



Midlothian
Health & Social Care
Partnership

Public Engagement

2021

Who we are

The Midlothian Health and Social Care Partnership is responsible for services that help you live well and get support when you need it. This includes all **community health and social care services for adults in Midlothian and some acute hospital-based services.**



**Midlothian
Health & Social Care
Partnership**

is responsible for



Unscheduled care in Hospitals (e.g. A&E, Minor Injuries, Acute wards).

Community Health Services (e.g. GPs, District Nurses, Dentists, Pharmacists, Mental Health services and the Community Hospital).

Health Visiting and School Nurses. Links between adult and children's services are important, but strategic planning for children's services remains the responsibility of the **Getting it Right for Every Midlothian Child** group.

Adult Health and Social Care (e.g. Social Work, Day Services, Care at Home, Allied Health Professionals).

Services for offenders to address the health and care needs that may be the root causes of offending. However reducing offending remains the remit of the **Community Justice and Safety Partnership.**

We also work in partnership with many voluntary and independent providers.

We are governed by the **Integration Joint Board** who are responsible for a budget of **£131million a year.**

Our Vision

**People in
Midlothian are
enabled to lead
longer &
healthier lives.**

Our Values

We will provide

- **the right care,**
- **in the right place,**
- **at the right time**

Standards for Community Engagement

The National Standards for Community Engagement are good practice principles designed by the Scottish Community Development Centre to improve and guide the process of community engagement.



The National Standards for **Community Engagement**

We are committed to follow the national standards and will engage with people whenever there is significant service development or change.

We will ensure ongoing engagement with people and partner organisations through representatives from the third sector, carers and people with lived experience on all formal planning groups including the IJB, the Strategic Planning group and Service Area planning groups. If this is not possible we will ensure there is a formal arrangement to enable people to contribute to the work of the group – e.g. a reference group.

We will listen to you and work with you to ensure that the support we provide is right for you. Service planning and delivery will be informed by listening to users. It should be easy for people to tell us what they think of our services. We will build relationships with communities so that we can work together to achieve shared outcomes.

All formal consultations, conducted by the partnership or services commissioned by us, must be carried out in conjunction with the engagement officer.

Project Plan for Engagement

We will use this template when planning engagement activities.

Why?

- What is the aim of the engagement project as agreed by the project steering group?
- What does good look like?
- Why are we communicating – what behaviour do we want to change?
- Why are we engaging – what do we want to find out?
- Why should people engage – is it motivating and empowering?

What we know

- What can/cannot be influenced?
- What have people already told us? What do people already know? Have we checked the evidence search at iriss.org.uk/esss?
- Are there alternative services?
- What does the data tell us about who uses services, when, how, why, where? What is the unmet need or future demand?

Points to consider

- What format is best for the people we are asking (e.g. time/duration) – phone, survey, groups, digital, face:face, Braille, Easy Read, BSL, low literacy, replacement care etc?
- Where will meet – is the building accessible for the group?
- Have we engaged with a range of people – age, gender, sexuality location, SIMD, disability, ethnicity, faith? Have we completed an Integrated Impact Assessment for the consultation process?
- Have we given people enough time to engage?
- How will we keep personal data safe? We will use a Data Privacy Impact Assessment, share our Privacy Notice; check data sharing agreement with providers, use council approved account for Survey Monkey and follow video conferencing protocol.

What we find out

- How will we feedback the outcome of the engagement – have we used our general template, do we need additional formats and have people been able to comment on the final report?

Who will be affected & ways we may engage with them:

