

East Lothian
Health & Social Care Partnership



CONSULTATION & ENGAGEMENT PLAN

East Lothian Community Hospitals and
Care Homes

March 2022

East Lothian Community Hospitals and Care Homes Consultation and Engagement Plan

Introduction

Project overview

East Lothian Health and Social Care Partnership presented a report to the East Lothian Integration Joint Board (IJB) in February 2018. This report *Reprovision of Belhaven and Edington Community hospitals and Eskgreen and Abbey Care Homes*,¹ outlined the need to think about hospital beds and carer home places are used in East Lothian. ELHSCP engaged with communities between March and November 2018. The findings of this engagement informed the *Reprovision of Belhaven and Edington Community Hospitals, Eskgreen and Abbey Care Homes* report. This was presented to the IJB in December 2018². Both reports suggested that there was a need to look at new alternatives for care for older people in East Lothian. This included looking at the various models of care East Lothian Council and NHS Lothian might be able to provide.

A key part of previous and ongoing work seeks to identify key third party service providers and partners that could assist in the delivery of future strategies. This is in line with the National Health and Wellbeing Outcome for 'Shifting the Balance of Care', which seeks to increase the emphasis on:

- health improvement
- anticipatory care
- providing more continuous care
- providing more support closer to home.

Funding options are limited due to constraints imposed on the IJB Partners. Current East Lothian Council strategies do not include any plans for the construction of new care homes. The capital budget has a limited budget for directly provided bed spaces in care homes. The NHS does not provide capital funding for care homes.

*The IJB Strategic Plan (2019-2022)*³ reflects a continuation of the identified needs and aspirations set out in the *East Lothian IJB Strategic Plan 2016-19*⁴

ELHSCP has established a **Community Hospitals and Care Homes Provision Change Board** to revisit and oversee IJB Direction 12d in relation to the *Reprovision of Belhaven and Edington Community Hospitals and Eskgreen and Abbey Care Homes* with a particular focus on the outputs and recommendations presented to the IJB on 13th December 2018.

¹ https://www.eastlothian.gov.uk/meetings/meeting/6111/east_lothian_integration_joint_board

² [Reprovision of Belhaven and Edington Community Hospitals, Eskgreen and Abbey Care Homes IJB report \(13/12/18\)](#)

³ https://www.eastlothian.gov.uk/downloads/file/28278/east_lothian_ijb_strategic_plan_2019-22

⁴ https://www.eastlothian.gov.uk/downloads/file/24339/ijb_strategic_plan_2016-19

Direction12d**Transforming Care for Older People**

NHS Lothian and East Lothian Council to transform services for older people in East Lothian through working in collaboration with HUB Southeast approach to agree future of Eskgreen and Abbey Care Homes and Edington and Belhaven Hospitals and to deliver on the recommendations of the Housing with Care report. (Revised 2019-20)

The Change Board has established three working groups to investigate relevant 1) capacity and planning, 2) finance and capital, and 3) communications and engagement considerations surrounding future hospital, care home and intermediate bed provision across East Lothian.

The Capacity Planning Working Group will reflect on the increased appetite of private developers for building new care homes in East Lothian and the impact this might have on the capital and revenue consequences for future HSCP models of care.

The proposed new Direction 12L awaits final approval but the most recent drafting notes:

Direction 12L**Transforming Care for Older People**

NHS Lothian and East Lothian Council to transform the service delivery of older people for the provision of Community hospitals, Care homes and the development of intermediate care services, involving full engagement and consultation with appropriate parties. This should take into account demographic factors, current use of services, the impacts of Covid-19, funding pressures, service remobilisation and redesign. It must also take note of the emerging outputs from the Independent review of Adult Social Care and development of a National Care Service.

The Change Board will consider the provision of community hospitals and care homes in East Lothian, taking in to account the current and ongoing impact of Covid-19 and including but not limited to the current IJB Strategic Plan, all available sources of capital funding, the *East Lothian Local Housing Strategy 2018-2023*, and the *Independent Review of Adult Social Care*.

The aim of future engagement will be to keep East Lothian communities:

- informed of progress on matters surrounding the shaping and scope of future Older People's social care services
- ensure that all citizens and stakeholders have opportunity to express their views and opinions, which will inform the development of an East Lothian-wide Older People's Strategy.

Key updates and relevant publications about the work being overseen by the Change Board, including the approved Communications and Engagement Strategy, will be published on a dedicated webpage which can be found at:

https://www.eastlothian.gov.uk/downloads/download/13500/east_lothian_community_hospitals_and_care_homes_project

Regulations and Requirements

Summary of legal, regulatory and HSCP specific requirements relevant to stakeholder engagement

The Engagement Plan is designed to meet the requirements of the following four principle policy documents:

- *2019 -2022 East Lothian Integration Joint Board Strategic Plan*⁵
- *East Lothian IJB Engagement Strategy*⁶
- *NHS Lothian Public Engagement – A New Framework*⁷
- *Planning With People – Community Engagement and Participation Guidance (2021) (Scottish Government & COSLA)*⁸

The Engagement Plan is designed to meet the requirements of:

- the *Public Bodies (Joint Working) (Scotland) Act 2014*
- the *Community Empowerment Act 2015, and Land Reform Act (Scotland) 2016*.

