

Public Performance Report

July - September 2018

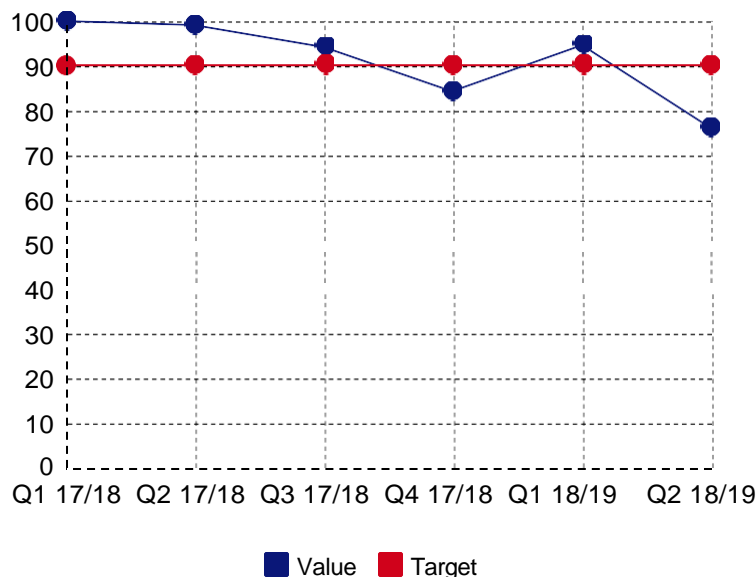
Welcome to West Dunbartonshire Health and Social Care Partnership's second Public Performance Report for 2018/19.

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

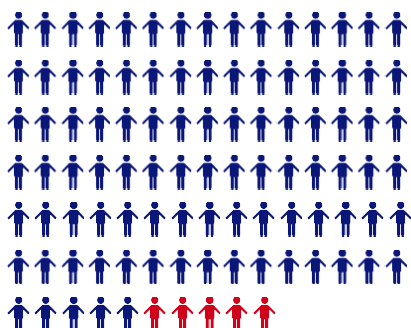
Child and Adolescent Mental Health Services within 18 weeks



- 90 referrals
- Longest wait 28 weeks
- Average wait 10 weeks

Performance against the 18 week target dropped below 80% during September 2018 due to inability to recruit to ongoing staff vacancies. While the longest wait has decreased from 29 weeks in April –June 2018 to 28 weeks in July-September 2018, the average wait has increased from 8 to 10 weeks. The prioritisation of the increasing number of urgent referrals has resulted in some children and young people with less urgent needs experiencing longer waits. Increased staff capacity from October 2018 should result in reduced waiting times going forward.

