

Appendix 9

Budget Engagement Responses - Staff Survey

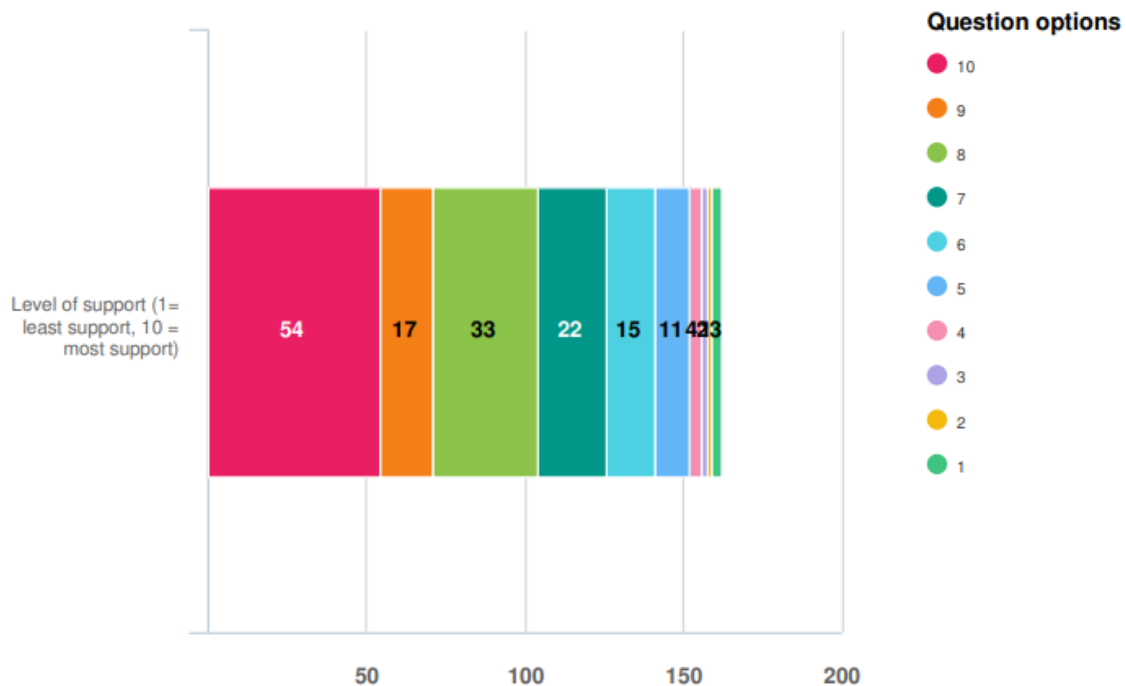
Aberdeenshire Health & Social Care Partnership (AHSCP) launched a budget engagement survey (for staff and members of the public) on the 29th January 2024 and it was open for responses until 26th February 2024. The staff survey was completed by 163 respondents. A summary of the feedback received is shown below:

Q1 – Across our health & social care services we have a number of older buildings that were never designed for the delivery of modern, efficient services and require significant investment to ensure they meet modern standards.

Would you agree that a priority for the AHSCP should be to consolidate where it delivers services, and where appropriate, to utilise buildings most suitable for modern care?

Please show your level of support by choosing between 1 and 10, where 1 is the least support and 10 is the most support.

Chart 1 – Consolidating buildings-based services



Optional question (162 response(s), 1 skipped)

As shown in Chart 1 above, the majority of respondents (78%) indicated support to consolidate where it delivers services, and where appropriate to utilise buildings most suitable for modern care, giving a rating of between 7 and 10.

Q2. Thinking about the score you gave in relation to Q1 above, is there anything else you would like to tell us about how we deliver buildings-based services in the future?

