

Borders
Care
Voice



Involving you to improve
health and social care

Annual Report

2021-2022

About Us

We work with people and providers to promote equality and change in health and social care. We do this by:

- bringing people and providers in health and social care together to identify common issues and form collective voices and actions
- supporting them to speak with that voice, or representing them where required
- keeping them informed and up to date
- supporting their learning and development through training
- identifying gaps and developing new ideas to address them
- supporting co-production at all stages in the design and delivery of health and social care in the Borders.



Chair's Report

This latest report covers the period April 2020-March 21. Due to the continuing pandemic and the resurgence of COVID-19 in Autumn/Winter 2021, we had to delay some of the re-mobilisation activity that we had planned. However, there was progress in some areas, which is highlighted in this report.

Staff resumed working in the Triest House office space in September. This was on a 'hybrid' basis - staff working from the office or from home, on various days, to allow increased flexibility. There were still COVID-19 restrictions in the building, which we share with other organisations, and meetings with staff in the office were by appointment only.

We were fortunate to receive funding from Foundation Scotland's Response Recovery and Resilience programme towards the cost of moving our phone system onto Microsoft Teams. The system changed over in May and further enhanced our internal and external communications. We were able then to call in people with lived experience and into our meetings, meaning they did not require a device to take part.

Working Groups returned to physical meetings from January. Most meetings were 'blended' enabling members who had to travel, or who chose not to join in person, could still take part.

We supported members of our working groups to access devices and helped them to join meetings on Microsoft Teams and Zoom. We also continued to support group members to develop their digital skills and ensure they could continue to meet online and use their devices for other purposes (email, consultation events, etc).

A Locality Citizens Panel working group organised two online social events for Learning Disability Week in May. We offered digital support to help some panel members be involved in the events.

We continued to work to improve third sector representation and communication. We held a series of Third Sector Forums for Health in Social Care, in partnership with the Third Sector Interface and with support from The Alliance. These resulted in a summary report and three key actions going to the Integration Joint Board to improve third sector visibility and engagement in 2022-2023.

The training programme gradually increased the in-person options. From January, around half of our courses were held in person. To maximise the benefits of online delivery, we started to look at how we could create a blended training room, with plans to set it up in 2022-2023.

Our 'Disability Confident – Committed' status was renewed, and we and redesigned our recruitment and selection procedures to be compliant as we seek to move to the next level of accreditation in the next financial year.

The Annual General Meeting took place on 23 November on Microsoft Teams. The Board held a business planning session held in January, to discuss outcomes and measures. We aim to publish newly drafted outcomes and measures as a standalone business plan in 2022.

The Collective Advocacy Project, 'You See It All', ended in April 2021, as the pandemic had made it unsustainable. We returned unused funds to the funders, People's Health Trust (Active Communities) and The Robertson Trust. The staff member, Sharon Riding, was redeployed within the organisation to support other pieces of work before leaving in December.

As always, we are grateful for the support of our funders, Scottish Borders Council and NHS Borders We also thank Foundation Scotland for helping us to meet the costs of moving our phone system to Microsoft Teams, and Life Changes Trust and the National Lottery Community Fund for enabling us to set up the Dementia Voices project.

Thank you to our volunteers, including those with lived experience, and to our trustees, members, partners and friends for their valued support.

Finally, I would like to thank our staff for their commitment, flexibility and dedication, which we value every year.

Dr Jane Douglas

Chair



Third sector and co-production

Third Sector Health and Social Care Forum

We sent a letter in April 2021 to the Health and Social Care Partnership (HSCP) and partners highlighting issues around third sector engagement and co-production with citizens. This was backed by most of our provider members and began with a request from the Borders Carers Centre.

Partly in response, we held an online Third Sector Forum for Health & Social Care, organised with Juliana Amaral of Bavs and the Third Sector Interface (TSI), and facilitated with support from the Alliance Integration Team. We invited Rob McCulloch-Graham, Integration Chief Officer, to give an update as the HSCP remobilised. We asked attendees to discuss key messages, issues for the partnership, and to vote on practical ideas to improve third sector engagement and representation. Thirteen third sector organisations attended, as well as TSI colleagues.

A second Forum, co-hosted with Bavs and the Alliance Integration Team, took place in July. We again invited Rob McCulloch-Graham to hear about the issues and concerns the sector raised at the first session.

