

Meeting of South Ayrshire Health and Social Care Partnership	Integration Joint Board	
Held on:	15th February 2023	
Agenda Item:	11	
Title:	Care Opinion	
Summary:		
<p>This report gives an update on the progress of care opinion across the partnership, evidence feedback that has been received and suggests a future implementation plan.</p>		
Author:	Helen Brown, Service manager (Maintenance Care)	
Recommendations:		
It is recommended that the Integration Joint Board		
<ul style="list-style-type: none"> i. Note the content of the report. ii. Agree a future subscription. 		
Route to meeting:		
Directions:		Implications:
1. No Directions Required	<input type="checkbox"/>	Financial <input type="checkbox"/>
2. Directions to NHS Ayrshire & Arran	<input type="checkbox"/>	HR <input type="checkbox"/>
3. Directions to South Ayrshire Council	<input type="checkbox"/>	Legal <input type="checkbox"/>
4. Directions to both SAC & NHS	<input type="checkbox"/>	Equalities <input type="checkbox"/>
		Sustainability <input type="checkbox"/>
		Policy <input type="checkbox"/>
		ICT <input type="checkbox"/>

CARE OPINION

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide an update on the use of Care Opinion across adult services and to share feedback that has been received.

2. RECOMMENDATION

2.1 It is recommended that the Integration Joint Board

- i. Note the content of the feedback shared**
- ii. Agree a future subscription**

3. BACKGROUND INFORMATION

Care Opinion is a portal where people can share their experiences of health or care services. Care Opinion makes it safe and simple to share stories of care online and for people to see other stories too. The public, services and regulators can see how stories are leading to change. It can be accessed online, via a freephone number, leaflet via a kiosk link or with help from a volunteer.

It is a social enterprise, and its ethos is that by sharing honest experiences of care, and by working together, we can all help make care better.

It provides an innovative model which assists and enables the Subscriber to fulfil their public involvement responsibilities. It also enables the Subscriber to compare feedback on the Care Opinion website across local services using alerts and push reporting to provide access to performance management information for staff, managers, Board, elected officials, key stakeholders including public partners.

In addition, it supports the provision of evidence about the quality-of-service provision which can be used to support relevant standards in relation to quality and participation of people who use services.

Care opinion is being used across 14 Health boards, 10 Health & Social Care Partnerships, 1 Hospice and 7 Special Health Boards in Scotland.

- 3.1 Care Opinion was launched by the HSCP for in-house care at home service in August 2021, initially for a 12-month subscription. A further 12 months has been commissioned which will be up for renewal in June 2023.

As part of the service level agreement, Care Opinion provide support in the following areas:

- Working with the Subscriber to develop interest in using Care Opinion website.
- Providing training to relevant staff on the Care Opinion platform.

- Work with and support the Subscriber to ensure a steady flow of postings onto the site.
- Providing print ready promotional material pdfs and printing guidelines to enable organisations to produce bespoke material.
- Inputting opinions generated via telephone and postal responses.
- Providing the Subscriber and identified commissioned providers with 200+ data feeds.
- Supporting the Subscription manager(s) via the telephone / email as required throughout the period of the Subscription.

An implementation and communications plan was developed by Care Opinion for use across the partnership, with Community Occupational Therapy Services and Older Peoples Day Care implementing it in October 2022

Learning from care at home suggested that a single point of contact for ordering materials, the promotion of the service and monitoring the responses was essential, and this is the model we have developed across the services to date.

A number of staff have been through the responder training from each service and an excellent quality of responses has been seen to comments that have been made. Care opinion promote and support this, seeing this as pivotal to the success of the service.

4. REPORT

As part of the care opinion subscription, managers can collate reports about their care services, and the usage across the area. As of December 2022, the following opinions had been shared across care at home and day care



Care Opinion (Billy)
jan - Day care.docx



Care Opinion (Billy)
jan.docx

Feedback is largely positive but any areas for development are included within the service plans to support ongoing quality improvement. Opportunities are taken at home visits to promote the use of care opinion with service users, and the branding is on our own promotional materials and letterheads.

In addition, the following reports are provided by Care Opinion for us to monitor the overall usage of the service. They supply information about the way in which people access care opinion, the length of time before we respond, the key words used, criticality, and how they identify themselves.



SouthAyrshireHSCP-
ResponsesAndStoryPi



SouthAyrshireHSCP-
StoriesInSummary-Oc

These reports can be used to improve the way in which we promote the service, the numbers of services accessing it, our response times and any service improvements that are required.

Plans are in place to commence the use of Care Opinion in older people residential services and then to embed it within the social work locality teams. This will be supported by the new adult social work structure.

5. STRATEGIC CONTEXT

- We make a positive impact beyond the services we deliver
- We are transparent and listen to you

6. IMPLICATIONS

6.1 Financial Implications

6.1.1 Not applicable at present

6.2 Human Resource Implications

6.2.1 Not applicable at present

6.3 Legal Implications

6.3.1 Not applicable at present

6.4 Equalities implications

6.4.1 Not applicable at present

6.5 Sustainability implications

6.5.1 Not applicable at present

6.6 Clinical/professional assessment

No impact.

7. CONSULTATION AND PARTNERSHIP WORKING

7.1 None

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2 February 2023