



## 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](http://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/](http://www.wdhscp.org.uk/contact-us/headquarters/).

**Wendy Jack**

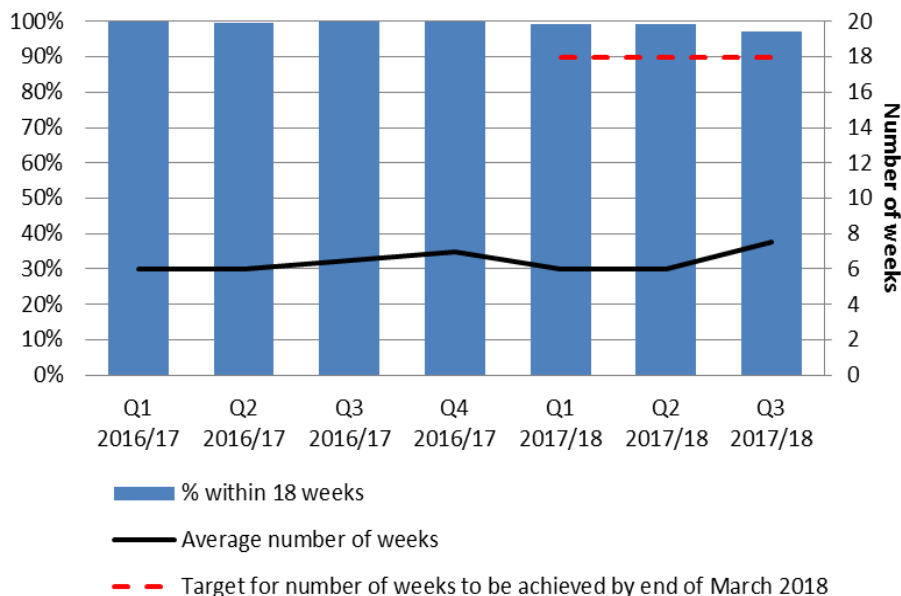
**Interim Head of Strategy, Planning & Health Improvement**

### 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.

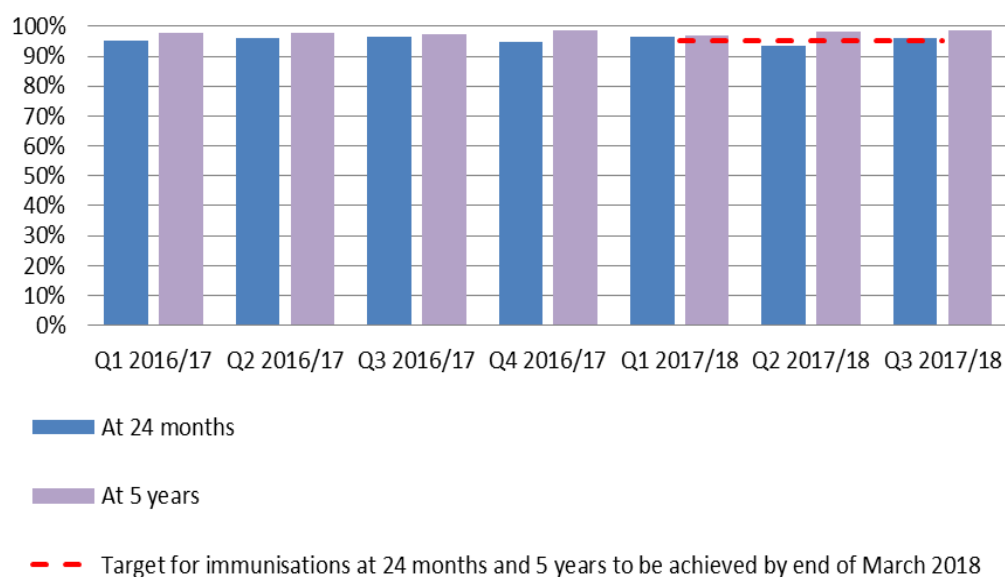
## Supporting Children and Families

### Child and Adolescent Mental Health Service (CAMHS) Referral to Treatment



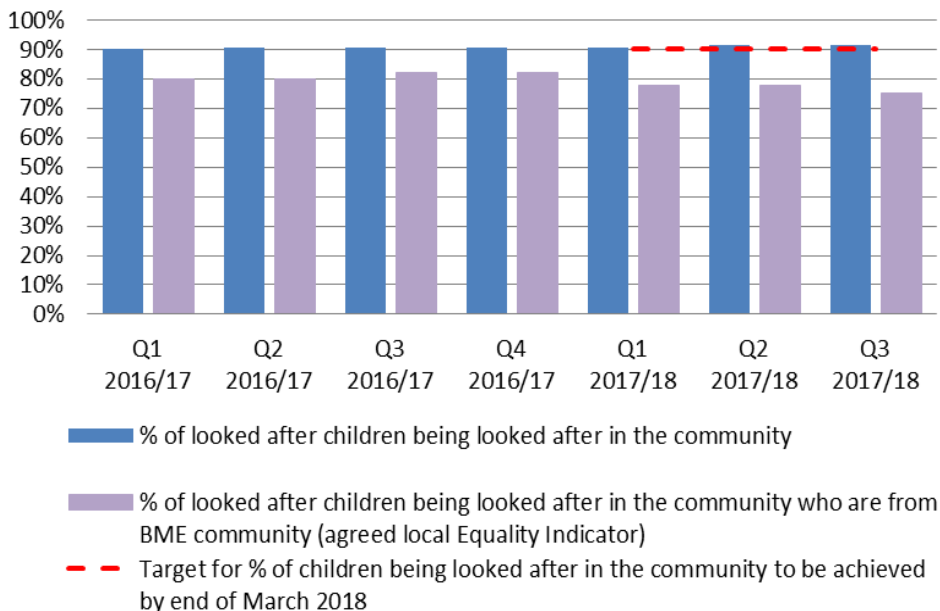
87 children and young people were referred to CAMHS in Qtr3 2017/18, an increase of two from the previous quarter. The average time for referral to treatment continues to be well below the 18 week target at 6 weeks.

### % Measles, Mumps & Rubella (MMR) immunisations at 24 months and 5 years



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.

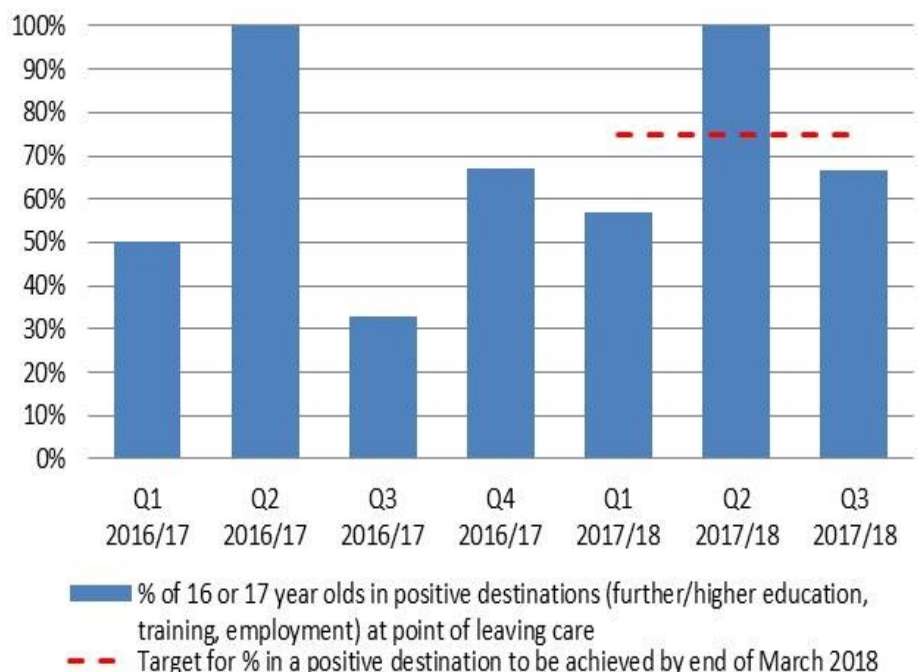
### Children Looked After in the Community



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.

### Looked after children entering positive destinations

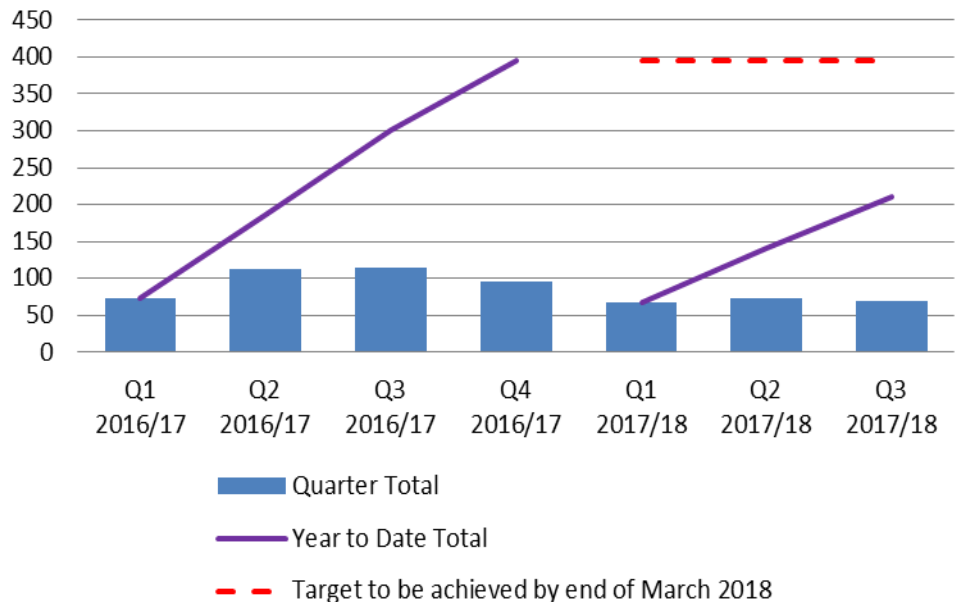


67% of children leaving care in Qtr3 2017/18 entered a positive destination.

