Public Performance Report  
West Dunbartonshire  
October – December 2017  
Health and Social Care Partnership

Introduction

Welcome to West Dunbartonshire Health and Social Care Partnership’s third Public Performance Report for 2017/18.

Building on our Strategic Plan for 2016-2019 we are committed to providing clear and transparent updates on our progress in key priority areas on an ongoing basis.

More information about Health and Social Care Partnership services is available on our website at www.wdhscp.org.uk.

We are always keen to receive feedback, so whether you want to provide constructive comments on the contents of this report or any of our services more generally, please contact us at www.wdhscp.org.uk/contact-us/headquarters/.

Wendy Jack  
Interim Head of Strategy, Planning & Health Improvement

The West Dunbartonshire Health and Social Care Partnership Board's:

- Mission is to improve the health and wellbeing of West Dunbartonshire.
- Purpose is to plan for and ensure the delivery of high quality health and social care services to and with the communities of West Dunbartonshire.
- Core values are protection; improvement; efficiency; transparency; fairness; collaboration; respect; and compassion.
250 children had an MMR immunisation at 24 months (96.2%) and 261 children had an MMR immunisation at 5 years (98.5%) in Qtr3 2017/18. There have been 1,566 immunisations during April to December 2018.

87 children and young people were referred to CAMHS in Qtr3 2017/18, an increase of two from the previous quarter. The average time for referral to treatment continues to be well below the 18 week target at 6 weeks.
434 of the 475 looked after children were looked after in the community (91.4%) in Qtr3 2017/18.

Of the 8 looked after children who happened to be BME (Black & Minority Ethnic), 6 were looked after in the community (75%) in Qtr3 2017/18.

67% of children leaving care in Qtr3 2017/18 entered a positive destination.

This indicator relates to a very small number of children and therefore the percentage can fluctuate significantly.
66 children were referred to the Scottish Children’s Reporter (70 referrals) on care and welfare grounds during Qtr3 2017/18.

18,565 children (99.2%) had an identified named person in Qtr3 2017/18.
The Scottish Government changed the way delayed discharges are counted from 1st July 2016. The previous figure for delays of more than 14 days has been included in the chart for context/comparison.

There were 2 delays of more than 3 days for non-complex cases at the census point in Qtr3.

576 bed days were lost to delayed discharge for people aged 65 and over in Qtr3 2017/18. 53 of these bed days were lost to delayed discharge for Adults with Incapacity (AWI).

Year to date, April to December 2017, a total of 1,876 bed days were lost, which is a reduction of 4% on the 1,954 lost during the same period in 2016/17.

Targets will be set in line with the local objectives agreed with the Ministerial Strategic Group for Health and Community Care (MSG).
There were 1,188 emergency admissions of people aged 65 and over in Qtr3 2017/18.

Year to date, April to December 2017, there have been a total of 3,181 admissions.

During the same period in 2016/17 there were 3,160 emergency admissions.

Targets will be set in line with the local objectives agreed with the Ministerial Strategic Group for Health and Community Care (MSG).

There were 12,778 unplanned acute bed days used by people aged 65 and over in Qtr3 2017/18.

Year to date, April to December 2017, 34,778 bed days were used. This is an increase of 3.6% on the 33,567 unplanned acute bed days used during the same period in 2016/17.

Targets will be set in line with the local objectives agreed with the Ministerial Strategic Group for Health and Community Care (MSG).
There were 7,453 attendances at A&E in Qtr3 2017/18. The year to date figure for April to December 2017 was 23,030 attendances. This is a reduction of 1.9% on the same period in 2016/17 when there were 23,465 attendances.

Targets will be set in line with the local objectives agreed with the Ministerial Strategic Group for Health and Community Care (MSG).

There were 2,519 emergency admissions (all ages) during Qtr3 2017/18. Year to date, April to December 2017 there have been 7,540 emergency admissions. This is a reduction of 5.9% on the 8,012 admissions during the same period 2016/17.

Targets will be set in line with the local objectives agreed with the Ministerial Strategic Group for Health and Community Care.
141 of the 218 people (64.7%) who received a reablement service achieved their agreed personal outcomes in Qtr3 2017/18: 60% of men and 66.9% of women.
1,949 people had an Anticipatory Care Plan (ACP) in place in Qtr3 2017/18. This figure now includes both GP-led and ACP Support Nurse ACPs.

1,666 people aged 75 and over received a Telecare service at the end of Qtr3 2017/18.
6,662 hours of homecare per week were provided to 1,231 people aged 65 and over in Qtr3 2017/18. This equates to a rate of 412 hours per 1,000 population. 

334 people received 20 or more interventions per week (27.1%) in Qtr3 2017/18.

672 people (71.2%) aged 65 and over admitted to hospital twice or more received an assessment of their needs in Qtr3 2017/18. 272 people (28.8%) did not have an assessment.
194 people aged 65 and over with intensive needs received 10 or more hours of care at home in Qtr3 2017/18.

This indicator is published by the Local Government Benchmarking Framework and measures volume of home care in isolation from other services. People with the most intensive needs receive complex packages of care utilising a range of community supports including home care, meal deliveries, day care, community health input and Telecare. These supports combine to reduce the reliance on traditional high volumes of home care and provide a more targeted response to the person’s needs.