<p>Lived Experience</p>	<p>Groups/Interviews</p> <ul style="list-style-type: none"> • Events • Community Groups 	<p>Questionnaire</p> <ul style="list-style-type: none"> • Survey Monkey • Paper – post or hand out • Care Opinion 	<p>Co-production</p> <ul style="list-style-type: none"> • Representative on project group • Advocacy groups (formal + informal)
<p>Carers</p>	<p>Groups/Interviews</p> <ul style="list-style-type: none"> • Carers Action Midlothian • Events • Community Groups 	<p>Questionnaire</p> <ul style="list-style-type: none"> • Survey Monkey • Paper – post or hand out • Care Opinion 	<p>Co-production</p> <ul style="list-style-type: none"> • Representative on project group • Representative on IJB
<p>Staff & Volunteers</p>	<p>Groups/Interviews</p> <ul style="list-style-type: none"> • Third Sector Summit • Team meetings • Independent providers 	<p>Questionnaire</p> <ul style="list-style-type: none"> • Survey monkey • MVA email list 	<p>Co-production</p> <ul style="list-style-type: none"> • Representatives on Planning groups
<p>Oversee services</p>	<p>Groups/Interviews</p> <ul style="list-style-type: none"> • Integrated Joint Board • NHS & MLC leaders, • Elected Representatives • Scottish Government 	<p>Questionnaire</p> <ul style="list-style-type: none"> • Inspections 	<p>Co-production</p>
<p>Public</p>	<p>Groups/Interviews</p> <ul style="list-style-type: none"> • Facebook comments • Collective Voice • Community Councils • Community groups • Events 	<p>Questionnaire</p> <ul style="list-style-type: none"> • Citizen’s Panel • Survey Monkey • Facebook Poll • MLC - consultation page • NHS - Get involved 	<p>Co-production</p> <ul style="list-style-type: none"> • Representative on IJB

Appendix:

- **Our standard methods of engagement**
- **Example Privacy Notice**
- **Volunteer Expenses Policy – IJB**
- **Planning Group Terms of Reference**
- **Tips for Clear Writing**
- **IRISS tool**

Our standard methods of engagement

		General Public	Older People	Carers	Mental Health	Learning Disability	Physical Disability	Substance Misuse
Inform	Directory	Communities What's On (MLC) Red Cross Calendars	Older People Directory Red Cross Calendars	WeeBreaks Directory	Midspace	Adult & support services (Two Trumpets)	Disabled People Directory LCiL Disabled Sport	MELDAP
	Newsletter/ Social Media	Annual report FB: MLC/NHS/HSCP T: MLC/NHS/HSCP	Diamond Radio – Ageing Well & Red Cross	News: VOCAL FB: VOCAL	FB: Midspace	Autismdeasinmidlothian FB: ASD Parents	News: Forward Mid FB: Forward Mid	FB: MELDAP
Consult	Written	Citizen's Panel x2 Patient satisfaction Inspections Web Comments (MLC)		VOCAL survey (every 2 years) Carer Census (nat) Health + Social Care Experience Survev (nat)	Access Point	How's Life (nat) CAT Cherry Road "What focus on next?"		Comments (MELDAP)
	Face to Face	3rd Sector Summit x3 Collective Voice	Event - x1(MLC) MOPA - x4 (MVA)		Event – x1(CAPS) Member's Group (Orchard Centre)	Health Fair every 2 years (MLC) Network User's Group (People First)	MIDPA – x4 (MVA)	Consultations
Collaborate	Planning	Integrated Joint Board	Planning Group	Planning Group Carer's Action Midlothian	Planning Group	Planning Group ASD Expert Panel LD Expert Panel Provider Forum	Planning Group	Commissioning & Performance Group (MELDAP)
	Advocacy		EARS		MidlothianVoices (CAPS)	Partners in Advocacy (People First)		Peer Support
	Other	Team Leaders Neighbourhood Planning Community Councils People's Equality group Development Trusts One Dalkeith Faith groups Patient Groups MVA 3rd sector email	Team Leaders Grassy Riggs, VOCAL, Alzheimer Scotland, Red Cross, SKJP cafe Day Centres Ageing Well Functional MH Team Dementia Team	Team Leaders Grassy Riggs, VOCAL, Alzheimer Scotland, Red Cross	Team Leaders Orchard Centre Peer Support CMHT IHTT Park Cottage	Team Leaders CAT, Shared Lives, Day Centres, Artlink Supported Living People First Quality Assurance St Josephs	Team Leaders Access Panel Peer Support Café Connect (MVA) Deaf Action RNIB MS group	Team Leaders No 11 Peer support