88 members of staff responded to this question. After theming the comments within responses, the top four themes were as follows:

Theme	Number of comments
Agreement that buildings need to be fit for purpose	25
Ease of access to services is important, including locally where possible	17
Make best use of all existing buildings and any free space	9
Public transport challenges for more rural communities	7

Agreement that buildings need to be fit for purpose

Comments highlighted that buildings need to be fit for purpose for the services that are being delivered from them. This includes the space to see patients/clients, space for storage, and with appropriate equipment to operate effectively. Some buildings may need to be adapted to suit people with complex needs.

Ease of access to services is important, including locally where possible

Comments under this theme reflected the concern that everyone still needs to be able to access services, particularly those who live in smaller, more rural communities, where buildings can often be older and less fit-for-purpose.

Make best use of all existing buildings and any free space

There were opinions that some buildings are sitting empty and could be used to benefit communities. Some recent examples of this were highlighted. A similar sentiment was put forward for making best use of all spaces within existing buildings.

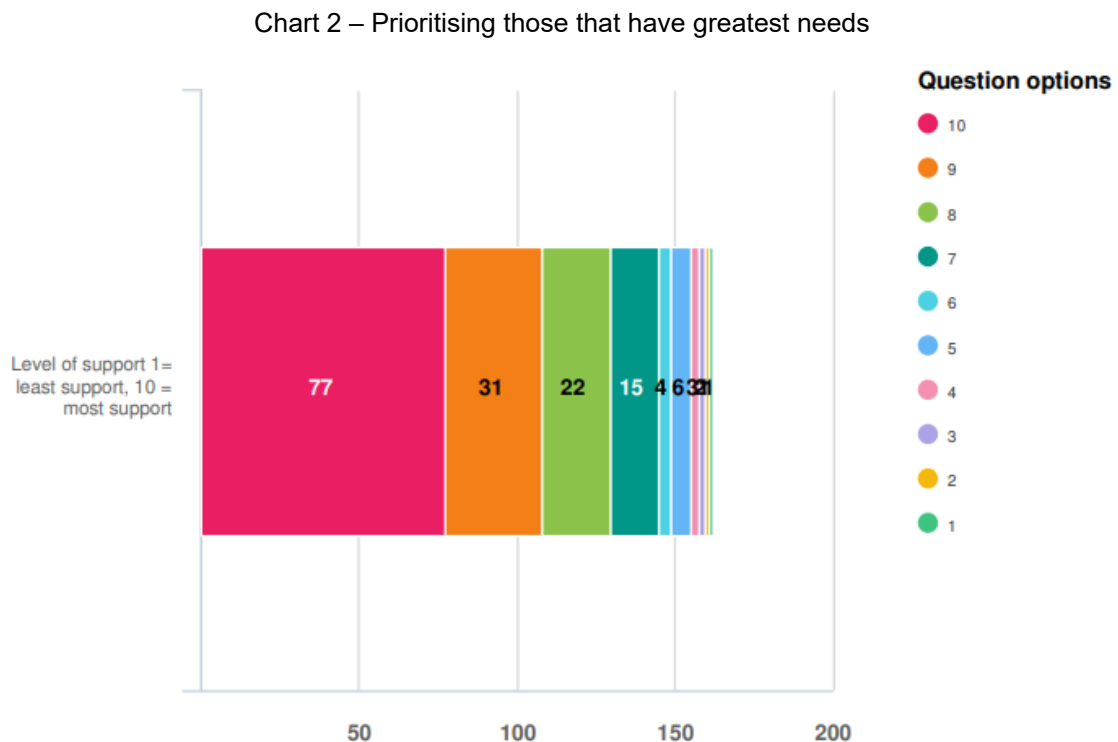
Public transport challenges for more rural communities

Concerns about consolidation of buildings were that this may adversely affect small communities where good public transport links are not always in place to the nearby larger towns. This could affect elderly and vulnerable people and should be taken into account when considering consolidation.

Q3 - Social Care services are usually provided to people following an assessment of need.

Would you agree that the AHSCP should continue to prioritise those that have the greatest need?