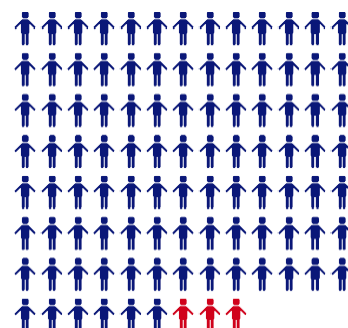
95% of children had an MMR at 24 months



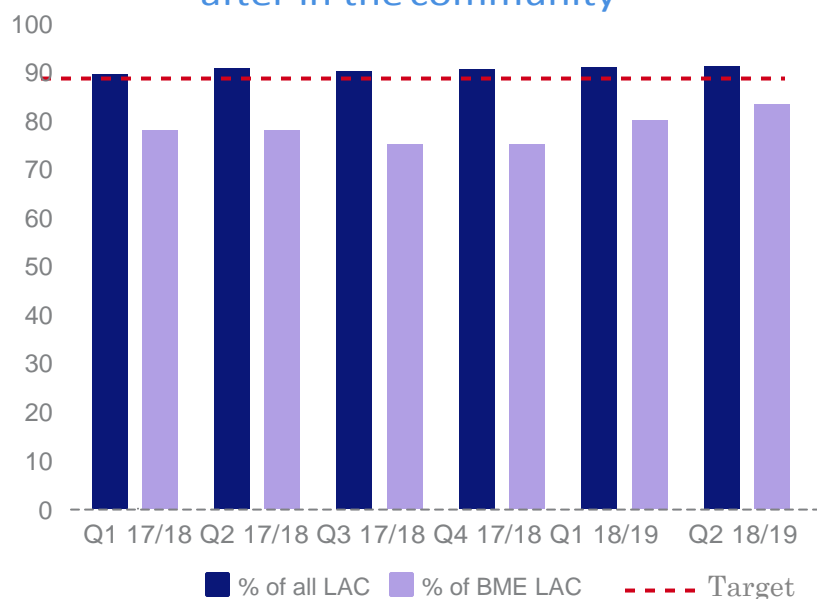
Target 95%



97% of children had an MMR at 5 years

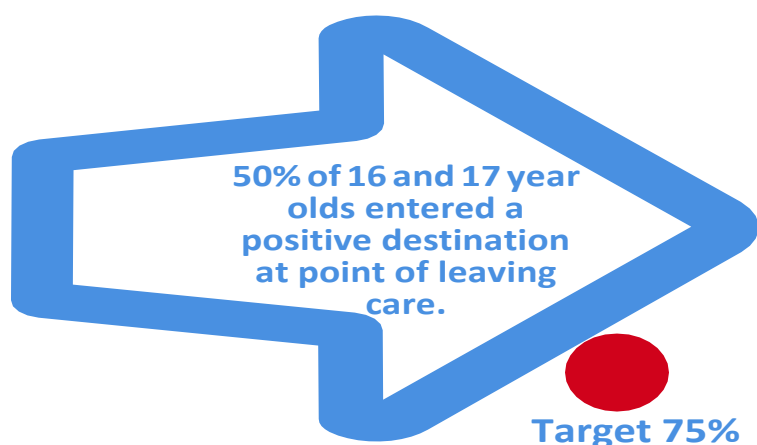


Percentage of Looked After Children (LAC) who are looked after in the community



411 of the 451 looked after children (91.1%) are being looked after in the community. 10 of the 12 looked after children (83.3%) who were from Black Minority Ethnic (BME) communities were looked after in the community.

As part of our local Equalities Indicators we continue to monitor that the number of Black Minority Ethnic (BME) children who are looked after are being looked after within the community in a similar proportion. As the number of BME looked after children within West Dunbartonshire is very low, small changes may mean percentages fluctuate more significantly. Our data continues to show similar trends for BME children as the total looked after children population.

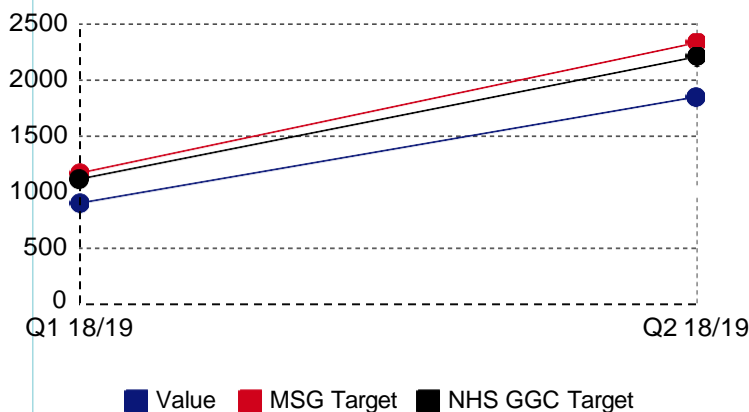


Supporting Older People

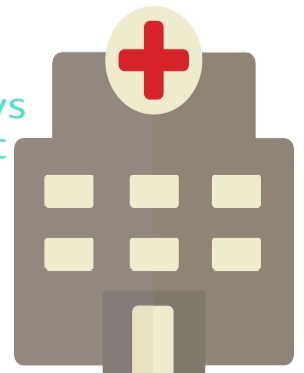
The Ministerial Steering Group (MSG) for Health and Community Care is closely monitoring the progress of HSCPs across Scotland in relation to unscheduled care. Within the HSCP we are monitoring our performance against locally set MSG targets and against NHS Greater Glasgow and Clyde's target 10% reduction in unscheduled bed days, unnecessary hospital admissions and A&E attendances across the health board area.

During the the first 6 months of 2018/19 we have seen significant progress in reducing the number of bed days lost to delayed discharges. With 1,831 bed days lost we exceeded both the MSG and NHS GGC targets and delivered a 9% decrease on the same period in 2017/18. Targets for emergency admissions and unscheduled bed days are proving more challenging. However while there has been a 3.8% increase in emergency admissions on April-September 2017 there has been a 6.3% decrease in unscheduled bed days.