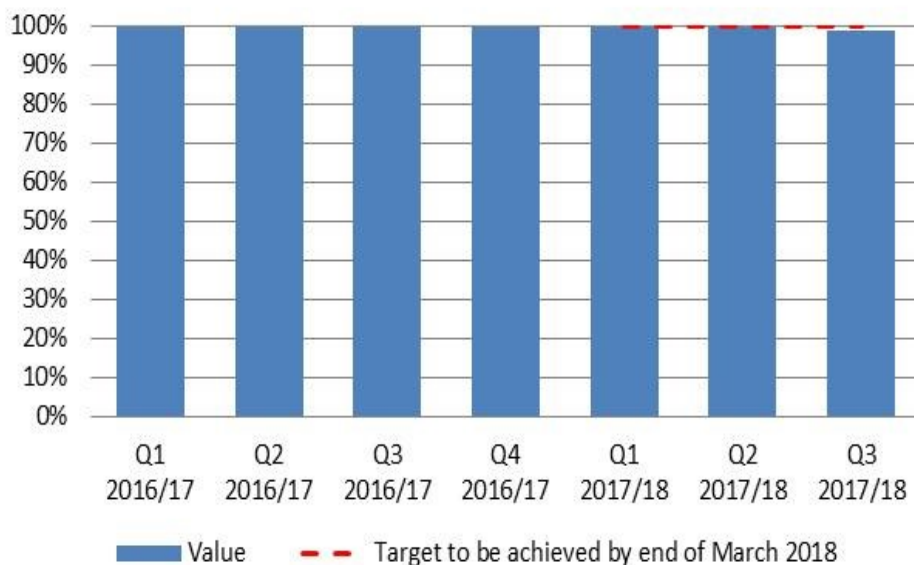
This indicator relates to a very small number of children and therefore the percentage can fluctuate significantly.

**Number of referrals to the Scottish Children's Reporter on care and welfare grounds**

66 children were referred to the Scottish Children's Reporter (70 referrals) on care and welfare grounds during Qtr3 2017/18.



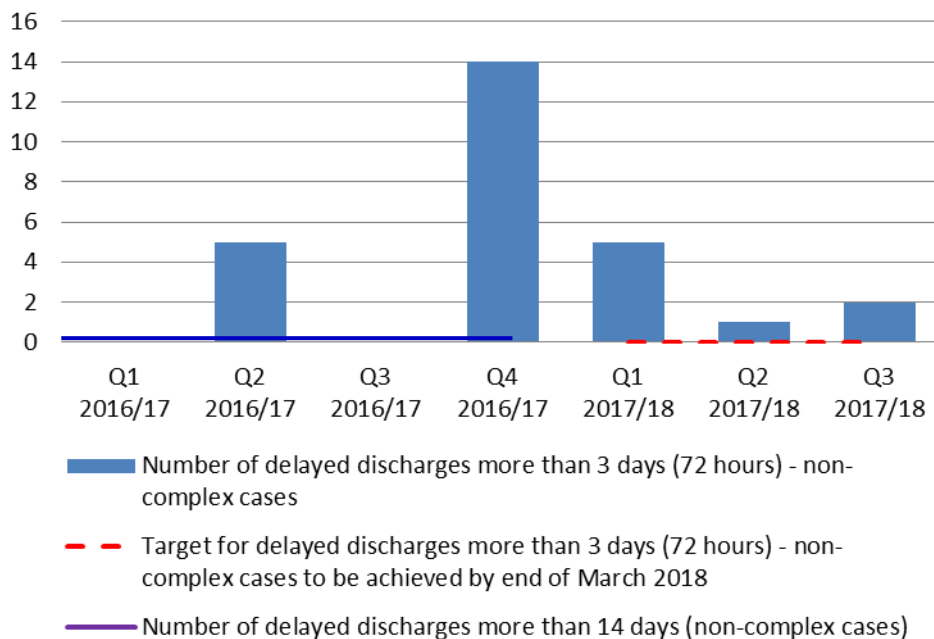
**% of all children aged 0-18 years with an identified "named person" as defined within the Children's and Young People's Act 2014**



18,565 children (99.2%) had an identified named person in Qtr3 2017/18.

## Supporting Older People

Delayed Discharges more than 3 days - non-complex cases

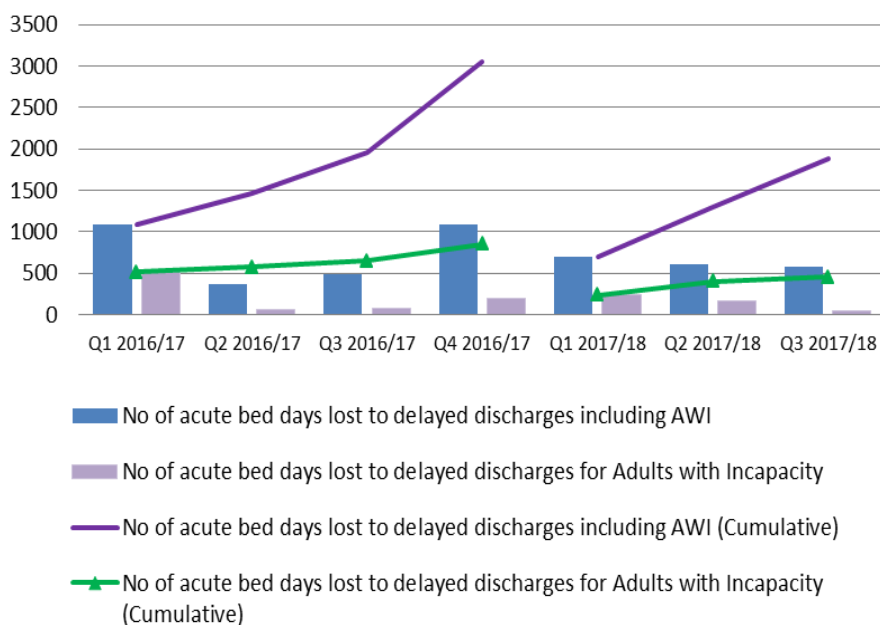


The Scottish Government changed the way delayed discharges are counted from 1st July 2016.

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

Acute bed days lost to delayed discharge (aged 65 and over)



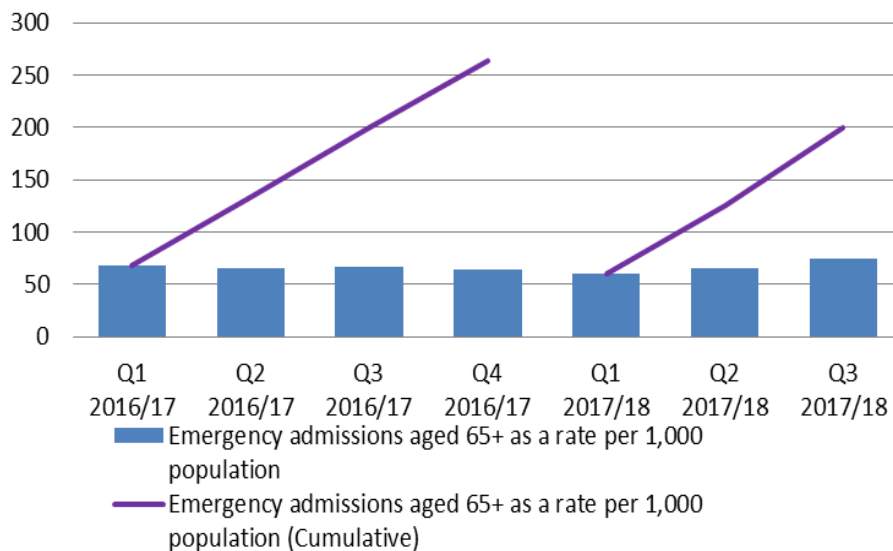
576 bed days were lost to delayed discharge for people aged 65 and over in Qtr3 2017/18. 53 of these bed days were lost to delayed discharge for Adults with Incapacity (AWI).

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).



### Emergency Admissions aged 65 and over



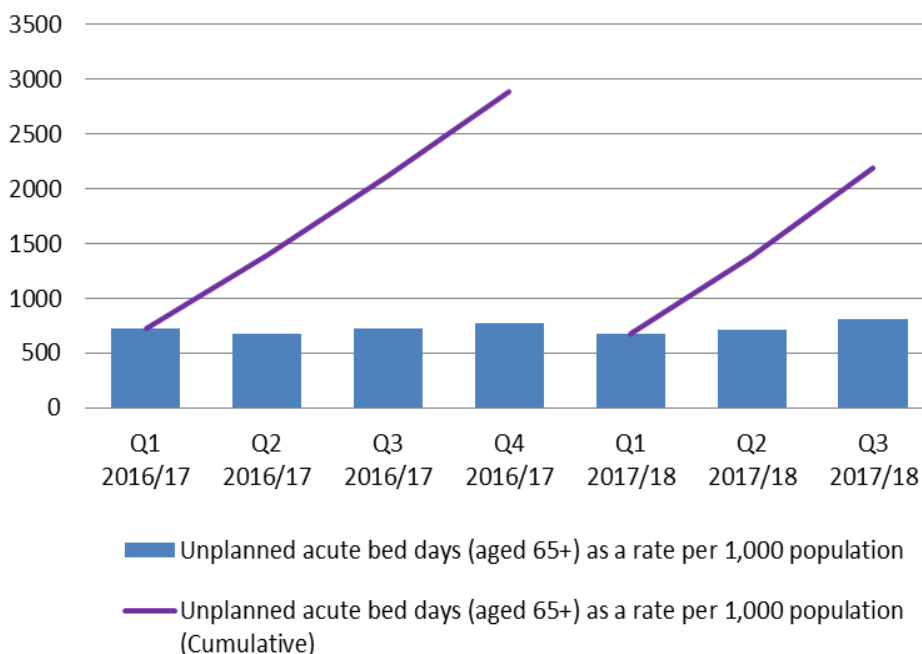
There were 1,188 emergency admissions of people aged 65 and over in Qtr3 2017/18.

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).