We also invited voting Integration Joint Board (IJB) members (Scottish Borders Councillors and Non-Executive NHS Board members) to take part. In the second half of the meeting, attendees were invited to think about what they would want from health in social care in 20 years' time.



ALLIANCE
HEALTH AND SOCIAL CARE
ALLIANCE SCOTLAND
people at the centre



Third Sector Health and Social Care Forum

The Alliance produced a report from the two sessions, which summarised the action requests and discussions about the future of health and social care in the Borders.

www.alliance-scotland.org.uk/blog/resources/20-years-into-the-future-health-and-social-care-in-the-scottish-borders

The three main actions to improve third sector influence and engagement in the IJB from these sessions were:

- Increase the third sector's influence with the Health and Social Care Partnership by building relationships and raising awareness of what the third sector can offer.
- Include a second third sector representative at meetings of the Integration Joint Board.
- Encourage the Integration Joint Board to adopt a concerted focus on co-production and engagement.

We did not hold any Forum sessions in the last quarter of the year but met colleagues to plan a meeting in April to include the new Chief Officer for Integration, Chris Myers.

In November, Matthew Hilferty from the Alliance published an opinion piece for Co-production Week in which we were quoted.

You can read it at www.alliance-scotland.org.uk/blog/opinion/co-production-in-the-scottish-borders

National Care Service consultation

In October, we held a session to discuss a response to the National Care Service (NCS) consultation.

We invited the organisations who usually attend the Third Sector Forums, along with Integrated Joint Board members and the Chief Officer for Integration.

The Alliance again helped with the facilitation of the event. Feedback on the NCS proposals were broadly supportive from third sector organisations who attended.

However, it was noted that there were challenges in responding to such a wide ranging and, at times, non-specific consultation. The feedback was submitted to the Scottish Government.

Scottish Borders Council Charging Policy

The council reviews its non-residential care charging policy every year. It proposed some changes to the policy from 1 April 2022 and launched a consultation about them.

As part of the consultation, we facilitated four online sessions, which began in September 2021.

As a result of the feedback and questions raised during the sessions, it was agreed that the wording of a plain English policy would be co-produced with people with lived experience, carers, providers, and Scottish Borders Council staff.

We facilitated a writing group, which met several times to create the policy, which was published at the end of March.

This was a more meaningful and involved co-production process than in previous years.

The underlying principles of a National Care Service are brilliant.

The person needs to be at the centre not the condition; it is not clear what person-centred means in the NCS.

We have missed prevention for a number of years. If we want change and we want to avoid reaching a critical point before we can intervene with people, prevention needs to be considered, and the work of community orgs in delivering prevention work has to be properly valued and recognised.



Mental Health Providers Forum

This group is open to all third sector mental health service providers, whether or not they are commissioned by the Health and Social Care Partnership.

We facilitated the forum on a bi-monthly basis, ahead of each meeting of the Mental Health Board. The group receives updates from commissioners and improves the working relationships between providers and commissioners. It also acts as a best practice sharing and supportive network for third sector managers and staff. It enables them to directly raise issues encountered by providers directly with the Health and Social Care Partnership at the Mental Health Board. The membership in March 2022 was 19.

Among the concerns raised by the Forum during the year were:

- A 'three strikes' approach to non-engagement was still evident in on the ground in statutory mental health services, even if not stated policy. Statutory teams did not appear to reach out to third sector providers who may have an established relationship with individuals and could help them to engage.
- A feeling that third sector teams were trying to be creative and readily went 'over and above' to ensure vulnerable people engage at a difficult but crucial time for them. The statutory sector was restrained by policy to be able to do the same.
- The language used in commissioning/contracting, and lack of clarity over intentions with some contracts. It was felt there is a need for an overarching strategy that would enable a new collaborative commissioning approach and provide a more 'level playing field' for providers.

Mental Health Communities Fund

Third Sector Dumfries and Galloway (TSD&G) asked us for support to facilitate the distribution of the Mental Health Communities Fund from Scottish Government in the Borders. The fund had to go live before the end of 2021 and be allocated to projects before the end of the financial year in March 2022.