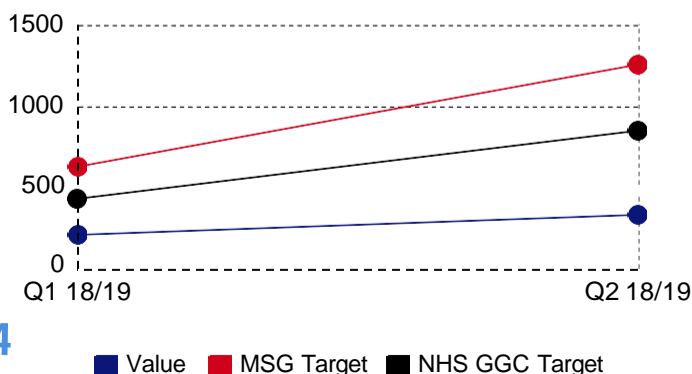
Bed days lost to delayed discharge: All reasons



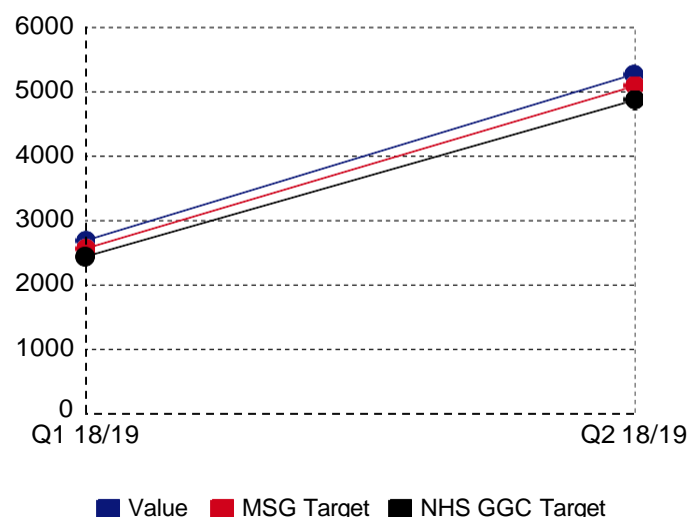
8 delayed discharges of more than 3 days at census point (non-complex cases)



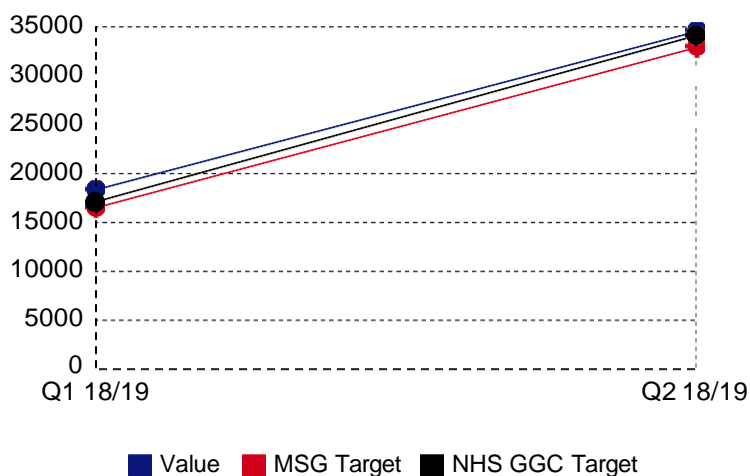
Bed days lost to delayed discharge: Complex cases