### Unplanned acute bed days aged 65 and over



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

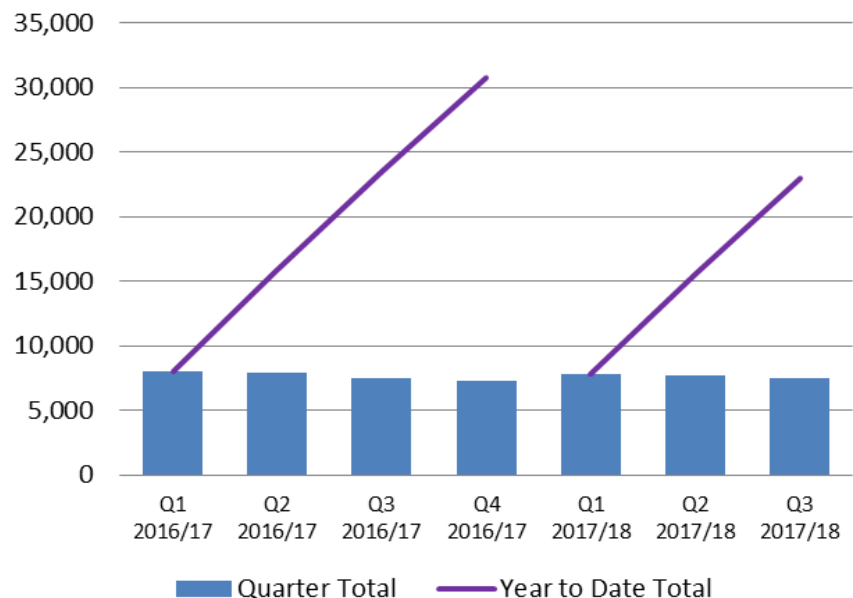
Year to date, April to December 2017, 34,778 bed days were used. This is an increase of 3.6% on the 33,567 unplanned acute bed days used during the same period in 2016/17.

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

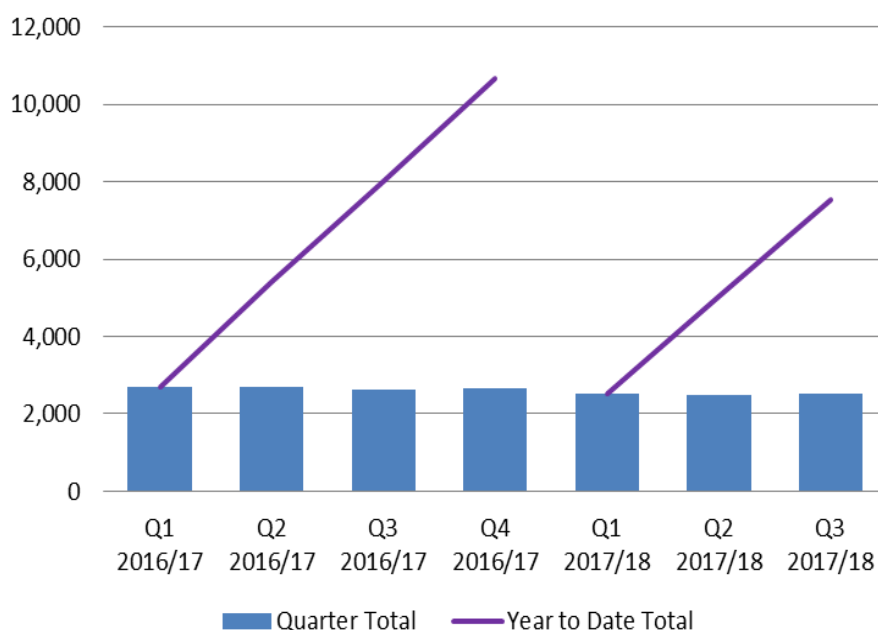
There were 7,453 attendances at A&E in Qtr3 2017/18. The year to date figure for April to December 2017 was 23,030 attendances. This is a reduction of 1.9% on the same period in 2016/17 when there were 23,465 attendances.

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

**Number of attendances at Accident and Emergency  
 (Emergency Departments and Minor Injury Units)**



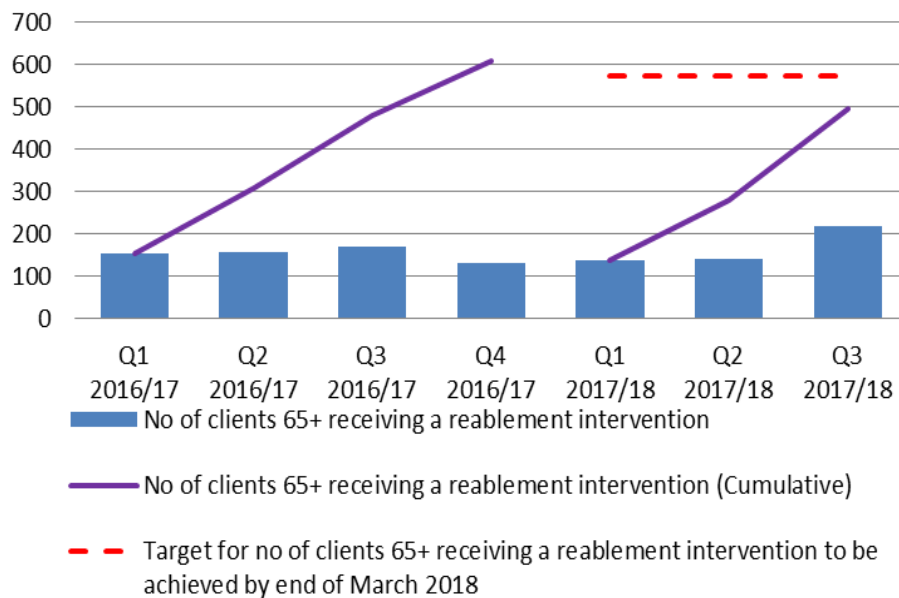
**Emergency Admissions - All ages**



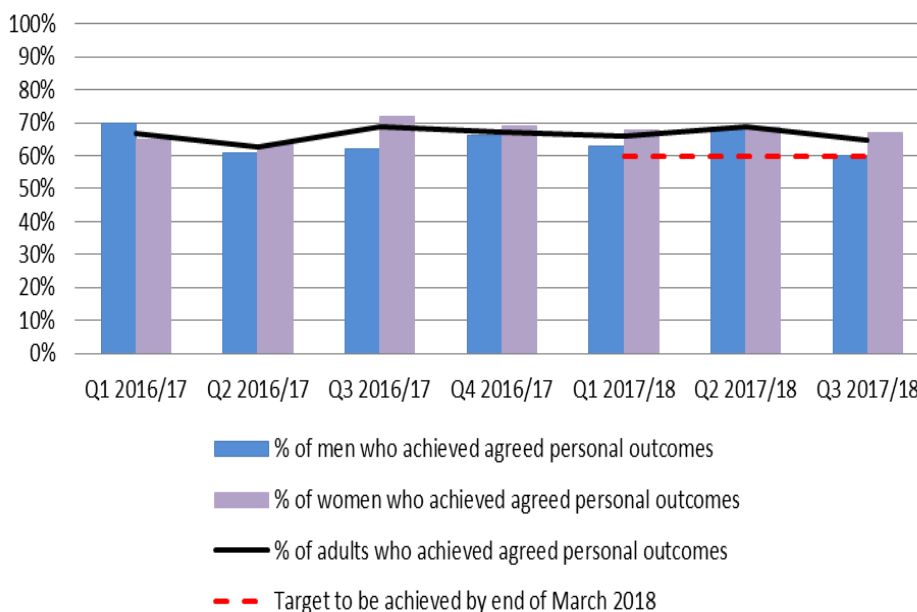
There were 2,519 emergency admissions (all ages) during Qtr3 2017/18. Year to date, April to December 2017 there have been 7,540 emergency admissions. This is a reduction of 5.9% on the 8,012 admissions during the same period 2016/17.

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

**Number of people receiving a reablement intervention**



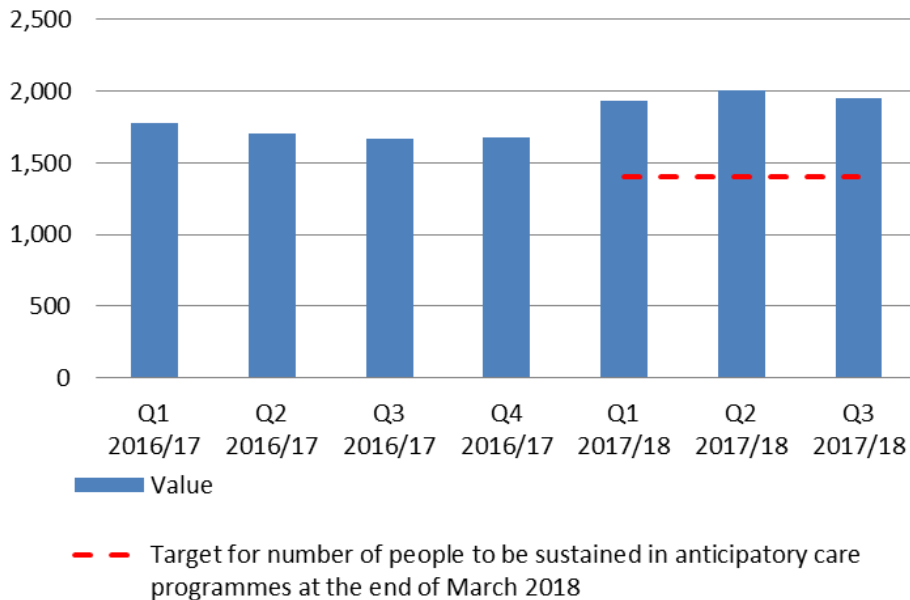
**Percentage of adults with assessed care at home needs and a reablement package who have reached their agreed personal outcomes**



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.