Primary Care	Cancer	Respiratory	Housing	Heart Disease	Diabetes & Obesity	Community Justice	Palliative Care
						ALISS CPO annual report Community Justice Annual Report	
GP FB & website						FB:HSCP T: HSCP	
						Public Consultation- (biannually). Justice service exit questionnaire; beneficiary feedback forms	Patient and family experience
						Workshops /consultations/focus groups with individuals in Justice system	
	User reference group					Partnership Working Group	
						Peer Support	
Pharmacists – leaflets instore and delivery		Breathe easy		CHSS British Heart Foundation		Crown Office & PF SPS, IJB, SDS, Police Scotland, SFRS, NHS Lothian, Justice Social Work, PPU, C&F, Education, Elected Members, Housing, MELDAP, Health in Mind, MVA, Change Grow Live, Victim Support, Families Outside, Women’s Aid, Local Communities, Com Justice Scot	

Example Privacy Notice



How your personal information is used by the Midlothian Health and Social Care Partnership (Public Engagement)

We promise to collect, process, store and share your personal data safely and securely. Under the Data Protection Act 2018, you have a right to know how we do this.

What personal information do we collect?

We may ask you about information that can identify you, either on its own, or with other information e.g.

- Post code, Age/date of birth, Gender, Racial origin
- Experience and views on your treatment and care for your physical and mental health
- Health condition, care needs or caring status

Why do we need your information? How will we use it?

We only collect personal information if we need it to create a service or monitor, review and improve the services we deliver. We might use your information to give you feedback about any engagement.

We may use it to group responses to see if there are differences in people's experiences or opinions.

We will only publish findings in an anonymous manner and you won't be identified in any report. Unless we have specifically asked you about doing this.

We may publish reports on the Midlothian Council website or Social Media for the Partnership.

How will we collect your information?

We could collect it directly or indirectly.

- Directly – e.g. if you fill in a survey, speak to an interviewer face to face or attend a focus group.
- Indirectly – e.g. if a service we commission produces a report on what they have been doing this may include information about services you have used or your views on them.

Do you have to give us personal information?

No – you can choose if you want to take part in any engagement activity - so you don't need to give any information if you don't want to. By taking part you are helping us improve Health and Social Care services in Midlothian.

Are we allowed to collect your personal information?

Yes - Article 6(d) of the GDPR 'public task' is the lawful basis for us processing information when we undertake public engagement if this is in the public interest as it will help us shape and plan our services.

Will we share your personal information with anyone?

Your personal data may be shared with other departments in the Health and Social Care Partnership or organisations we work with if we have a legal basis to share it. We will only do this if it will help to improve our health and social care services and we will only share the minimum information needed.

There may be other circumstances where we would share your personal information with a third party – such as if we are required to do so by law to safeguard public safety or if there was a of harm or emergency. Only the minimum information for the purpose will be shared. If we do we will notify you and explain the legal basis which allows us to do so.

How long do we keep your personal information?

Your personal information will be kept securely – e.g. on an encrypted drive or in a locked drawer.

Midlothian Council's Retention Schedule sets out how long it we will keep it, and what will be done with it at the end of its 'life'. For more information go to www.midlothian.gov.uk/retentionschedule

More information

You can find out more about your rights under the Data Protection Act at www.midlothian.gov.uk/privacy. This privacy notice is under Adult Social Care Services.

This includes you rights to request that we amend or erase your personal information.

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details.

Volunteer Expenses Policy - IJB

Introduction

Volunteers can get support with costs involved with volunteering for the Integrated Joint Board.

Volunteers are vital to help us plan health and social care services. They bring a wide range of skills, lived experiences and perspectives and help us understand and meet the needs of our local communities

You should not be out of pocket through your volunteering with the IJB, on its committees or planning groups. This policy sets out an accessible and fair process for claiming and payment of expenses and links with the Midlothian Council Volunteer Policy.

Who is this policy for?

This policy is for volunteer members of the Midlothian Integration Joint Board, the Midlothian Strategic Planning Group and Planning Groups of the Health & Social care Partnership.

Each of the above groups will have a Key Contact who is responsible for ensuring the views of people with lived experience, unpaid carers or people in the community are heard.

This policy does not apply to members who are NHS Lothian Board Members, Midlothian Council Elected Members, or employees of either NHS Lothian, or the Midlothian Council or partner organisations.

This policy does not apply to members of the general public attending meetings.