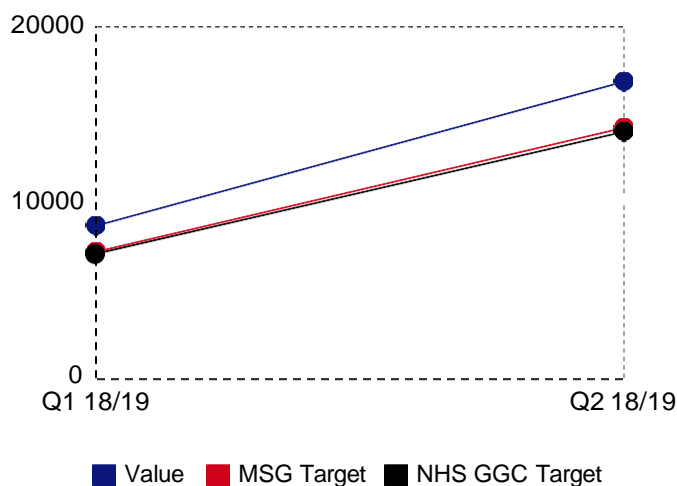
Emergency admissions: All ages



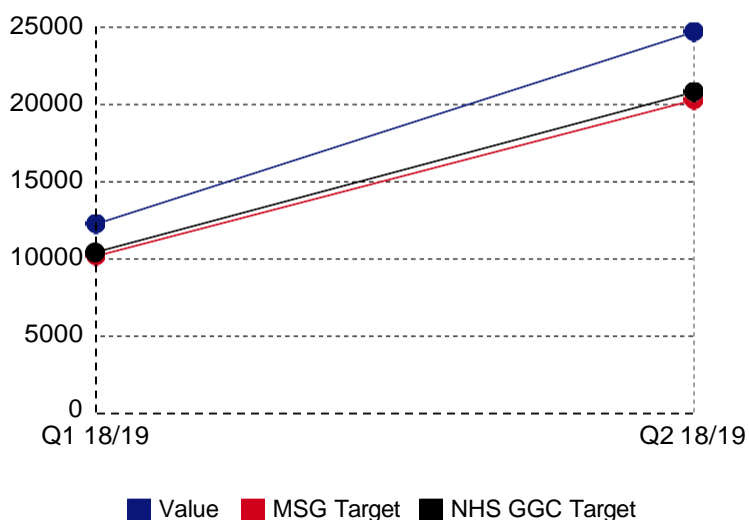
Unscheduled acute bed days: All ages



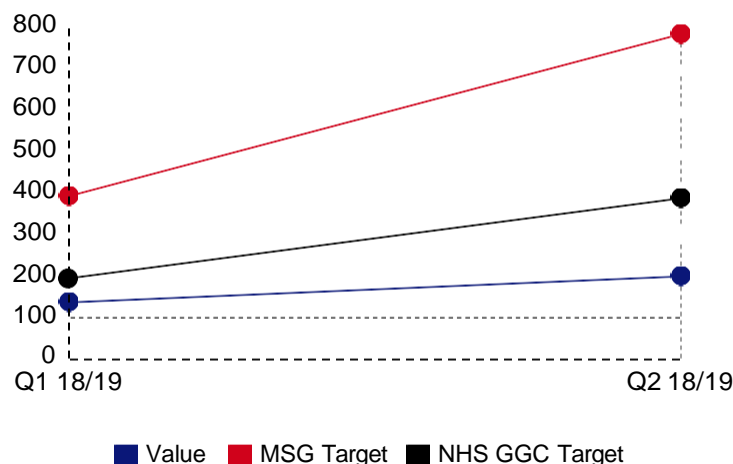
A&E attendances: All ages



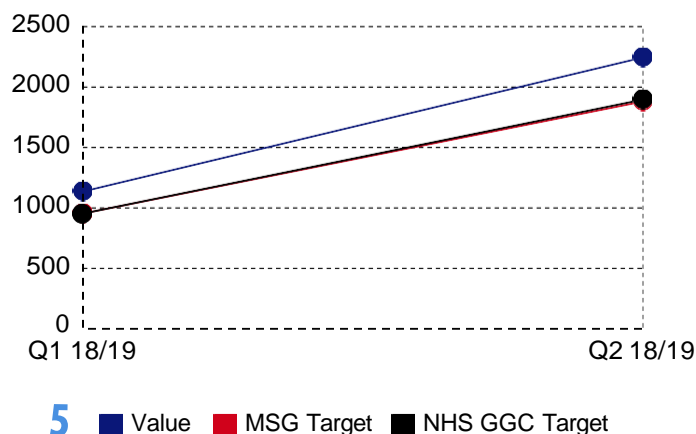
Unplanned acute bed days aged 65+



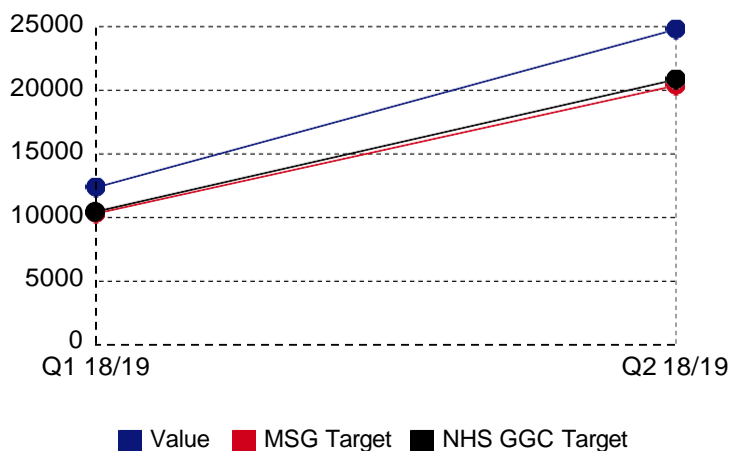
Acute bed days lost to delayed discharge - Adults with Incapacity 65+