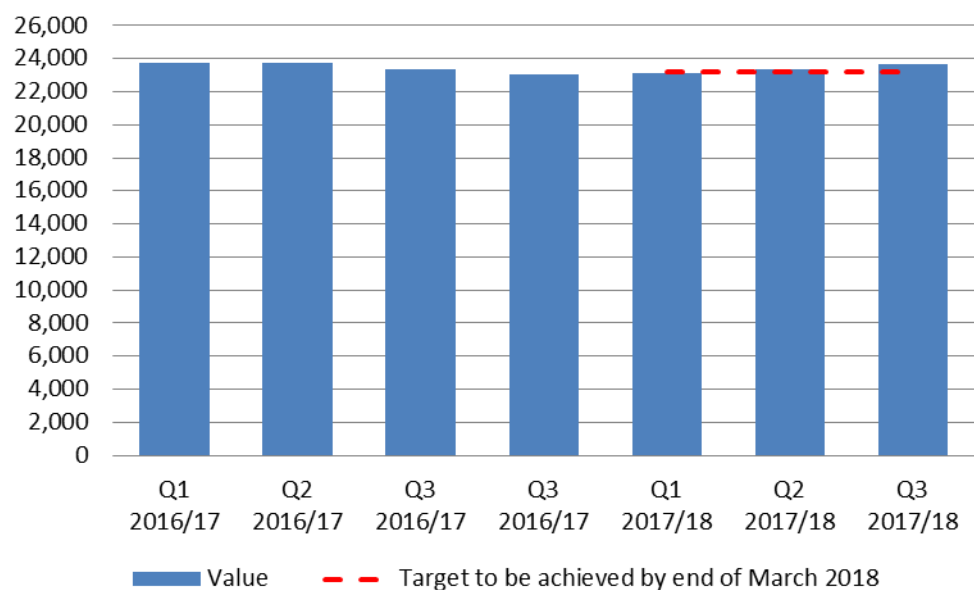


**Number of people in anticipatory care programmes**



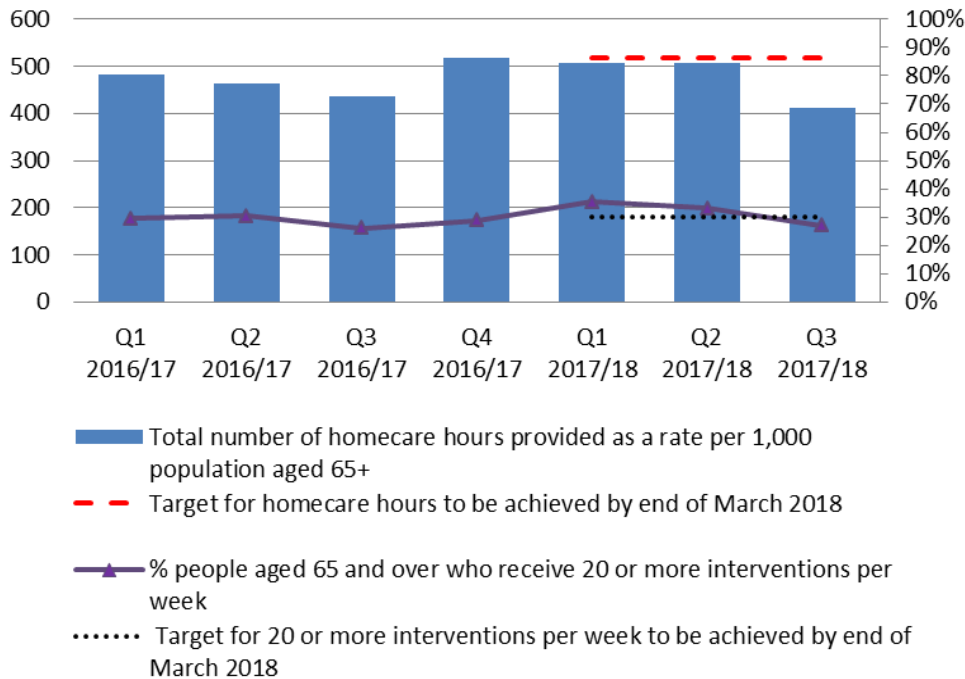
1,949 people had an Anticipatory Care Plan (ACP) in place in Qtr3 2017/18. This figure now includes both GP-led and ACP Support Nurse ACPs.

**Number of people aged 75+ receiving Telecare - Crude rate per 100,000 population**



1,666 people aged 75 and over received a Telecare service at the end of Qtr3 2017/18.

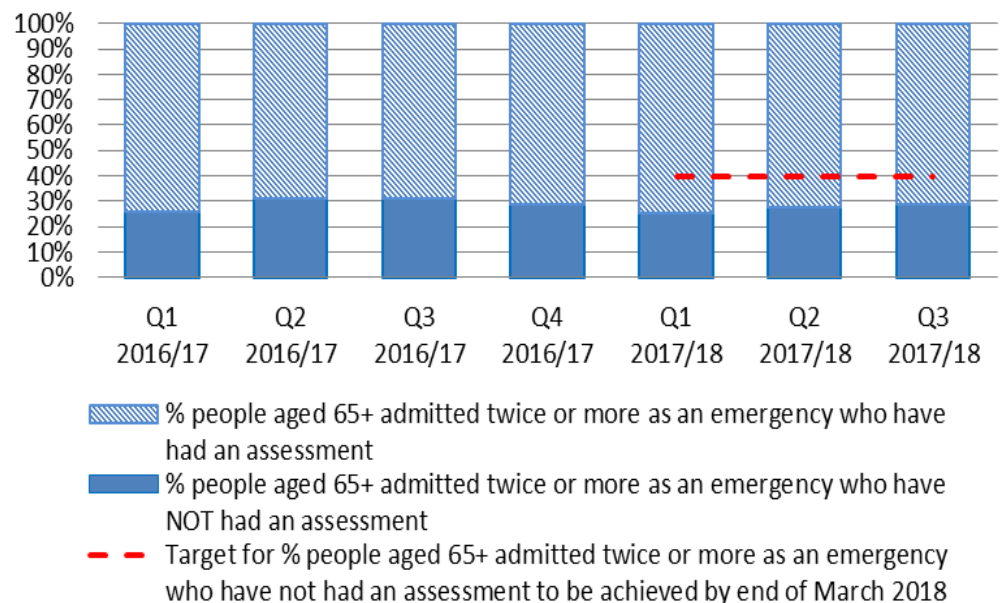
### Homecare hours and interventions



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.

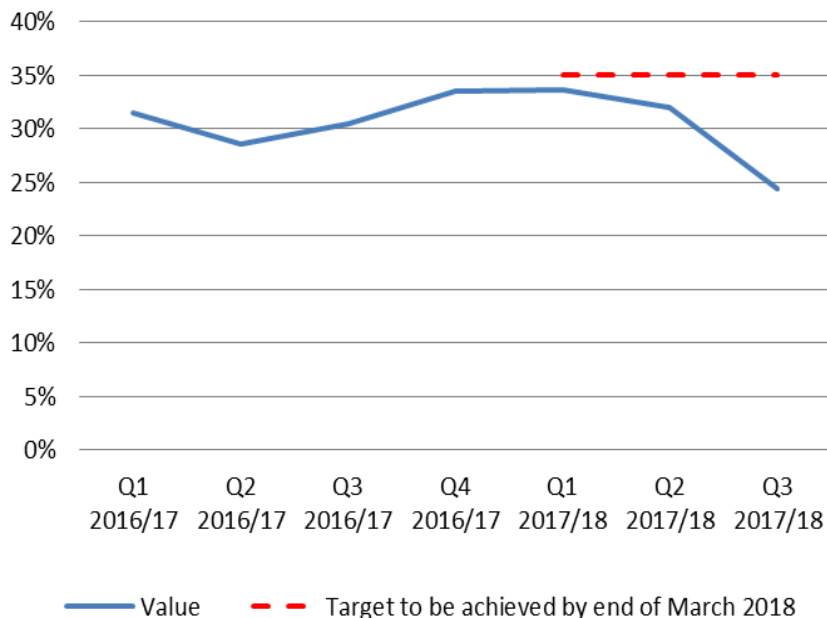
### Percentage of people aged 65+ admitted twice or more as an emergency who have not had an assessment



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.

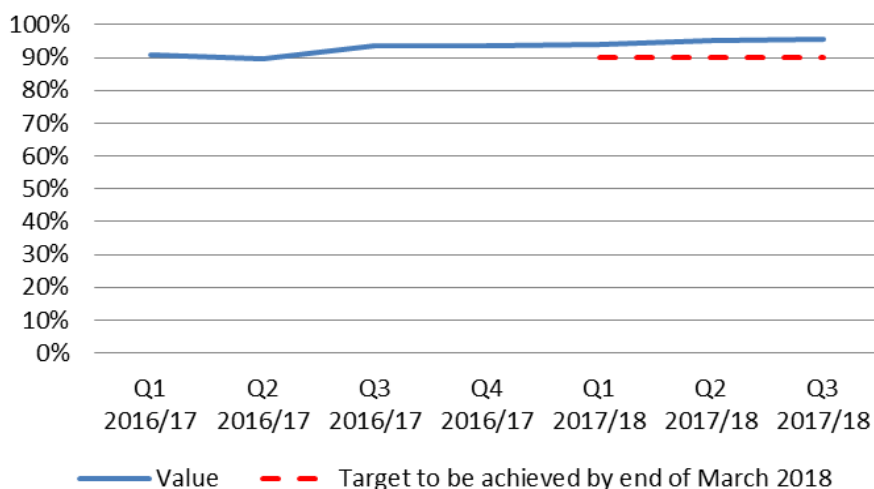
**% people with intensive needs 65+ receiving care at home (10+ hrs)**



194 people aged 65 and over with intensive needs received 10 or more hours of care at home in Qtr3 2017/18.

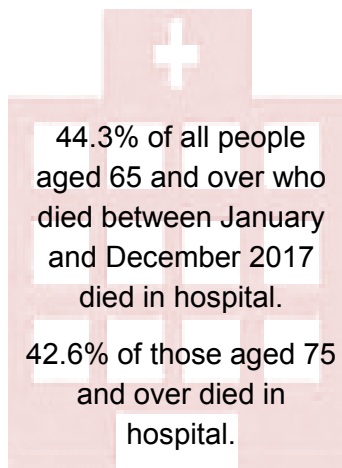
This indicator is published by the Local Government Benchmarking Framework and measures volume of home care in isolation from other services. People with the most intensive needs receive complex packages of care utilising a range of community supports including home care, meal deliveries, day care, community 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.