Spending money responsibly

We are required to make sure we spend money carefully and responsibly. Please gain permission from your key contact before arranging or paying for any expenses above £50.

Please consider ways to reduce how much you claim - for example could you use video conferencing instead of travelling to a meeting, could we print documents for you and have you got the best rate for travel and accommodation?

Review of this policy

Midlothian Health and Social Care Partnership will support, manage, and monitor expenses claims on behalf of the IJB.

Feedback on this policy will be sought from volunteers, IJB and committee/group members and we will review it every three years.

What you can and can't claim for



Travel & Parking – direct travel to your meeting/event

✓ Costs that can be claimed

- Mileage – 45p a mile (in line with HM Revenue and Customs guidelines).
- Parking costs during a meeting/event
- Public transport costs.
- Taxi costs

✗ Costs that cannot be claimed

- Travel costs which are not for direct travel to/from the location of volunteering
- Fees or fines (e.g. parking and speeding fines while at or travelling to a meeting).

Please discuss your needs with your key contact – we may be able to arrange travel for you. Please use public transport or share private transport if possible.



Replacement Care (Adults & Children)

✓ Costs that can be claimed

- Up to £18 an hour for the length of the meeting/event and for your travel time.

✗ Costs that cannot be claimed

- Care provided by someone other than a registered provider.

You must agree all care in advance with the key contact and you must use a registered organisation or registered individual to provide the care: www.careinspectorate.com/index.php/care-services



Accommodation and Meals

✓ Costs that can be claimed

- Accommodation - up to £100 per night.
- Meals - up £4.90 per meal (if you are volunteering for 5-10 hours) and £10.90 (if you are volunteering over 10 hours)

✗ Costs that cannot be claimed

- Costs if food has been provided free of charge (e.g. lunch at training events).
- The purchase of alcohol.

If an event is attended by everyone on the IJB/committee/group, accommodation and meals will be organised on your behalf.

Other Costs

✓ Costs that can be claimed

- Training
- Telephone calls, text messages, printing, photocopying and postage costs
- You can get free access to computers in libraries, including access to the internet and Microsoft Office programmes.

✗ Costs that cannot be claimed

- Costs which are already provided by another organisation or person.
- Non-essential additional costs you choose to pay (e.g. tipping of taxi drivers or restaurant staff).
- Costs which were not gained while volunteering

Your Key Contact can print, photocopy and post documents you need for your role. They can also arrange interpreters, BSL or note taker. Please ask for these in advance and we will make every effort to ensure these are provided. If these are unavailable for any reason we will ensure we make alternative arrangements to capture your contribution at a later date.

How to claim expenses

1. **Register as a volunteer** with Midlothian Council – your key contact will do this for you.
2. **Complete the Volunteer Expenses Form**
 - You must provide receipts or photos of a receipt if possible
 - You must provide proof of attendance (make yourself known to the chair at each meeting/event)
 - You must claim within 3 months
 - You can claim for a number of expenses on the same form.
3. **Send the form by post or email** to your key contact.
4. **Answer any questions** if required
5. **Check your bank account** – expenses will be paid by bank transfer once a month. If we receive your form after the expenses have been processed, you will be paid the following month.

If expenses forms are sent in after 3 months, if receipts cannot be provided, or if attendance at the relevant meeting/event has not been recorded then payment of the expenses may not be possible, and will be at the discretion of the Chief Officer.

Who is your Key Contact?

- **Midlothian Integration Joint Board or the Midlothian Strategic Planning group:**
 - Mairi Simpson, Integration Manager for Midlothian Health and Social Care Partnership.
mairi.simpson@nhslothian.scot.nhs.uk, 07872 418230
Fairfield House, 8 Lothian Road, Dalkeith, EH22 3AA
- **Planning Group:**
 - Planning Lead for that group.

Volunteer Expenses Claim Form

Name:

Address:

Car Registration Number

Date (of expense)	Travel From (Postcode)	Travel To (Postcode)	Travel - Purpose	Mileage	Parking	Public Transport	Food/ Other costs	Alternative Care costs	Receipt Y/N
							TOTAL:		

The above claim and details are correct. I have read the Midlothian IJB Volunteer Expenses Policy and fully complied with it. I understand that this claim may be subject to scrutiny by Internal/External Audit.