Please show your level of support by choosing between 1 and 10, where 1 is the least support and 10 is the most support.



Optional question (162 response(s), 1 skipped)

As shown in Chart 2 above, a large majority of respondents (90%) indicated support, with a rating between 7 and 10, that we should prioritise those who have the greatest need. 108 of those respondents had chosen the highest rating of 9 or 10.

Q4 - Thinking about the score you gave in relation to Q3 above, is there anything else you would like to tell us about how we prioritise our services?

81 members of staff responded to this question. After theming the comments within responses, the top three themes were as follows:

Theme	Number of comments
Invest in lower level needs to prevent greater need	27
Agreement with prioritising those with greatest need	16
How would fair assessment be carried out?	13

Invest in lower level needs to prevent greater need

Many comments highlighted the concern that funding could not just go towards addressing the greatest needs. Looking ahead and being proactive would mean the requirement to invest in lower level needs. If that is not done, they will result in greater needs or crisis point in the future and bring increased costs for the HSCP.

Agreement with prioritising those with greatest need

These comments agreed with the question on prioritising those with greatest needs in social care.

How would fair assessment be carried out?

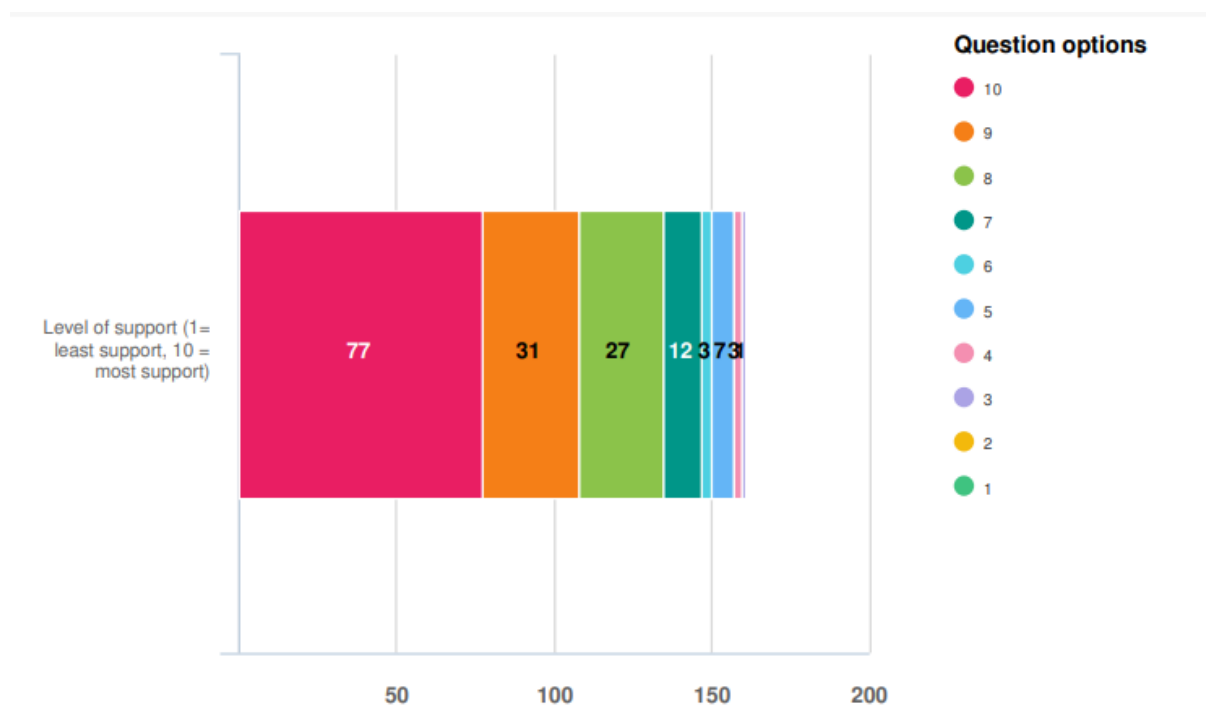
Comments reflected that clear definition of greatest need was required and the need for fair and accurate assessment of needs to be applied consistently.