We supported TSD&G in sourcing a scoring panel and steering group, made up of staff in third and statutory sectors working in mental health, including the Health and Social Care Partnership and the Joint Health Improvement Team. The fund opened in December for applications and saw a great response to a request for initial expressions of interest. More than £1.1 million was awarded to successful applicants in the Scottish Borders.

Scottish Government later contacted all Third Sector Interfaces (TSIs) to ask if they had eligible applications that they were unable to fund. As we had no upper limit on applications, the Borders gained an additional £815k, equalling over £1.13m for third sector delivery on mental health and wellbeing.

www.tsdg.org.uk/cmhwf-awards/

Working Groups

Living well with dementia



Scottish Borders Dementia Working Group

The group is open to anyone with dementia living in the Scottish Borders, and their carers. We seek to:

- be the local voice of people with dementia
- be a positive influence on services and policy for people with dementia
- make the Borders more dementia-friendly
- make life a bit better for those living with dementia locally – we support each other too!

The group is facilitated by local charity Borders Care Voice.

Call Meg on 07773 605689 or e-mail meg@borderscarevoice.org.uk

You can also contact the chair, Jenny Smith, on 01896 802357.



Scottish Borders Dementia Working Group

The group aims to be a voice for local people living with dementia. It continued to meet online monthly, with six regular members who were comfortable using virtual platforms. We continued to stay in touch with offline members.

Work began on making short films as part of the Dementia Voices in the Borders project, which would capture different experiences of what it is like to live with dementia.

The project was keen to include people at all stages in their diagnosis. The films focused on the people living with dementia, their carers, or both.

The project was funded by the Life Changes Trust and the National Lottery Community Fund and facilitated by Borders Care Voice. Dynamic Arts was selected as the film makers.



Scottish Borders Dementia Working Group

Representatives from Alzheimer Scotland's Active Voices project, and the Scottish Dementia Working Group (SDWG) joined the group meeting in November (see photo below).

They shared the view that the length and complexity of the National Care Service consultation was a barrier to understanding and engagement for people with dementia. They also discussed post diagnostic support (and additional Scottish Government funding for it), what the group saw as priorities for Scottish Borders, and the impact of online meetings.

The group does not usually meet in December, but restrictions were relaxing, and members met for a Christmas lunch in Melrose. It was the first time some members had been able to see others in almost two years and members said they were keen to return to meeting in person.

The first face to face meeting was held in January, when it was agreed that all meetings would be held in person.

The group discussed extra funding for post diagnostic support (and its proposed use) with the Mental Health Older Adults Service. The group also tackled:

- Use of the NHS Borders Firholm building in Peebles (former day hospital)
- Access to self-help/peer support opportunities for people living with dementia.
- A group response to the National Care Service consultation
- Dementia- related complaints within NHS Borders
- The Tweedbank Care Village (requested a representative from the project to attend)
- Guidance to participating in dementia research
- Initial work to redesign the group's vision to inform the Borders Dementia Strategy in 2022-23.



Mental Health and Wellbeing Forum

The forum is for people with lived experience of poor mental health and use of mental health services. It met more frequently during 2021, as meetings shifted online due to the pandemic. We continued to support some members with weekly calls and met the lived experience representatives weekly to offer support.

Fewer people attended online, with an average of eight members going along during 2021-22. The membership of the forum is around 25, and information and opportunities for involvement were shared regularly with the network throughout the year.

The new Service & Commissioning Manager for NHS Borders met the Forum and gave a brief overview of his new role.

The Equality & Diversity Officer with Scottish Borders Council joined a meeting to discuss how the council could include the forum in its equality journey.

There were several requests during the year from statutory services for people with lived experience to be involved in a range of activities. These included being part of the recruitment process for the Mental Health Services Manager post, a review of Borders Risk Assessment Tool, reviewing letters that would go to Mental Health Older Adults Services patients, and to look at the Did Not Attend Policy (DNA). Various Forum members agreed to take part.

Training for lived experience representatives was held in August for two of our lived experience representatives and another helped us to revise and deliver the session.

The vote for new office bearers and lived experience representatives took place in September.

The successful candidates were:

Chair – Avril Gibson

Vice Chair – Siobhan Graham,

3rd Rep – Maurice Kilday

Previous Chair, Marc Bremner, was thanked for all the sterling work he had carried out on behalf of the Forum.

A safe space to
share your
experience of
mental health



Mental Health and Wellbeing Forum

In December, members had a Christmas get together as well as its first face to face meeting since before the pandemic. The group started to meet in person again from January 2022.