**Percentage of care at home clients (65+) receiving personal care**

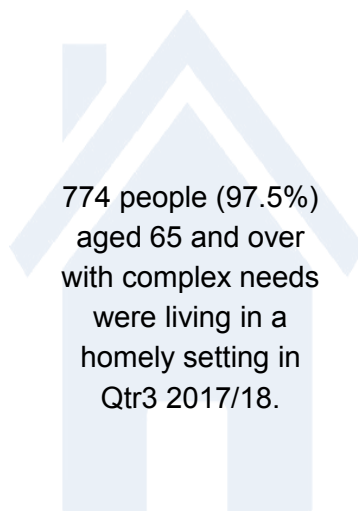
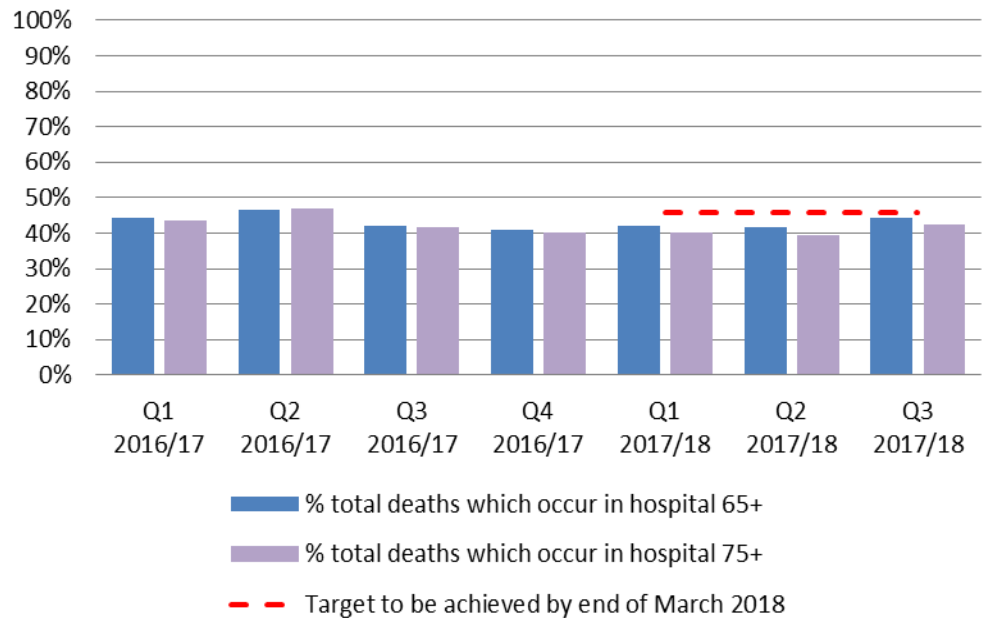


1,176 of 1,231 people (95.5%) aged 65 and over received personal care at home in Qtr3 2017/18.

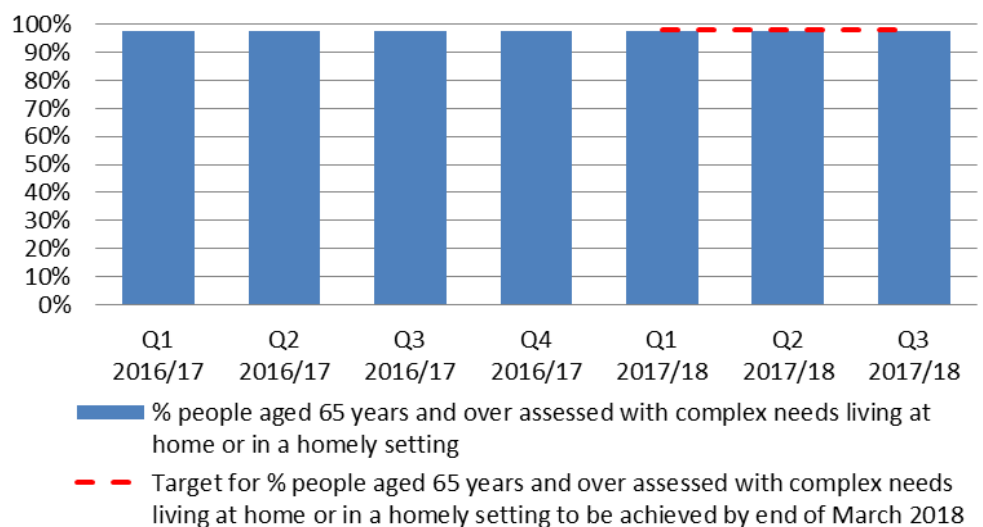
\*A change in the 2015/16 guidance for the collection of Continuing Care data will affect comparability with previous figures. Scottish Government are currently examining options to resolve this and this may result in an update to the data presented here.



**Percentage of total deaths which occur in hospital - Rolling year**

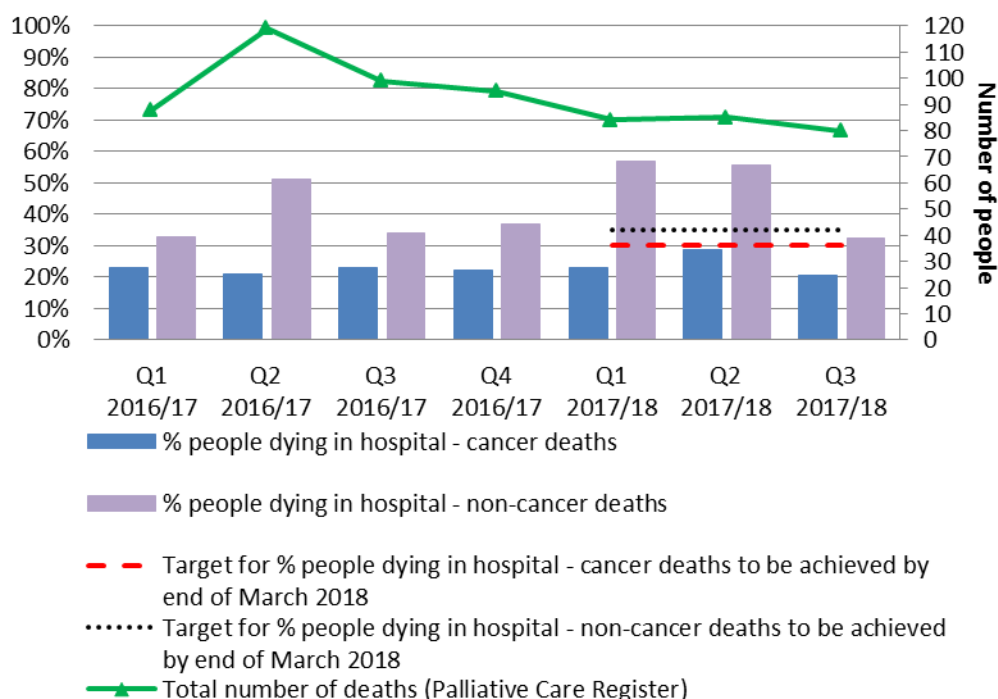


**Percentage of people aged 65 years and over assessed with complex needs living at home or in a homely setting \***



\*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.

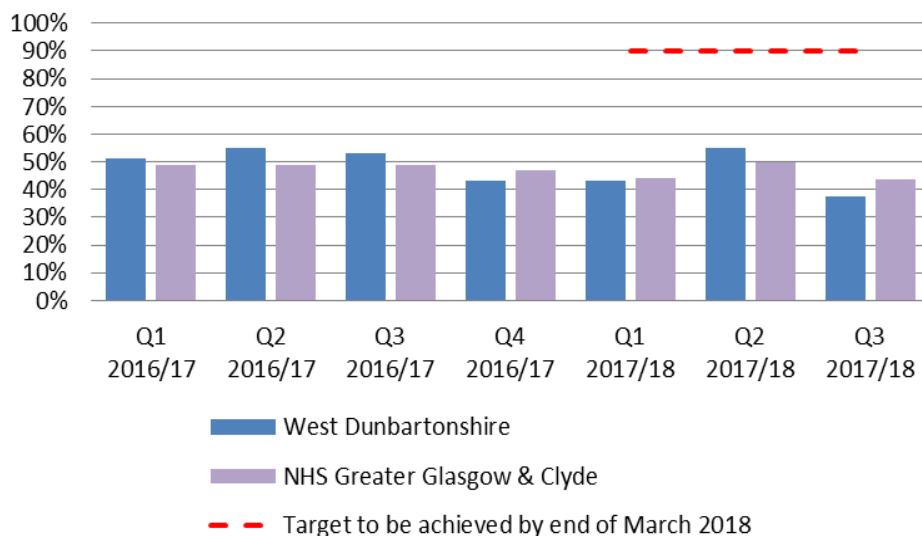
**Percentage of people on the Palliative Care Register dying in hospital**



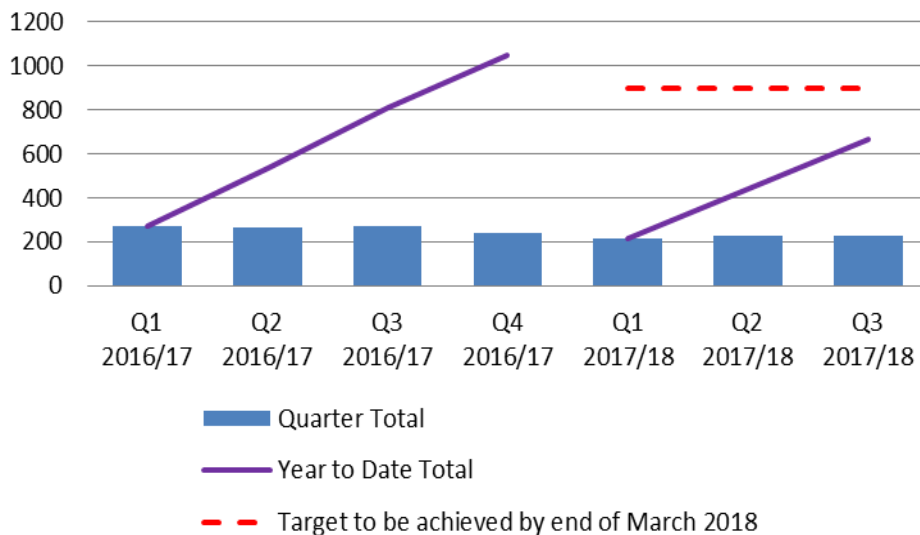
80 people on the Palliative Care Register died in Qtr3 2017/18, 75% of whom were supported to die at home or in a homely setting.

**Percentage of people seen within 4 weeks for musculoskeletal physiotherapy (MSK) services**

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.