Q5 - Over the next 5 to 10 years there will be significantly more people over the age of retirement in Aberdeenshire. This means that we will continue to see ever greater demand for health and social care services

Do you agree that the AHSCP should ensure that we support services to make changes now to take account of the potential future increase in demand?

Please show your level of support by choosing between 1 and 10, where 1 is the least support and 10 is the most support.

Chart 3 – Supporting services to make changes now to take account of future demand



Optional question (161 response(s), 2 skipped)

As shown in the Chart 3 above, a large majority of respondents (91%) supported ensuring that we support services to make changes now to take account of the potential future increase in demand, with a rating of between 7 and 10. 108 of those respondents had chosen the highest rating of 9 or 10.

Q6 - Thinking about the score you gave in relation to Q5 above, is there anything else you would like to tell us about prioritising spend?

68 members of staff responded to this question. After theming the comments within responses, the top four themes were as follows:

Theme	Number of comments
Early intervention and prevention	21
Review current service delivery	16
Healthier lifestyles	14
Modern services	13

Early intervention and prevention

This theme reflected the support for future planning. Respondents felt putting in place measures now with the pre-retiral population will help to mitigate impacts later. Encouraging people to keep fit and well, and looking after mental and physical health will result in lesser need in the future for an ageing population.

Review current service delivery

Under this theme there tended to be agreement with making changes now to take account of future demand, but also to be aware where services are not working well currently.

Healthier lifestyles

Comments under this theme highlighted the need to educate and encourage people to live healthier lifestyles and keep fit and well in order to reduce the needs of the ageing population.

Modern services

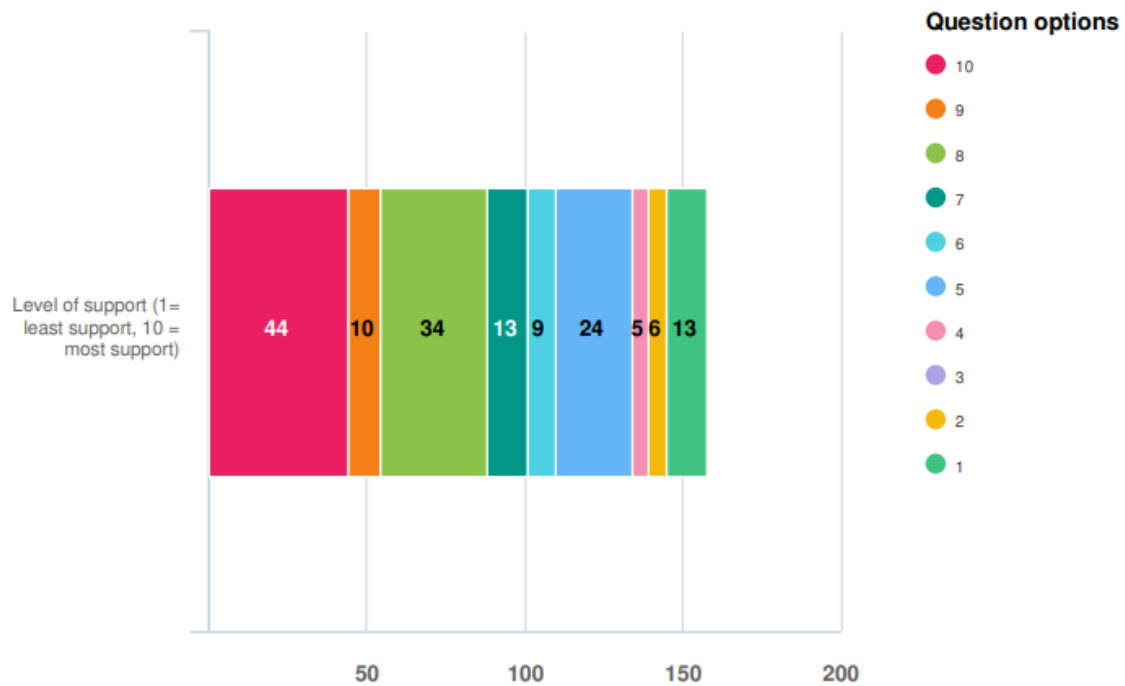
Comments stated the requirement for services that meet current and future needs and that can be a sustainable model of service provision.