Volunteer Signature:

Print name

Authorising Manager

Print name

Motor Vehicle Insurance

Volunteers using their private motor vehicle, or a vehicle owned by a spouse or partner on volunteering business must satisfy certain insurance conditions in order to claim the motor mileage allowance as part of their volunteer expenses

It is the responsibility of the volunteers to ensure that their vehicle insurance policy covers the risks set out below.

The volunteer key contact is responsible for verifying that volunteers are covered by the appropriate vehicle insurance at induction and on an annual basis thereafter.

The expenses for motor mileage allowance will be payable only if the insurance conditions are fulfilled.

Motor Vehicle Insurance

Volunteers using their private motor vehicle or a vehicle owned by a spouse or partner on volunteering work must have motor vehicle insurance without financial limits covering the following:

- bodily injury to or death of third parties
- bodily injury to or death of any passenger
- damage to the property of third parties

In addition the insurance policy must specifically cover the use of the vehicle on volunteering business. This also applies in the case of a vehicle owned by a spouse or a partner.

Volunteers' Liability

It is strictly prohibited for a volunteer to drive any vehicles as part of their volunteering duties for Midlothian Integration Joint Board unless they have a valid driving licence. It is the responsibility of the volunteer to ensure the licence is valid.

Planning Group Terms of Reference

Introduction

A range of service providers, service users, carers, representative bodies, and professionals are involved in planning the services we provide and commission. We have a number of Planning Groups – each delivering part of our Strategic Plan. These terms of reference outline a standard approach to these groups and the key aims, roles, and remits.

What does a Planning Group do?

Each Planning Group ensures the views and needs of people with lived experience, carers and staff are represented in the vision, values and actions of our Strategic Plan.

The Planning Groups identify, agree and achieve relevant actions from the Strategic Plan.

When does a Planning Group meet?

Planning Groups meet every 6 to 10 weeks.

Adequate notice should be given to all members of meeting dates.

Who is in a Planning Group?

The Planning Lead will invite new members and put in place any measures needed to ensure everyone can participate fully such as arranging translators, BSL, note takers, claiming expenses etc.

The Planning Lead will ensure the following groups are represented:

- Social Work
- Health
- Housing
- Carers
- Primary Care and /or Acute Hospitals
- Third sector
- People with lived experience (1-5 people)
- Sport and Leisure (where relevant)

The Planning group can co-opt additional members for particular pieces of work as appropriate.

The membership of the Planning group should be reviewed every three years in line with Strategic Planning cycles. It is not expected that people with lived experience will spend more than 6 years on a Planning Group.

Role and remit of members:

Individual members will represent stakeholder groups, constituent groups, organisations, professions or localities, carers or service users.

Members are expected to:

- prepare for meetings by reading any associated papers
- Develop and maintain links with partners, groups, third sector organisations and networks to enable their views to be sought and represented. Ensure that these views are considered in decision making.
- actively contribute to discussions in a way that represents their community of interest, sector or professional area
- act in a respectful and polite manner

Members are not expected to:

- Be 'the voice' of a group of people
- Bring personal issues to the table

Tips for clear writing

Before you test what you have written with your audience ask yourself a few questions:

Is the **message** clear? Is it obvious what you want someone to do?

- Is the main message in the 1st half of the 1st line?
- Is all the content ESSENTIAL to the message – Every. Single. Word.
- Have you used images/symbols to illustrate your points? Have you got permission to use them?

Is the **layout/design** clear? Does it pass the squint test?

Use verbs to say what you want a reader to DO.

✗

This medicine is to be taken before every meal.

First aid kits should be kept in your house and car.

This medicine is suitable for children over 12 years of age.

Don't mix the tense:

Three healthy habits are:

1. **Getting** eight hours of sleep each night.
2. You **should eat** three balanced meals every day.
3. It is important to **exercise** regularly.

Don't change verbs into nouns:

Decision/Examination/Inspection

✓

Take this medicine before every meal.

Keep first aid kits in your house and car.

Do not give this medicine to children under 12 years of age.