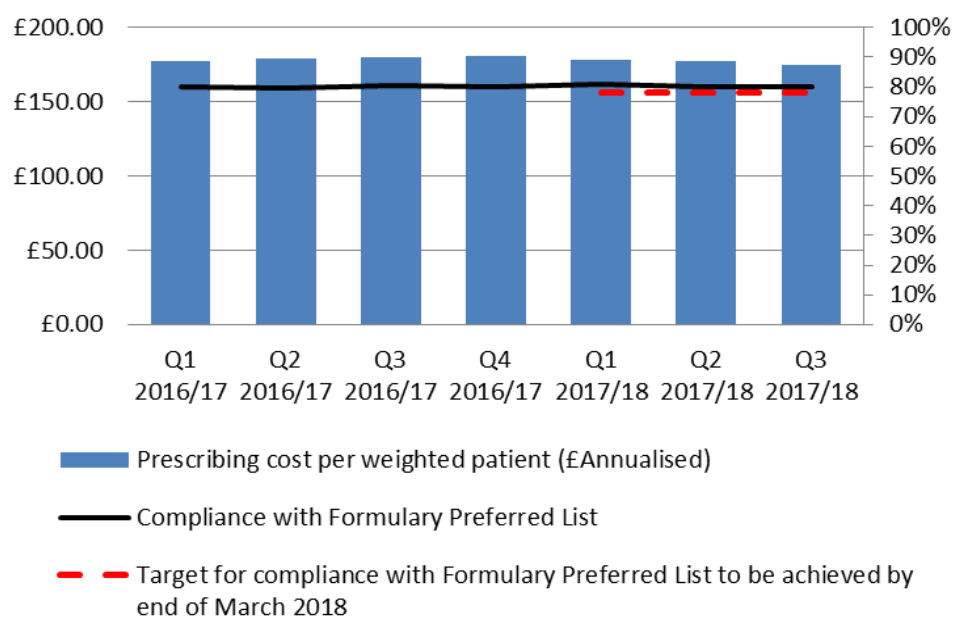


**Number of people receiving Homecare Pharmacy Team support**



435 people were referred to the Homecare Pharmacy Team in Qtr3 2017/18. 96 people declined the support and 80 people were being supported by other service teams.

**Prescribing cost and compliance with Formulary Preferred List**

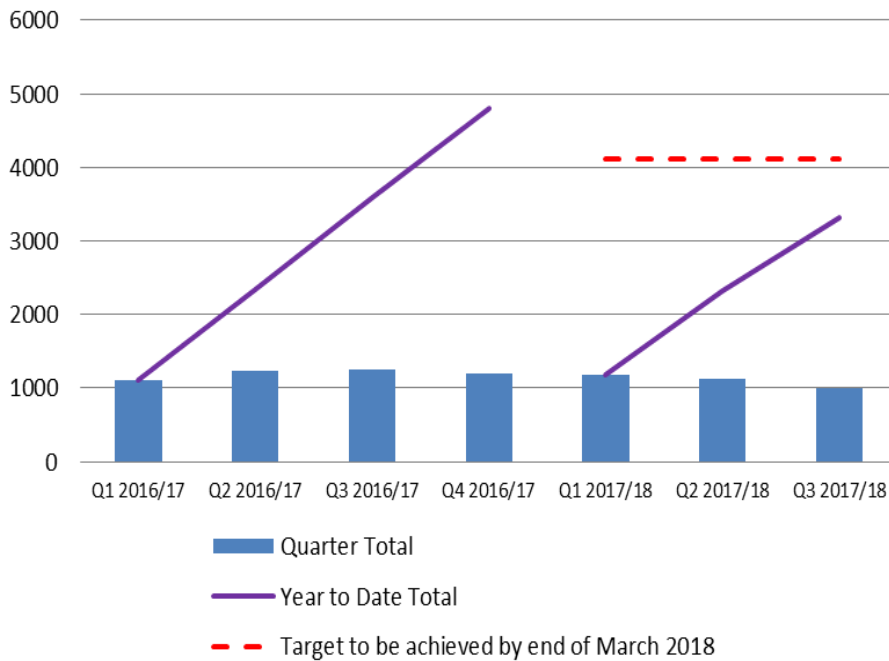


Compliance with the Formulary Preferred List was 80.2% in Qtr3 2017/18.

WDHSCP's prescribing cost target is the average cost across NHS Greater Glasgow & Clyde as calculated at the end of March 2018.

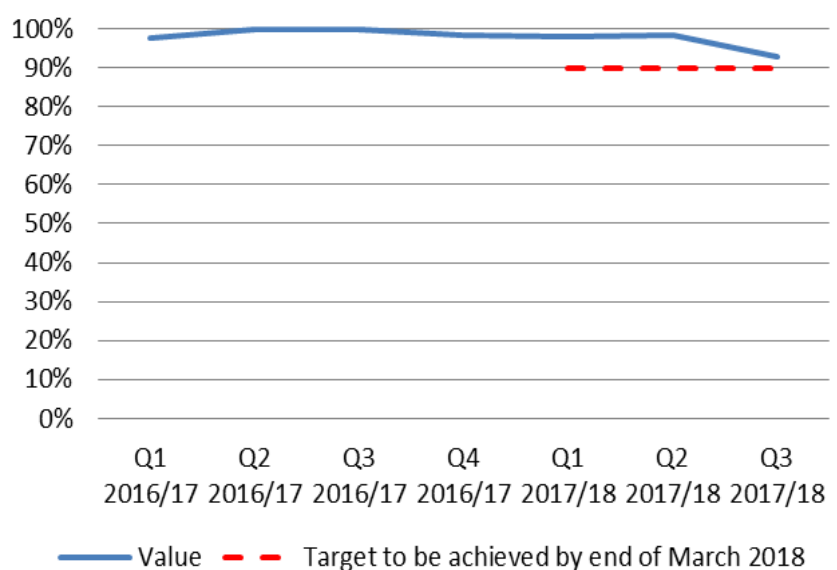


**Number of respite weeks provided to all client groups**



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.

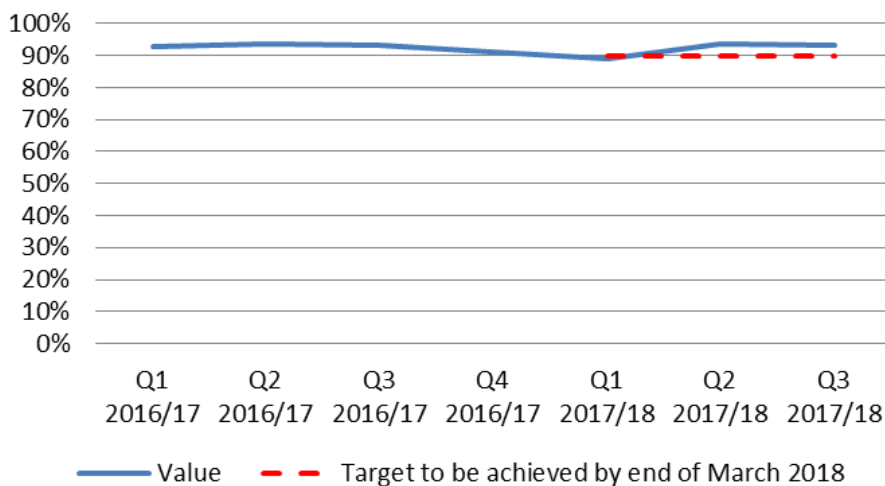
**Percentage of carers who feel supported to continue in their caring role**



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.

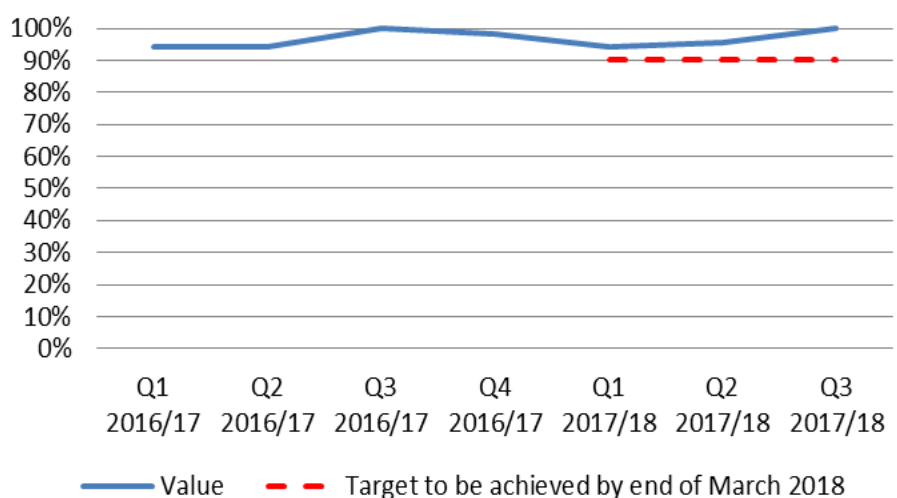
## Supporting Safe, Strong and Involved Communities

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.

