

## Phase 1 - October 2016 - December 2016 - Communication Plan - Lewis Residential Care

REF	STAKEHOLDER	OUTCOME	ACTION	METHOD		
1	All	An Information Document is available to underpin all discussions with stakeholders and a standardised record held of all communications on the subject	Providing the information document on models of care and decisions taken to date, anticipated timescales and a point of contact for further information ; template issued to record the sharing of the information and feedback from meetings or individuals	Information Document in an easy read format available for distribution through email and hard copy; Communication Record template produced and issued to those disseminating information and facilitating meeting with stakeholders		
2	All	An email contact is operational and profiled on the IJB website to facilitate communication centrally and ensure all recording of consultation is maintained on record	A bespoke secure email account is requested with access permissions delegated to a select admin team and officers	Email & Website		
3	Dun Eisdan, Dun Berisay and Care Unit staff	Staff are informed of the proposed models of care, the decisions taken to date, the anticipated timescales for further consultation and the mechanisms available to seek further information and/or offer feedback	Senior management support line managers to share the information document, provide programmed verbal updates, and collate feedback	Team Meetings, Staff Meetings with records taken of attendance and issues discussed. Actions to detail further information requested by attendees		
4	Dun Eisdan, Dun Berisay and the Care Units residents or their representatives	Residents are informed of the proposed models of care, the decisions taken to date, the anticipated timescales for further consultation and the mechanisms available to seek further information and/or offer feedback	The information Document is sent with a supporting letter to residents or their representatives detailing the opportunities for more discussion at family meetings in each of the establishments. Meetings are recorded using the template	Letter , Information Document, Resident and Family meetings		

5	Trade Unions	Trade Unions are informed of the decisions taken to date, the anticipated timescales for further consultation and the routes for communicating with staff	The Information document is issued and a meeting held with the trade unions to consider the anticipated timescales for consultation and discuss the processes by which this is to be facilitated. Meetings to be recorded using the template	Information Document issued, meetings between Heads of Service and trade union reps, agenda item on the HR Forum		
6	CnES Housing Services and HHP	An update from Senior officials is included in the December report to the IJB.	Meetings are arranged to discuss the key issues in relation to finance and potential sites	Bespoke meeting(s) and Report		
7	External Service Providers & Potential Service providers	Feedback is sought from existing service providers and potential service providers in relation to their interest to be involved in the re-provision of the existing service to a core and cluster model from a capital and/or service provision perspective	A Prior Information Notice is issued through the portal to test market interest and existing providers are contacted to ensure they have access to the portal.	Contract portal notification		
8	IJB Service Providers and Partners	Staff working within the health and social care environment with alignment to the re-provision of residential care services are updated on the decisions taken to date and the mechanisms available to seek further information and/or offer feedback	The Integrated SMT membership distribute the Information Document to their staff groups and facilitate communication sessions with their staff	Information document distribution, team / individual meetings		

9	NHS Western Isles & CnES	The Parent Bodies are updated on the progress with the Residential Review to enable decisions within delegated permissions and escalation of reports for decision making by the governance arrangements within the partner organisations	An update on the progress of the workstreams and the communication plan is presented to the Information Seminar in December and a report to the December meeting of the IJB	Information Seminar presentation and IJB Report		
10	Third Sector Partners	Partner Organisations are informed of the decisions taken to date, the anticipated timescales for further consultation and the mechanisms available to seek further information and/or offer feedback	WICCF, WICUSN and the Lewis based LPG's are issued with the September IJB Report, the Information document and Senior Officers attend meetings to facilitate discussion and note feedback on the template	Information Document, scheduled meetings and bespoke meetings as required		