Emergency admissions aged 65+



Unplanned acute bed days aged 65+





100% of carers asked as part of their Adult Carers Support Plan felt able to continue in their caring role

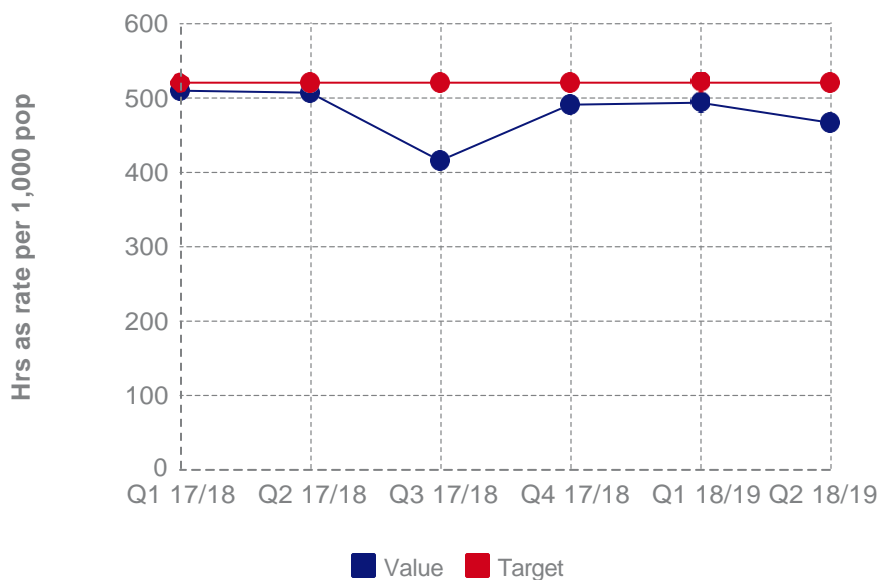
Target 90%



1,732 people have an Anticipatory Care Plan in place

Target 1,400

Number of homecare hours received 65+ (Rate per 1,000 population)



2,215 people have a Community Alarm/Telecare

7,566 hours of home care per week

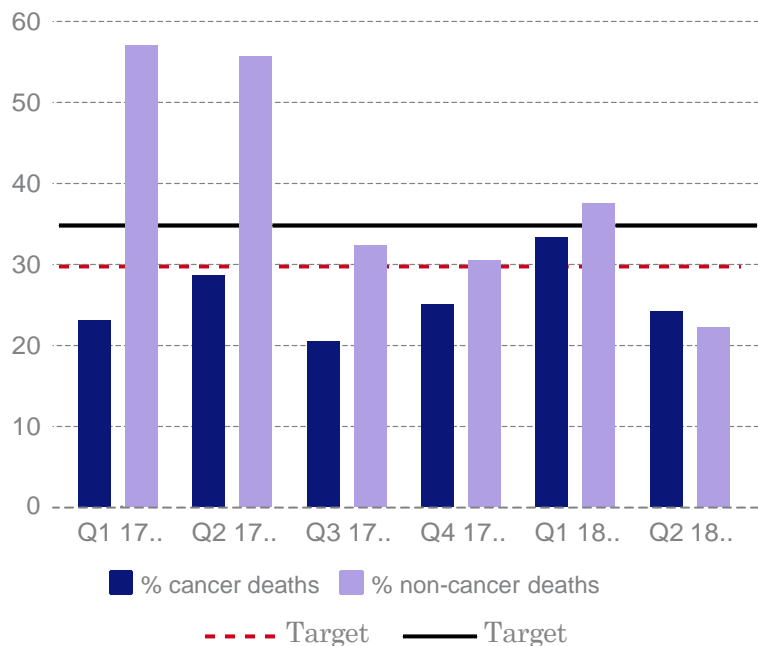


30.3% receiving 20 or more visits per week

1,296 people receiving home care

94.8% receiving personal care

% of Patients Dying in Hospital (Palliative Care Register)



77% of people supported to die at home



78% of people aged 65+ admitted twice or more as an emergency have had an assessment

1,532 referrals for musculoskeletal physiotherapy services (MSK)