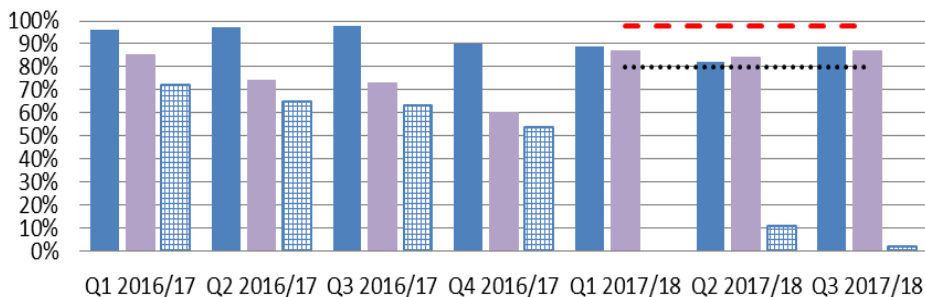
# Public Performance Report

## October – December 2017

# West Dunbartonshire

## Health and Social Care Partnership

### Criminal Justice



- % Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling
- % Community Payback Orders attending an induction session within 5 working days of sentence
- % Unpaid work and other activity requirements commenced within 7 working days of sentence
- - - Target for % Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling to be achieved by end of March 2018
- ..... Target for % Community Payback Orders AND % unpaid work and other activity requirements within timescales to be achieved by end of March 2018

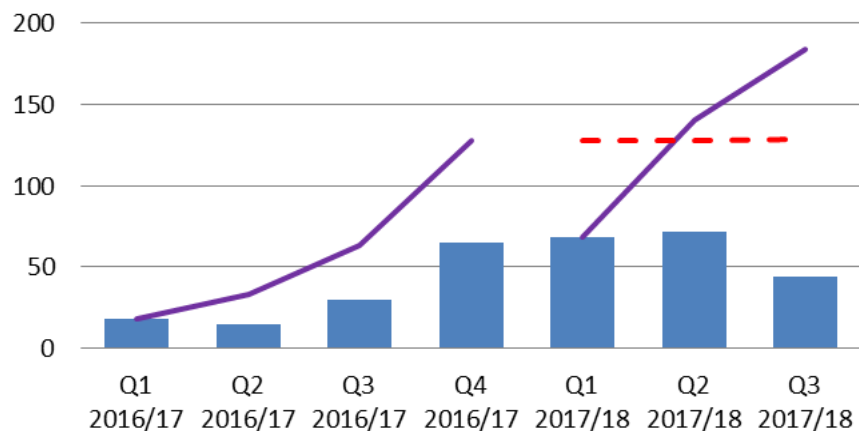
185 of the 207 (89%) Social Work Reports were submitted on time in Qtr3 2017/18.

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.

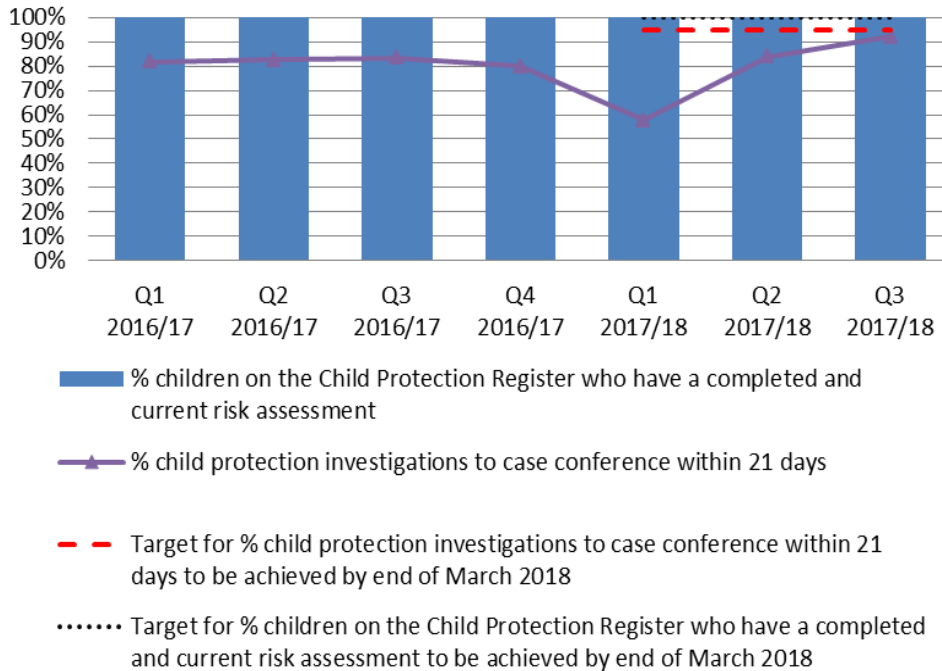
### Number of referrals to the Scottish Children's Reporter on offence grounds



25 children were referred to the Scottish Children's Reporter (44 referrals) on offence grounds during Qtr3 2017/18.

- Quarter Total
- Year to Date Total
- - - Target to be achieved by end of March 2018

**Child Protection**

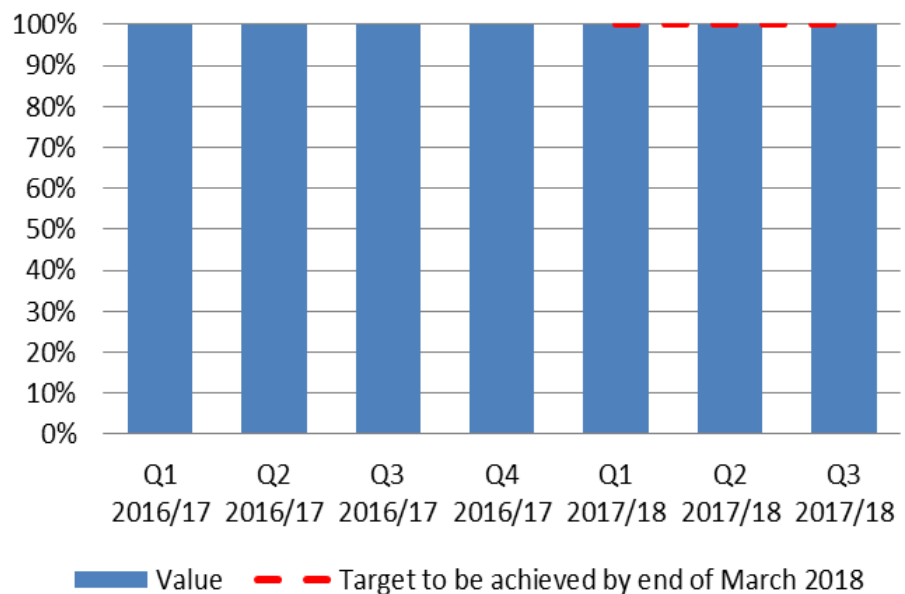


There were 59 children on the Child Protection Register at the end of Qtr3 2017/18.

59 out of 64 (92.2%) case conferences were carried out within 21 days during Qtr3 2017/18.

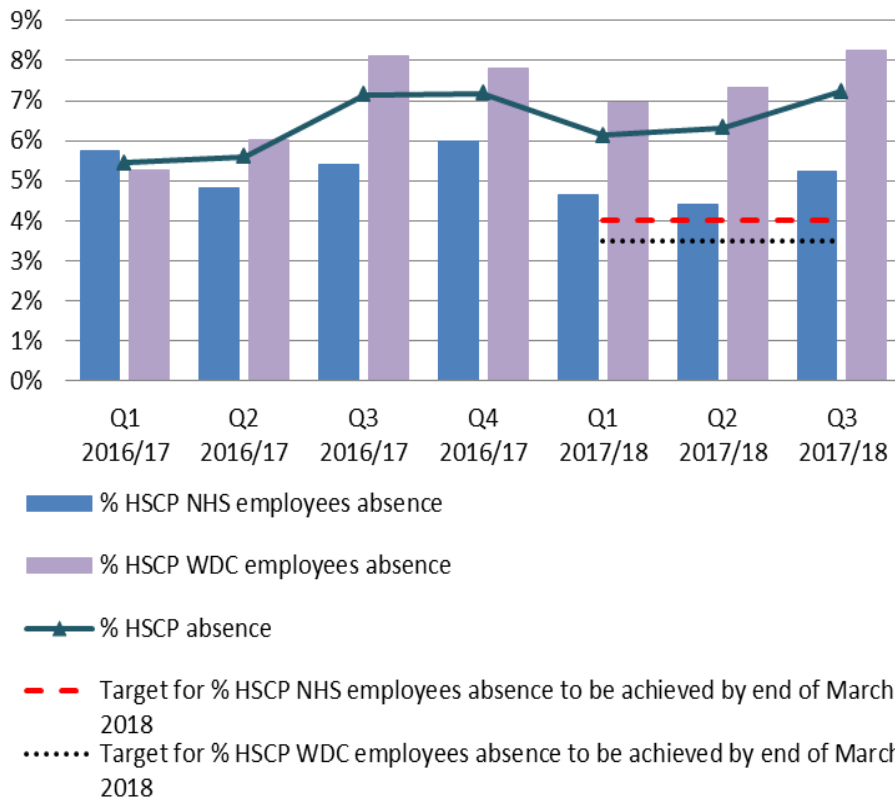
**% Adult Support and Protection clients who have current risk assessments and care plan**

All Adult Support and Protection clients had a current risk assessment and care plan in Qtr3 2017/18.



## Our Staff

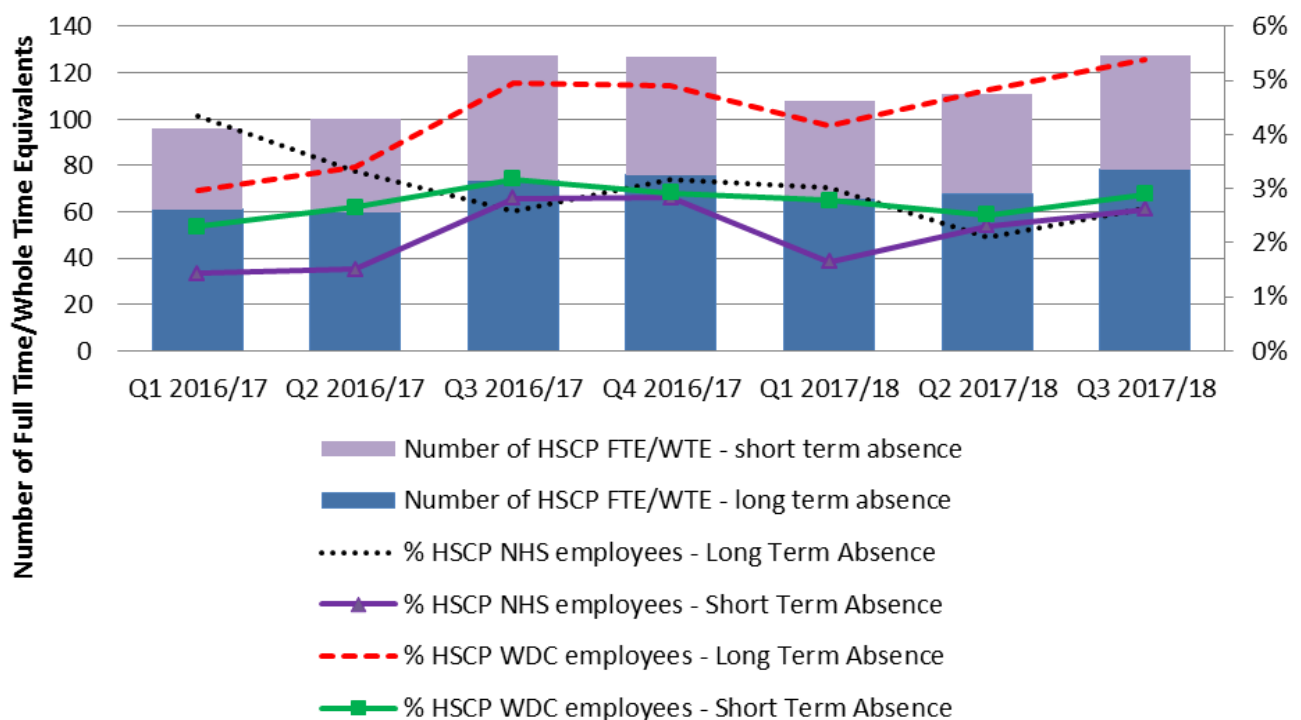
HSCP staff absence



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.