The Plan commits ELHSCP to consult openly regarding the development of an East Lothian-wide strategy in line with stated IJB policy. An Integrated Impact Assessment (IIA) will be completed and the engagement will follow the Scottish Government's *National Standards for Engagement*, both of which will assist the IJB in meeting the requirements of these Acts.

The Engagement Plan recognises that the work being undertaken by the Community Hospitals and Care Homes Provision Change Board may impact positively on the local outcomes contained within the *East Lothian Plan 2017 -27*⁹, which is East Lothians Local Outcome Improvement Plan (LOIP) as required under Part 2 Community Empowerment (Scotland) Act 2015.

Summary of previous stakeholder engagement activities relevant to this project

Some engagement has already been carried out across East Lothian, predominantly with the Communities in Dunbar, North Berwick, and Musselburgh between 2017 and 2021. Whilst feedback was received from outwith these areas, most comments related to these three communities. The feedback and comments received remain relevant and will be considered when developing the wider *Community Hospitals and Care Homes Provision Strategy*. These engagement forums still exist but no material consultation has been carried out since January 2021 because Covid restrictions have been in place.

A summary of the themes that emerged from the previous engagement undertaken can be found here:

https://www.eastlothian.gov.uk/downloads/file/27639/growing_older_update_august_18

⁵ https://www.eastlothian.gov.uk/downloads/file/28278/east_lothian_ijnb_strategic_plan_2019-22

⁶ https://www.eastlothian.gov.uk/downloads/file/27187/east_lothian_ijnb_engagement_strategy

⁷ <https://www.nhslothian.scot/GetInvolved/PolicyPapers/NHS%20Lothian%20Public%20Engagement%20-%20A%20New%20Framework.pdf>

⁸ <https://www.gov.scot/publications/planning-people/>

⁹ https://www.eastlothian.gov.uk/info/210592/community_planning/11857/the_east_lothian_plan_2017-27

Previous engagement has informed the development of the following key messages:

- **Key Message 1:** Deliver high quality care and support to East Lothian's current and future older population, at the right time and in the right place.
- **Key Message 2:** Ensure services for older people are sustainable and adaptable to the current financial climate, the impact of the Covid-19 pandemic and national policy.
- **Key Message 3:** Engage with communities within East Lothian to ensure services deliver equitably across our diverse population.

The project is aligned with the nine National Health and Wellbeing Outcomes, which are encompassed in the objectives set out in the IJB Strategic Plan (2019-2022):

1. To make universal services more accessible and proportionate to need and to develop our communities.
2. To improve prevention and early intervention.
3. To reduce unscheduled care
4. To provide care closer to home
5. To deliver services within an integrated care model
6. To enable people to have more choice and control
7. To further optimise efficiency and effectiveness
8. To reduce health inequalities
9. To build and support partnership working

Project stakeholders

We have completed a stakeholder-mapping process and we have identified a wide range of stakeholders, including:

- Local democracy groups – Local Area Partnerships (LAPs), LAP Health and Wellbeing Subgroups/Associations, Community Councils
- Patient Participation Groups
- Tenants and Residents' Associations
- East Lothian Association of Day Centres
- Third Sector Organisations
- Providers
- Elected Members, MSPs, MP
- Staff
- Unions

- Relevant East Lothian Council teams, including Connected Communities and Housing
- East Lothian Council and NHS Lothian Committees, Boards and Management Teams
- East Lothian Integration Joint Board
- Wider East Lothian Community who wish to be involved
- Scottish Care
- Care Inspectorate
- Scottish Government.

We will try to engage with as many people as possible to develop a clear understanding of stakeholders' needs.

A 'live' Stakeholder Database is managed and maintained by the Communications and Engagement Working Group.

Monitoring and reporting – Communications and Engagement Action Plan

Communications and Engagement Action Plan				
Activity	Audience	Purpose	Distribution/ channels	Date
Preparatory Phase				
Establish project web page and document library	-----	To provide access to project development, progress and supporting information	Online	September 2021
Community Update 1	All stakeholders	Update on project progress	Email to dedicated list, web page	October 2021
Explore viability of a Community Champions scheme	---	Meetings with HIS Scotland, VCEL	----	December 2021- February 2022
Attendance at Health and Wellbeing Subgroups/Association	HWSG/A members, LAP, wider community	Update on project and progress, elicit feedback	Via Teams	Ongoing
Community Update 2	All stakeholders	Update on project progress	Email to dedicated list, advertised on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page	January 2022
Presentation	IJB Service Leads/ VCEL Presentation	Update on project progress	Invitation to Teams meeting	February 2022
Presentation	Community Council Chairs	Update on project progress	Invitation to Teams meeting	February 2022
Presentation	HWSG/A Chairs	Update on project progress	Invitation to Teams meeting	February 2022