36% of patients are seen within 4 weeks for MSK assessment and treatment

Target 90%



227 people supported with their medication

Target 225



79.13% compliance with Formulary Preferred List

Target 78%



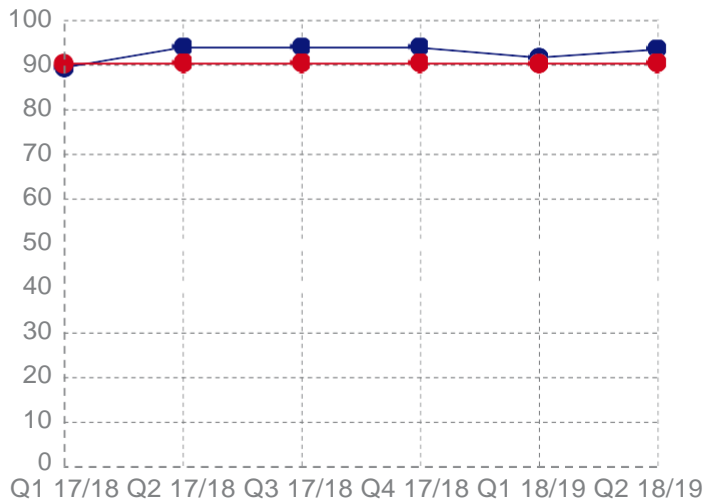
£170.03 prescribing cost per weighted patient



123 people received a reablement service
58% achieved their agreed personal outcomes

Supporting Safe, Strong and Involved Communities

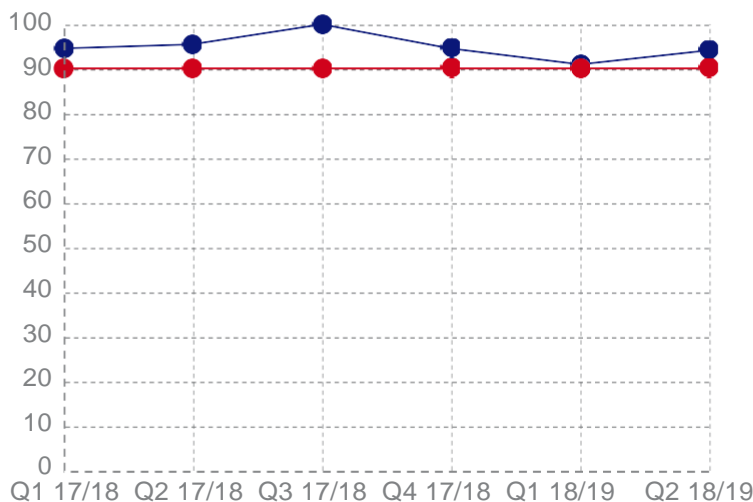
% of people waiting no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery



■ Value ■ Target

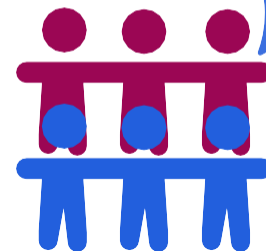
213 referrals for drug or alcohol treatment

% of people who began Psychological Therapies treatments within 18 weeks of referral