Q7 - There are some services which we provide that people, who can afford it, need to pay for.

Do you agree that the AHSCP should try to recover the full cost of providing those services?

Please show your level of support by choosing between 1 and 10, where 1 is the least support and 10 is the most support.

Chart 4 – recovering full cost of providing chargeable services



Optional question (158 response(s), 5 skipped)

As shown in Chart 4 above, a majority of respondents (64%) supported recovering full costs of some services that are paid for by those that can afford to, with a rating of between 7 and 10.

Q8 - Thinking about the score you gave in relation to Q7 above, is there anything else you would like to tell us about how we recoup costs?

82 members of staff responded to this question. After theming the comments within responses, the top four themes were as follows:

Theme	Number of comments
Means testing and assessing contribution	26
Better financial assessments to include all aspects of daily living costs	16
Everyone deserves free care	14
Review the charging policy	13

Means testing and assessing contribution

Comments stated that means testing should be considered to allow everyone to contribute to the care they receive if possible, and those that can afford it should contribute more. However, some comments stated that some people had already worked all their lives and contributed to taxes and felt that they may be penalised.

Better financial assessments to include all aspects of daily living costs

Respondents felt that cost of living increases are not always taken into account when assessing people, therefore they can be left struggling or more vulnerable and subsequently require more care or support.

Everyone deserves free care

Comments under this theme focussed on support for NHS services being free to all and concern about privatisation. Some responses stated that everyone currently pays tax and this should cover cost of services and others felt that people should not have to sell homes to pay for care.

Review the charging policy

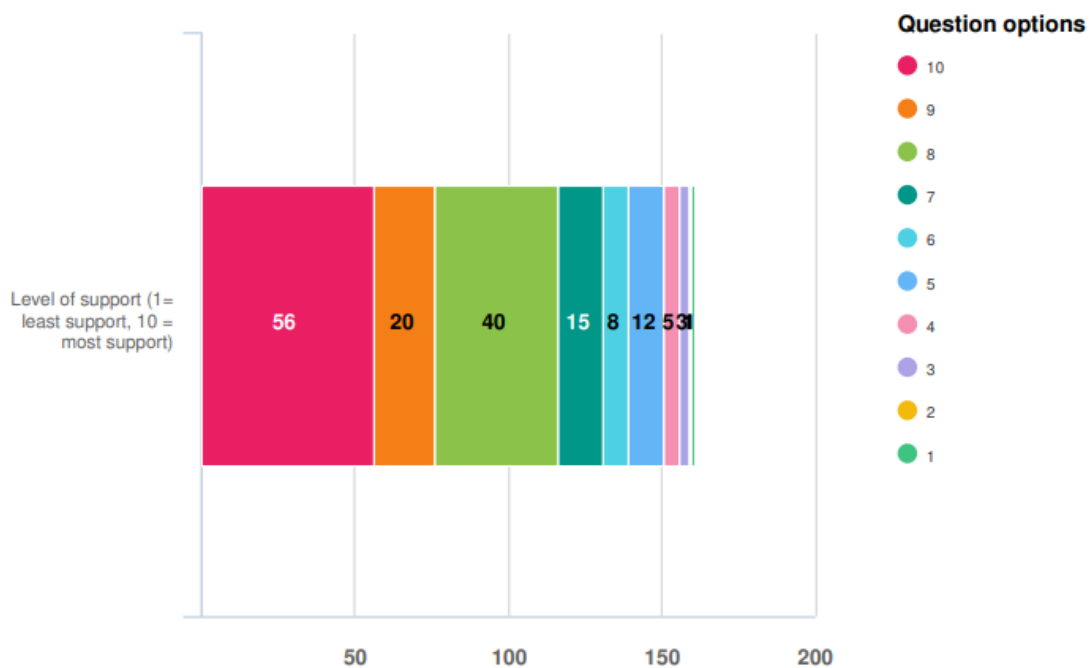
Comments under this theme tended to agree with the question on whether full cost could be recouped, but were not sure how this would best be done.