1,176 of 1,231 people (95.5%) aged 65 and over received personal care at home in Qtr3 2017/18.

*A change in the 2015/16 guidance for the collection of Continuing Care data will affect comparability with previous figures. Scottish Government are currently examining options to resolve this and this may result in an update to the data presented here.
774 people (97.5%) aged 65 and over with complex needs were living in a homely setting in Qtr3 2017/18.

44.3% of all people aged 65 and over who died between January and December 2017 died in hospital.

42.6% of those aged 75 and over died in hospital.

* A change in the 2015/16 guidance for the collection of Continuing Care data will affect comparability with previous figures. Scottish Government are currently examining options to resolve this and this may result in an update to the data presented here.
80 people on the Palliative Care Register died in Qtr3 2017/18, 75% of whom were supported to die at home or in a homely setting.

1,465 people from West Dunbartonshire and 16,961 people from across NHS Greater Glasgow & Clyde were referred to the MSK service in Qtr3 2017/18.
Compliance with the Formulary Preferred List was 80.2% in Qtr3 2017/18.

WDHSCP’s prescribing cost target is the average cost across NHS Greater Glasgow & Clyde as calculated at the end of March 2018.
38 of the 41 carers (92.7%) asked as part of their Carer Support Plan felt supported to continue in their caring role during Qtr 3 2017/18.

336 people received respite in Qtr 3 2017/18 equating to 998.65 weeks. Targets have been reviewed in light of a revised methodology for inclusion of respite which must now be clearly identified in the cared for person’s care plan.
Supporting Safe, Strong and Involved Communities

**Percentage of people waiting no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery**

238 of 255 people (93.3%) received treatment within 3 weeks of referral in Qtr3 2017/18.

**Percentage of people who started Psychological Therapies within 18 weeks of referral**

59 of 59 people (100%) started Psychological Therapies treatment within 18 weeks of referral in Qtr3 2017/18.
185 of the 207 (89%) Social Work Reports were submitted on time in Qtr3 2017/18.

58 of the 67 (87%) new Community Payback Orders attended induction within the timescale in Qtr3 2017/18.

2 of the 87 (2%) of unpaid work orders were commenced within 7 days in Qtr3 2017/18.

Work is underway to address this poor performance.

25 children were referred to the Scottish Children’s Reporter (44 referrals) on offence grounds during Qtr3 2017/18.
All Adult Support and Protection clients had a current risk assessment and care plan in Qtr3 2017/18.

There were 59 children on the Child Protection Register at the end of Qtr3 2017/18.

59 out of 64 (92.2%) case conferences were carried out within 21 days during Qtr3 2017/18.
There were 731 NHS employees (610.08 Whole Time Equivalent) and 1,437 WDC employees (1154.69 Full Time Equivalent) working within the HSCP during Qtr3 2017/18.

Overall HSCP absence was 7.23% in Qtr3 2017/18: 8.27% WDC employees and 5.25% NHS employees.
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Our Finance

Health and Social Care Net Expenditure £000's

HSCP Expenditure to the end of December 2017 of £109.8m against a budget of £108.7m (not including Set-Aside).

Budget v Net Expenditure Variance

Less than planned expenditure
- More than planned expenditure
Complaints

10 complaints were dealt with through the Social Work Complaints policy and 1 through the NHS policy in Qtr3 2017/18.

4 complaints were responded to outwith the timescales.

The upheld complaint in Qtr3 2017/18 related to failure to achieve standards and this is being addressed through improvement actions and monitoring within the relevant service area.
The Toe-to-Toe Foot care partnership between West Dunbartonshire Community & Volunteering Services (WDCVS), West Dunbartonshire Health and Social Care Partnership and the Podiatry Team at NHS Greater Glasgow and Clyde has been celebrated at the Age Scotland Awards for its impact on vulnerable people in the community.

The partnership developed a volunteer-run nail clipping service for vulnerable local residents; to address the shift of NHS podiatry services only to those with a clinical need.

The service extends traditional provision by:

- providing longer appointment times
- working to recognise and reduce social isolation
- encouraging an active lifestyle
- signposting towards other relevant services
- NHSGGC podiatry trained volunteers
- linking with West College Scotland to offer Podiatry students volunteering and valuable hands on experience

Since its launch in February 2017, the self-sustaining service has benefited over 300 people, offering regular appointments, and has expanded from 2 to 6 trained volunteers, 3 mornings a week.

Over 90% of clients have return for a repeat appointment; citing the personal nature and welcoming atmosphere during appointments.

“Due to my health problems taking care of my feet is vital for maintaining my mobility. I’m very pleased with the service and hope it continues to be available in the future”

NHS podiatry services in Clydebank have seen a reduction in waiting times from 16 - 18 weeks to less than 4 weeks - with emergency cases often seen within 48 hours.

“With non-clinical cases now being seen by toe-to-toe we have seen a huge reduction in demand on NHS Podiatry services. We can better target

For more information on our services and their performance please visit http://www.wdhscp.org.uk/about-us/public-reporting/