In February 2022 the Forum received an update from Health in Mind, with all its services to be delivered under the umbrella of Community Mental Health Services. This was the result of people sometimes struggling to distinguish which service they should access or were using, and how to be referred. The group fed back on documents being produced to promote the changes.

Commissioners and managers continued to keep the group up to date with developments.

In January 2022, we sent out an online evaluation survey to all Forum members. We asked for their views about how the Forum was run, how included they felt, and the impact they felt it had. The feedback was overwhelmingly positive, with the lowest average rating for questions being 4.5 out of 5. We made some changes to the running of the group in response to hearing the members' views.

“It's always a bit intimidating to speak up at any type of meeting but I am becoming more comfortable and confident at the Mental Health & Wellbeing Forum.”

“I think the Forum has adapted well over the last few years with going online as this had not been done yet. But it was also good that as soon as it was safe to do so we went back to face to face meetings.”

“The mental health worker is the glue that holds the Forum together.”



Well done, Marc!

Chair of the Mental Health and Wellbeing Forum, Marc Bremner, completed a Personal Development Award Level 7 in Mental Health Peer Support.

He undertook the course via the Wellbeing College after doing a six-week introduction to peer support there.

Marc explained: "I did the course as part of my own recovery process to put what skills and knowledge I have gained over the last eight years into a recognised qualification from the SQA."

He added: "Peer support is the way forward. It's mainly something you learn over time via lived experience of mental health. It should be natural in its approach to be able to share and utilise what has been learnt to the benefit of others within our communities who may be starting or on their own roads of recovery (experts by experience)."

"Thank you to Shirley Barrett at Borders Care Voice for supporting me in doing this and to Rachael Honeyman from the Wellbeing College (Health in Mind)."

Other pieces of work we engaged with during the year included:

- Multi Agency Suicide Review group
- Transformation Projects (see summary on next page)
- A Conversation Café, led by Allied Health Professionals, about digital access to health and social care
- Improving the lives of people experiencing and recovering from mental ill health
- Mental health and wellbeing in primary care services
- Promoting mental health and wellbeing action plan.
- Emotional Unstable/ Borderline Personality Disorder Borders Pathway Project
- Local peer support/recovery courses and the writing the Staying Well Action Plan (SWAP)
- Work with trainee paramedics to aid understanding on community pathways/support and inclusive language and approaches
- Distress Brief Interventions Project Steering Group
- Assisting recruitment and interviews for various posts within mental health services.

Mental Health Services Transformation

A service evaluation review of the NHS Borders Community Mental Health and Crisis Teams in the Scottish Borders was undertaken and reported on the future requirements of the service for people with lived experience in the area. This required regular involvement from the Mental Health Development Worker and representatives, particularly from January 2022 when work restarted.

A co-production approach was taken to ensure that the voices of people with lived experience were heard. Our Mental Health Development Worker, Shirley Barrett, was involved to make sure that people with lived experience were consulted and engaged at appropriate points in the process. Interviews took place with a cross section of staff member and people with lived experience to help inform the current state of the service. The Project Team carried out the interviews with support from Shirley.

We also supported co-production around the future of the Gala Resource Centre by supporting people with lived experience who had used the centre to take part in scoping workshops and options appraisals. The most popular options included using the funding to fill other service gaps, for example around borderline personality disorder. Due to the needs assessment for the Health and Social Care Partnership Strategic Plan, the final decision on the future of the resource was postponed to later in 2022.

We engaged in work around the transformation of the Liaison Service for mental health, which is based at the Borders General Hospital. This work paused and restarted as operational pressures took precedence though out 2021-22.

Suicide prevention training survey

This was commissioned by the Joint Health Improvement Team and was aimed at people who had taken part in courses covering suicide prevention.

The survey would be used by Borders Care Voice, Scottish Borders Council and NHS Borders to evaluate the provision of suicide prevention training in the Borders, and to identify any unmet needs, including follow up support for training participants.

This survey asked about people's experience of supporting others with suicidal thoughts and behaviours.





We were commissioned by the Joint Health Improvement Team (JHIT) to deliver six Mental Health Improvement and Suicide Prevention courses over the course of the financial year.