Communications and Engagement Action Plan				
Activity	Audience	Purpose	Distribution/ channels	Date
Community Survey	All stakeholders	Preferred means of involvement	Online survey and paper version (enlist support of days centre staff to help with fulfilment) Email to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page	February/March 2022
Advertise Community Survey	All stakeholders	Raise awareness	Social media, media, Community Update 3	February/March 2022
Advertise Community Champion Role (if viable)	All stakeholders	To attract representation from people with lived experiences/communities to provide greater equity in involvement	Social media, Community Update 3 and invitation	February March 2022
Analysis of Community Survey	---	---	---	End March 2022
Community Update 3	All stakeholders	Update on project, findings of survey, introducing Community Champions ad, Community Survey ad advertising upcoming Phase One meetings	Email to dedicated list, advertised on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page	April 2022
Appointment and training of Community Champions (If viable)	Successful applicants	To build capacity and skills	---	April 2022
Report findings of Community Survey	All stakeholders	To share the information we have about the ways that people would like to be involved	Email to dedicated list, Social media, Community Update 3, web page	May 2022
Community Update 4	All stakeholders	Update on project, findings of survey, introducing Community Champions, advertising upcoming Phase One meetings	Email to dedicated list, advertise on Alison's Blog and ELC Inform,	May 2022

Communications and Engagement Action Plan				
Activity	Audience	Purpose	Distribution/ channels	Date
			Facebook, Instagram and Twitter, web page	
Stage 1 – Community Consultation				
Internal consultation with staff and service leads	Internal stakeholders	Presenting current situation, are outcomes being met, how to provide good outcomes for older people in future planning and eliciting feedback	By invitation to Teams events and in person	May 2022
Advertise community events	All stakeholders			May 2022
Publish Consultation plans/ options	All stakeholders	Presenting current situation, are outcomes being met, how to provide good outcomes for older people in future planning	Email to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page, local media	May 2022
Community engagement events	All stakeholders	Presenting current situation, are outcomes being met, how to provide good outcomes for older people in future planning and eliciting feedback	Live (if permissible) at venues across East Lothian and/or Teams/Zoom meetings Email invites to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page, local media	May – June 2022
Report consultation feedback to Change Board	CHCHPP Change Board	Feedback	---	End June 2022

Communications and Engagement Action Plan				
Activity	Audience	Purpose	Distribution/ channels	Date
Stage 2 - Feedback to Community				
Publish results of feedback	All stakeholders	To feedback the findings of the consultation	Email to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page, local media	August 2022
Advertise 2nd round of consultation	All stakeholders	To discuss feedback and ways forward	Email to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page, local media	August 2022
Community Update 5	All stakeholders	Publication of feedback/options document for consultation Advertise stakeholder events	Email to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page, local media	End August 2022
2nd round of stakeholder events	All stakeholders	To look at feedback/options	Live (if permissible) at venues across East Lothian and/or Teams/Zoom meetings Email invites to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page, local media	End August – October 2022
Recommendations and adoption				
Recommendations to CHCHPP Change Board	CHCHPP Change Board	Presentations of final recommendations, informed by consultations	Email to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page, local media	November 2022

Communications and Engagement Action Plan				
Activity	Audience	Purpose	Distribution/ channels	Date
Community Update 6	All stakeholders	Summary of paper and link to full paper online		November 2022
Recommendations presented to East Lothian IJB	All stakeholders	Presentation of final recommendations, informed by consultation and input from CHCHPP	Committee page on council website	December 2022
Community Update 7	All stakeholders	IJB decision and next steps, including community involvement going forward	Email to dedicated list, advertise on Alison's Blog and ELC Inform, Facebook, Instagram and Twitter, web page, local media	January 2023

Evaluation and monitoring

We need to be able to demonstrate the effectiveness of the engagement. We need to know what worked well and what did not. This is important both for this engagement and for future engagements of a similar nature.

The outcomes for the successful delivery of this engagement against which we will measure it are:

- Consistent provision of clear messaging across all media and engagement that ties into the key messages
- Engagement helps in the development of solutions that result in successful implementation of services that meet the nine national Health and Wellbeing Outcomes and IJB Strategic Objectives
- Community responses are considered fairly and consistently and views and observations are reflected in the final recommendations
- Decisions are taken in a way that reflects the views of participants (stakeholders) in the community engagement process
- Local outcomes, or services, are improved as result of the engagement process. (Monitored over time)
- Participants have improved skills, confidence, and ability to take part in community engagement in the future
- Partners are involved in monitoring and reviewing the quality of the engagement process and what has happened as a result
- Feedback is provided to the wider community on how the engagement process has influenced decisions and what has changed as a result.

Version Control			
Version	Author	Date	Changes
1.0	C&E Working Group	03.03.2022	Change Board Approved