Three healthy habits are:

1. **Getting** eight hours of sleep each night.
2. **Eating** three balanced meals every day.
3. **Exercising** regularly.

Decide/Examine/Inspect

Be human - use you, I, we, us, our and they (instead of s/he if possible)

✗

Patients are asked to register at the reception desk before each appointment.

NHS Lothian requests that patients park their car in Car Park C.

✓

Please register at the reception desk before your appointment.

Please park in Car Park C.

Use common words and short sentences.

✗	✓
Neuralgia which accompanies fractures of the fibula indicates the advisability of an analgesic.	Giving pain relievers to patients with broken legs helps make them more comfortable.
If the following criteria are met/ in the event that	If
As a consequence of	Because
Make an assessment of	Assess
The majority of	Most
Is required to	Must
Is in receipt of	Receives
In relation to/in respect of	About
With the exception of	Except
In the absence of	Without
Provide support to/Deliver services to	Support
Additionally	Also
In all circumstances	Always
Or alternatively	Or
Within the Midlothian area	In Midlothian
With immediate effect	Now/today
Can be found/is situated/is located	Is
In view of this	So
In order to	To
In excess of	Over
Have the right to	May
Patients' responsibilities for recovery at home will be explained by the attending doctor before departure from the ward.	Your doctor will speak to you before you leave. They will explain how to take care of yourself at home.

Write instructions in the order that you want them carried out.



Before you leave the clinic, make an appointment for a follow-up visit at the reception desk.



Make an appointment for a follow-up visit at the reception desk before you leave the clinic.

Choose type that is clear and easy to read.

- Don't use *Italics*, shadows or a type that changes the normal form of letters like *script* or Tempus.

Definitely NO WORD ART

- Don't use BLOCK LETTERS FOR LONG BITS OF TEXT
- Use size 12 or bigger.
- Don't put text over images.
- Use a good colour contrast for text and the background.
- Only use 2 different typefaces
- Only use 2/3 ways to create hierarchy – don't use **BOLD** and *ITALIC* and **COLOUR** and UNDERLINE

Use the Squint Test – can you tell what is being said by squinting at it?

- Use distinctive headings – that are much bigger than your text
- Use headings to guide a reader through the text.
- Use white space – e.g. the space between sections. Too little white space can look crowded.



Health Promotion Strategies

The principal health promotion strategies which address medication misuse at a community level are community development, health education, advocacy, mass media and self-help.



Health Promotion Strategies

The principal health promotion strategies to address medication misuse in the community are:

- Community development
- Health education
- Advocacy
- Mass media
- Self-help

Inclusion Checklist

This tool was developed for use in a social services setting by Iriss as part of the Pilotlight project. It is based on the 'STOP! Make Sure You Include me' tool developed by A Project To Support More Effective Involvement Of Service Users in Adult Support and Protection Activity (2014)

www.gov.scot/Publications/2014/02/1805/10

Inclusion checklist		
Name <input type="text"/>		
Some people are transgender or intersex. Please let us know how you prefer to be addressed?		
<input type="checkbox"/> He/him <input type="checkbox"/> Her/she <input type="checkbox"/> They/them		
Other: <input type="text"/>		
To include me, please consider (tick)		Comments
Hearing		<input type="checkbox"/>
Vision		<input type="checkbox"/>
Physical		<input type="checkbox"/>
Medical		<input type="checkbox"/>
Speech		<input type="checkbox"/>
Language		<input type="checkbox"/>
Religion		<input type="checkbox"/>

To include me, please consider (tick)		Comments
Social Interactions		<input type="checkbox"/>
Food		<input type="checkbox"/>
Mental health		<input type="checkbox"/>
Literacy		<input type="checkbox"/>
Environment		<input type="checkbox"/>
Gender or sexuality		<input type="checkbox"/>
Other things that would support my participation		<input type="text"/>
Other things that would hinder my participation		<input type="text"/>

This tool was developed for use in a social services setting by Iriss as part of the Pilotlight project. It is based on the 'STOP! Make Sure You Include me' tool developed by A Project To Support More Effective Involvement Of Service Users in Adult Support and Protection Activity (2014) <http://www.gov.scot/Publications/2014/02/1805/10>