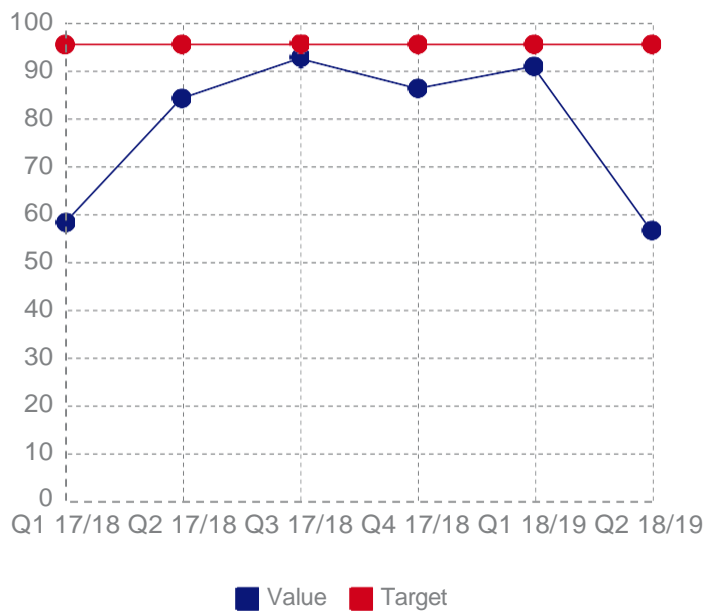


■ Value ■ Target

60 people started treatment within 18 weeks



% of Child Protection investigations to case conference within 21 days



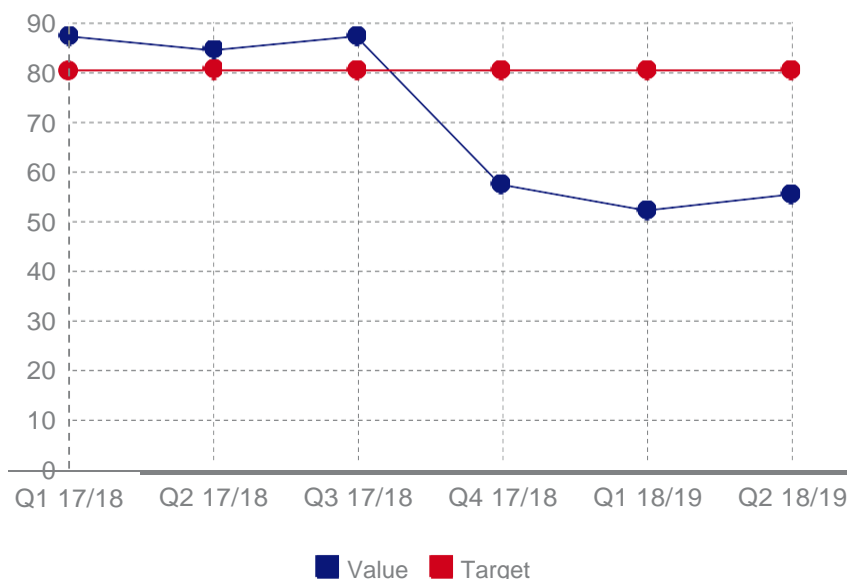
- **58 children on the Child Protection Register**
- **103 referrals**
- **61 investigations**

Performance in relation to Child Protection investigations proceeding to case conference has dropped significantly during July and September 2018, with 18 of 32 case conferences occurring within the 21 day timescale. Annual leave may have impacted on diary availability particularly in relation to multi-agency conferences.

All Adult Support and Protection clients have a current risk assessment and care plan

71 referrals to the Scottish Children's Reporter on offence grounds

% of Community Payback Orders attending an induction session within 5 working days of sentence



91% of Criminal Justice Social Work reports submitted to court by noon on the day prior to calling

**Target
98%**



35% of Unpaid Work and other activity requirements commences within 7 working days of sentence

**Target
80%**

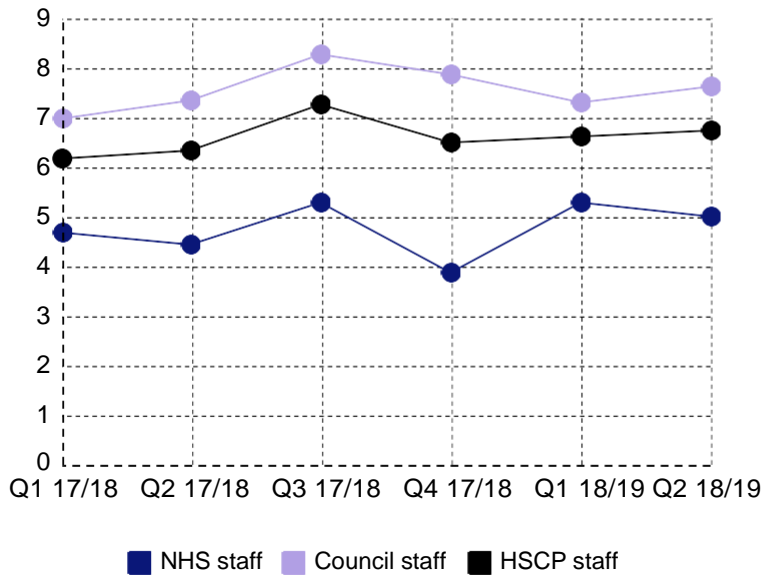
Performance in relation to Community Payback Orders has improved slightly at 55% between June and September 2018, with 58 of the 106 orders inducted within timescale. In July 2018 a new duty system was implemented to replace the existing waiting list. This new process allows us to identify service users from point of sentence and provide instructions for them to attend within the 5 working day timescale. Implementation of the new process should result in improvements going forward.