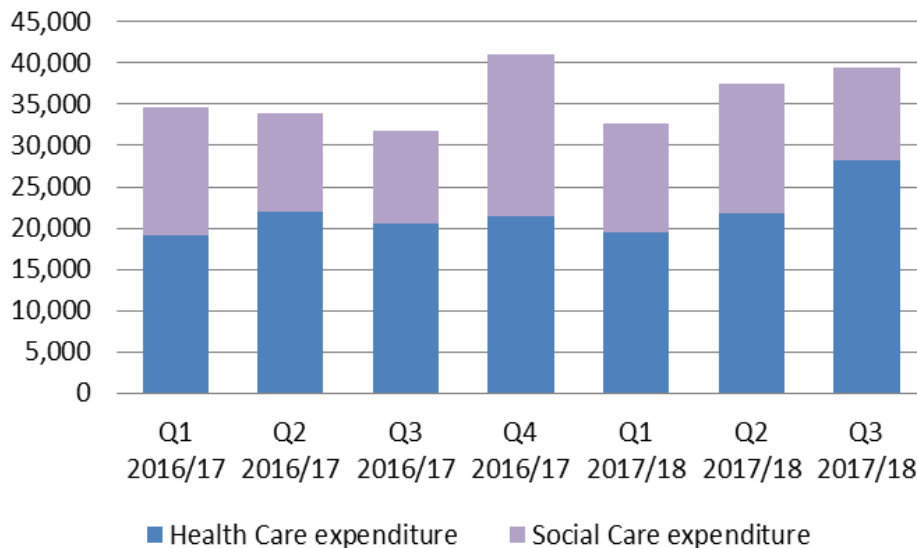
Overall HSCP absence was 7.23% in Qtr3 2017/18: 8.27% WDC employees and 5.25% NHS employees.

Long term and short term absence



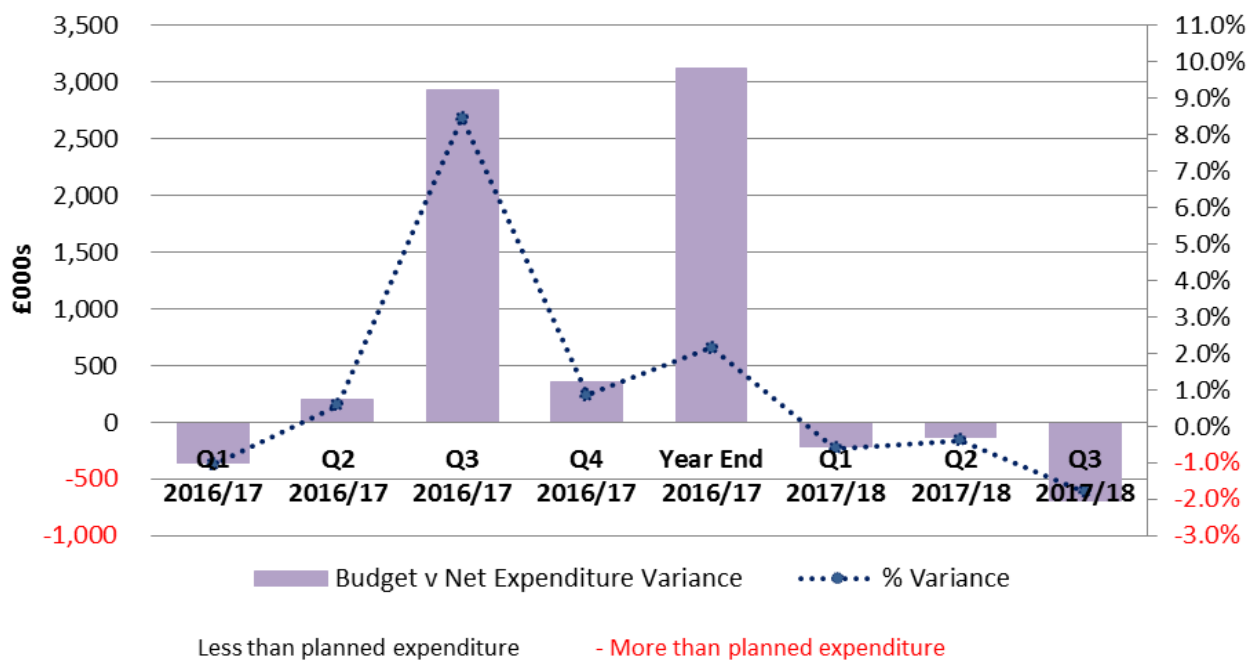
## Our Finance

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).

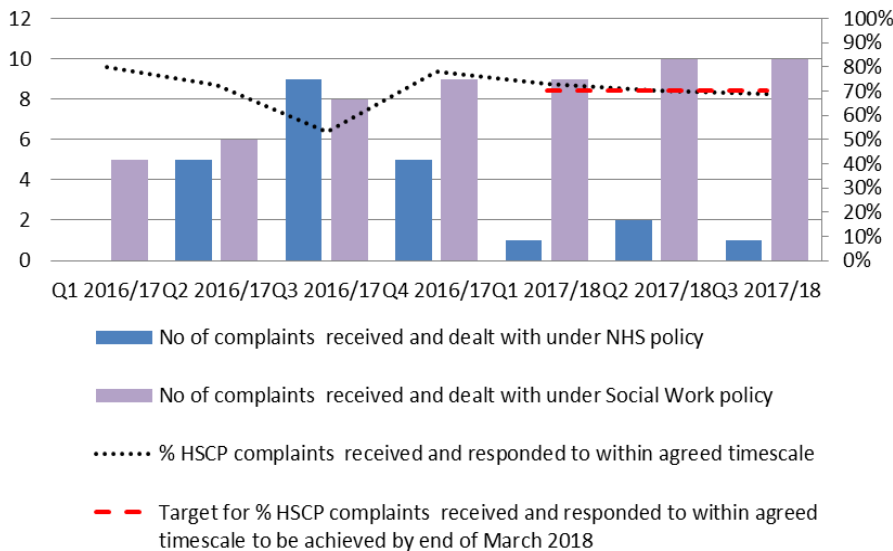
Budget v Net Expenditure Variance





## Complaints

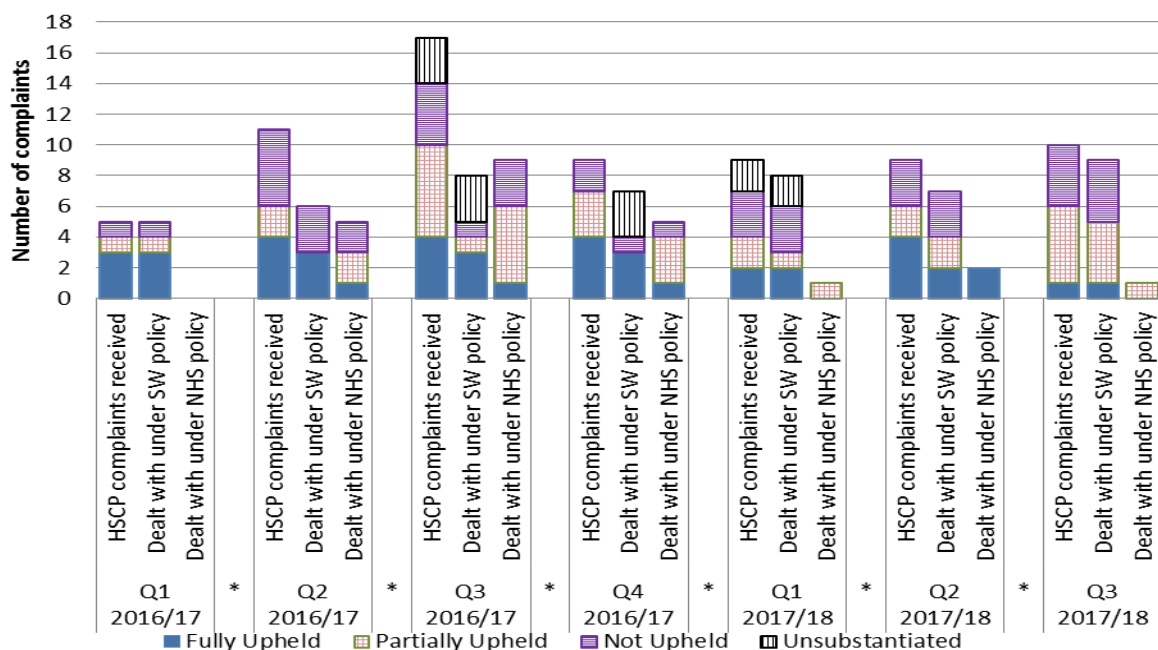
Complaints responded to within agreed timescales



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.

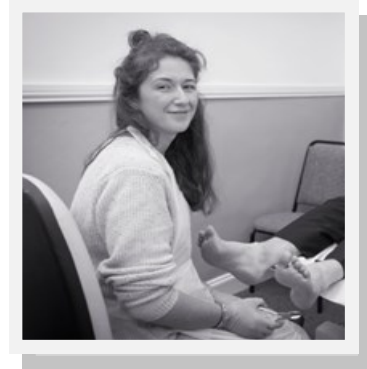
Complaints



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.

**Awarding Successful Partnership: Age Scotland Awards 2018:  
Patrick Brooks Award for Best Working Partnership**

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
- NHSGCC 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*