Q9 - There have been significant advances in technological and digital innovation, particularly in Health Care.

Would you agree that, where appropriate, digital technology should play a role in how we deliver services in future?

Please show your level of support by choosing between 1 and 10, where 1 is the least support and 10 is the most support.

Chart 5 – Digital technology playing a role in how we deliver services in future



Optional question (161 response(s), 2 skipped)

As shown in the Chart 5 above, a majority of respondents (81%) indicated support for digital technology playing a role in how we deliver services in the future, with a rating of between 7 and 10.

Q10 - Thinking about the score you gave in relation to Q9 above, is there anything you would like to tell us about the use of digital innovations?

100 members of staff responded to this question. After theming the comments within responses the top four themes were as follows:

Theme	Number of comments
Digital innovations are the future and should be maximised	35
Human interaction is still required	30
Ensuring equitable delivery and access of technology	25
Technology for work brings savings and efficiency	23

Digital innovations are the future and should be maximised

Comments under this theme were supportive of the use of digital technology and felt that it would be beneficial in the right circumstances. An increasing number of people are able to go online and it is the norm for the younger generations. Technology could be used to support care at home, for simpler follow ups and can provide easier access to healthcare. Some people would need to be supported through any change to digital services.

Human interaction is still required

Comments reflected the continuing importance of face-to-face contact for mental health and wellbeing and that person-centred care is still important. Technology can often still be challenging and unwanted for the elderly. There were concerns about health issues being missed through virtual appointments and social isolation increasing. Some conversations are still best held in-person.

Ensuring equitable delivery and access of technology

Under this theme comments were made on the need to ensure everyone has access to digital services, including the equipment and broadband. Many comments noted that elderly people or vulnerable people are often not comfortable in using technology. Rural areas can have issues with connectivity which may hinder them in using digital tools.