Late inductions during July to September 2018 have contributed to the late commencement of unpaid work placements. Of the 89 unpaid work requirements, 31 commenced within 7 days, however it should also be noted that this indicator is based on service user compliance, not placement offered, so is largely outwith our control.

Of the 158 Social Work Reports due, 143 were submitted on time. Those not submitted on time were mainly due to service users failing to attend appointments or social workers unable to gain access to prisons within timescales.

Our Organisation

Full time equivalent staff absence



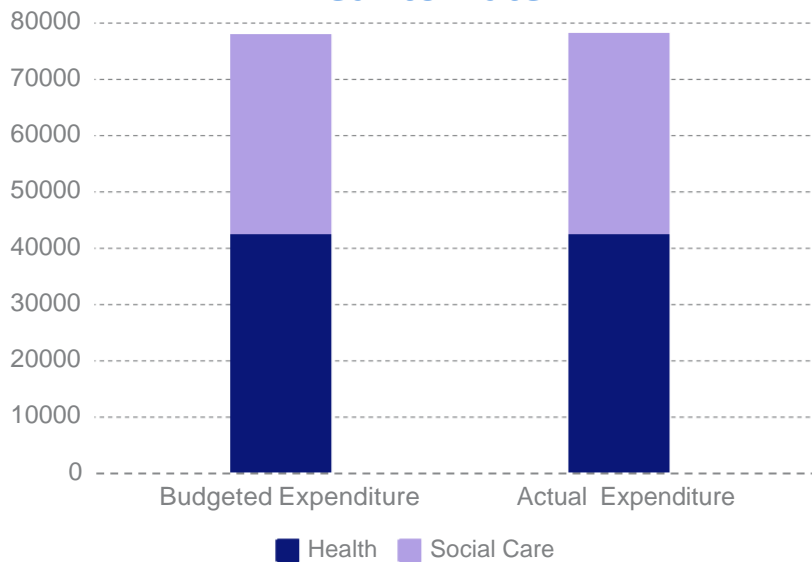
6.7% absence
HSCP staff:

4.98% NHS
staff

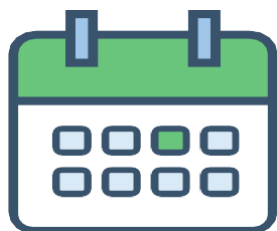
6.70% Council
staff

Compared
to Quarter
2 2017/18

Health and Social Care Net Expenditure £000s - Year to Date



**£238,000
overspend at
September 2018**



**67% of complaints
responded to within 20
working days**

**12 complaints
received**

**3 NHS
policy**

**9 SW
policy**

Crosslet House and Day Services have received an outstanding first report from the Care Inspectorate. The care home, which provides both residential and day services to older people in West Dunbartonshire, was graded very good in all areas inspected for both services.

Inspectors praised residential staff for the quality of care and support provided to residents. They also highlighted flexible meal times which gave residents greater choice. The partnership between the home, local nursery and primary school was also commended for helping residents connect with their community. The home's activity coordinators were praised for their enthusiasm and for providing a range of stimulating activities and outings for residents.

Inspectors were impressed with the layout of the home, including the fact that residents have their own spacious bedroom with wet floor shower and toilet facility. The views residents enjoyed of the outdoor space were also noted in the report.

Inspectors said staff promoted independence and a caring environment for residents. Residents were happy to discuss with the inspectors how happy and settled they were in their new environment and praised the manager for her leadership and for building a management team supported by excellent care workers.

Inspectors praised the quality of care and support offered to residents who attended day services, in particular the daily activities which are carefully planned to ensure people's choices and wishes are respected. Staff were praised for offering and promoting a safe environment where visitors had the confidence and encouragement to join in activities which are led by staff who had the knowledge and experience to support visitors.

"There is excellent hard working staff here that do their utmost to keep us active and entertained" Councillor Marie McNair, Chair of WDHSCP Audit Committee, said: "This is an excellent first report for the management and staff at Crosslet Care Home. It is very clear both residents and day service visitors are receiving a wonderful inclusive service which is helping them to lead healthy and active lives. This report is testament to the hard work and commitment of our dedicated staff and it is pleasing to see inspectors praising their care and support in the report. I would like to congratulate everyone at the home for this excellent inspection."

Allan MacLeod, Vice Chair of WDHSCP Audit Committee, said: "This report is true recognition for everyone connected with Crosslet House. Both residents and day services visitors are being nurtured, and encouraged to lead active and fulfilling lives with the support and guidance of our dedicated staff. I would like to thank everyone at the home for their part in achieving this great report."