Three of our independent trainers attended Train the Trainer. Two trainers are required for each course for welfare reasons and there was a maximum of eight attendees. The sessions ran on Microsoft Teams as two 1.5 hour sessions and attendees had to attend both. The first took place in April.

We also delivered in-house sessions for Bavs and Streets Ahead. We agreed to continue to offer this course in our regular programme.

The Public Protection Unit (PPU) began to offer a range of courses online, with a basic level introductory course and additional follow up courses. We agreed to work in partnership with the PPU to devise and deliver an Adult Support and Protection "bolt-on".

Following cancellation of all face-to-face training due to COVID-19, completion of the course was counted as equivalent to Level 2 training for Adult Protection. The first session was held in June.



Most of our courses continued to be delivered remotely on Microsoft Teams or Zoom. Essential training Emergency First Aid in the Workplace and Manual Handling took place face to face, with fewer numbers to allow for physical distancing and Covid-19 measures remained in place.

We also held some underpinning knowledge courses face to face, which included Infection Control and Person-centred Planning. These also ran with limited numbers.

Evaluation of training

We asked attendees:

- "Overall, how would you rate this training"?
- "Do you feel the training objectives were achieved?" (1 not at all, 5 fully achieved)
- "Do you feel your knowledge of the subject has improved." (1 no improvement at all, 5 improved immensely).

Scotland's Mental Health First Aid

Very interesting with all the information, manual, videos, etc. I now feel I have the skills to provide mental health first aid. Enjoyed the input from trainers and other attendees.

74%

Uptake of training
2021-2022

Overall, how
would you
rate this
training?

**4.83
out of 5**

**4.82
out of 5**

Do you feel
the training
objectives
were
achieved?

Do you feel
your
knowledge of
the subject has
improved?

**4.68
out of 5**



Health and Social Care Integration



Integration Joint Board (IJB)

Integration Joint Board was established in April 2015 and commissions health and social care services across the Scottish Borders. The Health and Social Care Partnership delivers these services on behalf of the IJB, in line with the strategic plan for health and social care.

We attend the Board to represent the interests of the third sector in relation to health and social care provision.

In May 2021, the IJB sought assurances on the 2018-2021 strategic plan, which was out of date. The Scottish Government gave permission to extend the existing plan due to the pandemic. The Chief Officer for Integration outlined a new approach to more joined up engagement, led by the NHS Public involvement team, to support the drafting of a new plan.

In July, the IJB picked up on the content of performance reporting as lacking on social care and outcomes/experience measures, similarly to the SPG. They did not approve the proposed report, sending it back for improvement.

The IJB heard in September the outline business case for a complex care unit for adults with a learning disability, which was accepted as identified as a gap in services locally for some time. A development session was held in October, led by the Chief Officer for Integration, Rob McCulloch-Graham, to help IJB members form a response to the National Care Service (NCS) consultation. Our staff helped to facilitate discussion in breakout groups. A robust discussion demonstrated very mixed support from the partnership members for the concept of a National Care Service.

Rob McCulloch-Graham retired as Chief Officer at the end of October and Chris Myers was recruited to replace him from November. He was officially appointed at the IJB in December 2021. The same month, the IJB strengthened its directions policy and procedure, to improve the strategic commissioning role of the Board. A report was presented following a petition to Scottish Borders Council from families affected by the closure of Teviot Day Service. This resulted in the Chief Social Work Officer being instructed to carry out an immediate evaluation of the care packages for two individuals affected by the closure.

Integration Joint Board (IJB)

The second action of the SBC committee was: "To refer the petition to the Health and Social Care Integrated Joint Board and ask the Board to examine the scope of buildings-based services that the Borders may require in the future, including the alternatives of day centres and social centres." The IJB tasked the Carers Workstream group with leading on this.

In March 2022, the IJB heard about substantial challenges and pressures across health and social care, leading to increased waits and services operating at capacity.

It issued directions to create an integrated workforce plan, a new strategic commissioning plan (from 2023), care village provision and new premises in Melrose for third sector provider Carr Gomm, supporting mental health rehabilitation.



Strategic Planning Group (SPG)

The group has a role to monitor proposals, performance and progress against the strategic plan and advise the IJB accordingly. Our role on this group is to represent the interests of people who use social care services.

In May 2021, annual and monthly performance reports were highlighted as lacking outcomes focused measures and those pertaining to co-production/public involvement.