Technology for work brings savings and efficiency

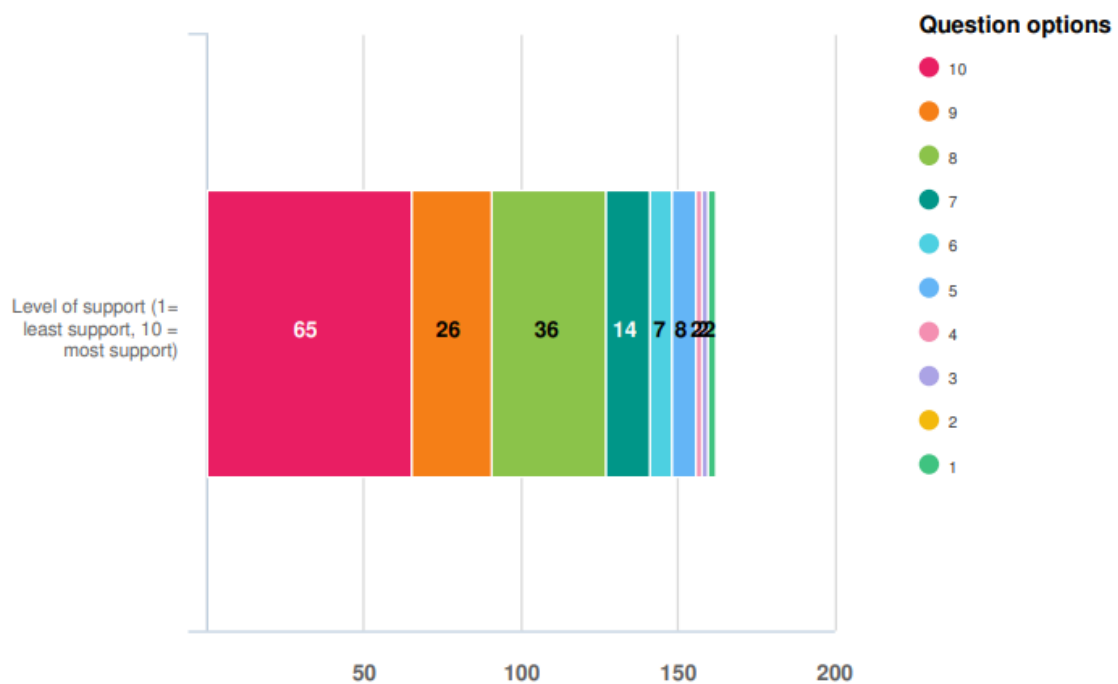
Comments under this theme included support for virtual meetings freeing up staff time which could then be used on other work. Technology would help to improve productivity and reduce costs, including travel. It would aid the move away from any staff and services still using paper.

Q11 - The AHSCP delivers a wide range of residential services, including some delivered on our behalf by other organisations. Examples include care homes for older people and supported living accommodation for adults with learning disabilities and complex needs.

Would you agree that the AHSCP should provide residential services based on best value and focus on those with greatest need?

Please show your level of support by choosing between 1 and 10, where 1 is the least support and 10 is the most support.

Chart 6 – Providing residential services based on best value and focus on those with greatest needs



Optional question (162 response(s), 1 skipped)

As shown in the chart above, a large majority of respondents (87%) indicated support for providing residential services based on best value and focus on those with greatest needs, with a rating of between 7 and 10.

Q12 - Thinking about the score you gave in relation to Q11 above, is there anything else you would like to tell us about the delivery of residential services?

68 members of staff responded to this question. After theming the comments within responses, the top four themes were as follows:

Theme	Number of comments
Best value does not mean best care	12
Residential services are better provided by HSCP	11
Agreement that residential services to be provided based on best value and focus on greatest needs	9
Current lack of residential places	8

Best value does not mean best care

Comments reflected concern that best value may have too much financial focus and does not always mean the best care for residents or enough support and training for staff.

Residential services are better provided by HSCP

Comments were supportive of public sector provision for residential care and some respondents gave examples of where private residential care services have been handed back to the HSCP.

Agreement that residential services to be provided based on best value and focus on greatest needs

These comments were in agreement with this approach and mentioned best value and focus on greatest needs.

Current lack of residential places

Comments under this theme reflected concern that there were currently too many people who could be assessed as having the greatest needs. In some responses, services were highlighted where it was felt more beds or places were required. There was concern that there was not currently enough resource to provide the number of residential places for those who would be assessed as in greatest need.

Q13 - Suggestions from staff

As part of the survey, staff were asked if they had any suggestions to make that could help with budget savings. 92 staff members responded and these will be looked at in detail and considered.

Information about the staff respondents

There was almost an even split between the 163 respondents, with 87 employed by NHS Grampian and 75 employed by Aberdeenshire Council, and one participant indicating not sure. Staff responded from a wide spectrum of services across the partnership.

Out of 161 respondents who answered the question, 110 staff members work full-time and 51 work part-time.

When asked if day-to-day activities were limited because of a health problem or disability which has lasted or is expected to last 12 months or more, 11 respondents said yes, limited a little and 1 said yes, limited a lot. 148 respondents said no.

45 respondents said that they provide unpaid care, with 107 respondents indicating they didn't, and 10 respondents preferring not to say.