group and the Scottish Children and Young People Palliative Care Executive Group.
- 7.2 The work of the Promoting Excellence project is overseen by a programme board chaired by the Chief Executive of Alzheimer Scotland. The programme board includes members of the Scottish Dementia working group who represent the views of users and carers, Scottish Care and CCPS. The carers' legislation and guidance has been developed in partnership with a range of carers organisations, COSLA, CCPS, Scottish Care and Social Work Scotland.

8. IMPACT ON USERS AND CARERS

- 8.1 Each project has a separate evaluation plan which evaluates the impact of the work on users and carers. A SSSC/NES implementation plan for priorities for 2017-2020 is being developed and will include proposals to develop an integrated approach to evaluating the overall impact of our work on the users and carers and how we jointly report on this. The evaluation will be carried out jointly by NES and SSSC. The evaluation will also consider the impact that the workforce has on service users' experience of health and social care services.

9. CONCLUSION

- 9.1 This report updates Council on the joint programme of work being undertaken by the SSSC and NES during 2017/18. It also summaries the review of the partnership work and MOU that was undertaken in August 2017.
- 9.2 The next iteration of this work will see the development of an implementation plan by 31 March 2018 that will outline the priorities of the partnership for the period 2017-2020. The recommendations of the national workforce plan for health and social care and the development of a local area learning partnership model to support integration authorities will be central. A key enabler of the work will be on enhancing our approach to digital based learning by integrating the capabilities and resources of the SSSC/NES.

- 9.3 The implementation plan will promote the work of the SSSC/NES through NHS Boards, Integrated Boards, and the independent and voluntary sector to support health and social care integration at a local level to support workforce plans.

10. BACKGROUND PAPERS

None.