In August, the SPG discussed the National Care Service proposals, Annual Performance Review and set new Terms of Reference. A Joint Executive group was established which lacked third sector engagement.

A significant report carried out by NHS Borders on bed modelling identified a greater need for resources to support people living with complex needs in their own communities.

November saw The Alliance report the findings of their summary reports from the Third Sector Forum discussions we co-facilitated.

February 2022 saw a report identifying the unmet needs of unpaid carers in regards respite at the "Change is a good as a rest" event held by our colleagues at the Borders Carers Centre.

Public Protection Committee (PPC)

We are part of this group for third sector services in relation to adults. The 'Herbert Protocol', for missing persons, was launched in August 2021.

The same month, we began discussions with an Adult Support & Protection (ASP) Officer to review ASP procedures, as well as be voice of people with lived experience and carers in the context of public protection. We are also members of the PPC Communications Delivery Group and the Training & Delivery Group.

Joint Planning, Strategy, Sub-Groups

Physical Disability Strategy Group

In April 2021, the group held a workshop, also open to non-members, to review the Physical Disability Strategy's 14 action plan and what changes would need to be made because of the pandemic.

The action plan was created in 2019, prior to COVID-19. Partners had adjusted their work during the pandemic and some areas of work had become more important than others for service users.

The purpose of the review was to establish priority areas in the plan and adjust any actions. At the meeting in May, the group agreed the actions that remained a priority and those that would need some adjustment.

The group was also involved with the work mentioned previously on the Scottish Borders Council Charging Policy.

Borders Older People's Planning Partnership (BOPPP)

At a virtual meeting in June, the partnership invited people to talk about how social work services might look in the future, to ensure that they continued to support older people to stay involved in their own communities.

There was a good turnout from providers and older people. There was a focus on the Scottish Government's consultation on the Health and Social Care Strategy for older people. The group agreed to hold an engagement event as part of this work.

Self-directed Support (SDS) Forum

At the January meeting, the new SDS/Carers Lead with Scottish Borders Council, attended to give the group background on his experience and find out more about the Forum's activities.

During the year, concerns were raised about the recruitment problems facing all social care providers and people on Direct Payments.

Other discussions were about replacement care for unpaid carers, how funding for carers can be used, and the implementation of prepayment cards for people receiving Direct Payments.



Our Trustees

Dr Jane Douglas, individual member (Chair)
Gordon Forsyth, individual member (Vice Chair)
Kathryn Peden - Central Borders Citizens Advice Bureau
Corrina Beighton, individual member
Kelly Brown, QME Care
Marc Bremner, individual member
Sandy Devers, Streets Ahead Borders

Our Staff

Shirley Barrett, Mental Health Development Worker
Ellen De Groot, Learning Network Administrator
Nicola Glendinning, Office & Finance Administrator
Sharon Riding, Collective Advocacy Worker (until December 2021)
Jenny Smith, Chief Officer
Kathleen Travers, Depute Chief Officer



Triest House, Bridge Street,
Galashiels TD1 1SW
01896 757290
admin@borderscarevoice.org.uk
www.borderscarevoice.org.uk

Our Organisational Members

A Positive Start CIC
Alzheimer Scotland
Bavs
Berwick and District Friends of Dementia
Borders Carers Centre
Borders Citizens Advice Consortium
Borders Independent Advocacy Service
Borders Samaritans
Borders Talking Newspaper
British Red Cross
Brothers of Charity Services (Scotland)
Carr Gomm
Central Borders Citizens Advice Bureau
Chest, Heart & Stroke Scotland
Cheviot Youth
Cyrenians
Eildon Housing Association
Encompass
Garvald West Linton
Headway Borders
Health in Mind
Interest Link Borders
Nature Unlimited
Outside The Box
Peer 2 Peer Mindfulness Ltd CIC
Penumbra Borders
PND Borders
QME Care
Royal Voluntary Service
Scottish Borders LGBT Equality
Scottish Borders SDS Forum
Serendipity
Stow Cycle Hub CIC
Streets Ahead Borders
Survivors Unite
The Bridge
The Physiotherapy Trust
Trust Housing
Victim Support Scotland
We Are With You
Youth Wellbeing Coaching CIC

76
members

Including individual members, as of 31 March 2022.