

Scottish Borders Health & Social Care  
Integration Joint Board



Meeting Date: 23<sup>rd</sup> April 2018

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**QUARTERLY PERFORMANCE REPORT UPDATE APRIL 2018  
(DATA UP TO END DECEMBER 2017)**

<b>Purpose of Report:</b>	To provide a high level summary of quarterly performance for Integration Joint Board (IJB) members, using data available at the end of December 2017. The report also highlights how the quarterly performance scorecard has evolved since the last report in Sep 2017, and now also includes a summary of progress on the <i>Inspection of Older People's Services 2017 Action Plan</i> .
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<b>Recommendations:</b>	Health & Social Care Integration Joint Board is asked to: <ul style="list-style-type: none"> <li>a) Note the additional/amended measures for reporting;</li> <li>b) Note the key challenges highlighted;</li> <li>c) Advise on any further measures to be considered for inclusion in future quarterly performance reports.</li> </ul>
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Personnel:	n/a
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Carers:	n/a
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Equalities:	A comprehensive Equality Impact Assessment was completed as part of the strategic planning process. Performance information supports the strategy plan
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Financial:	n/a
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Legal:	n/a
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Risk Implications:	n/a
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## Background

- 1.1 The performance reporting scorecard for the IJB was originally developed to include the six themes defined by the Ministerial Strategy Group (MSG) for Health and Community Care. These themes are:
1. unplanned admissions;
  2. occupied bed days for unscheduled care;
  3. A&E performance;
  4. delayed discharges;
  5. end of life care;
  6. balance of spend between institutional and community care.
- 1.2 The themes identified by the MSG are heavily weighted to hospital care and in recognition of this, the performance reports presented to the IJB since 2017 have included additional sections headed “Social Care”, “Carers” and “Other Relevant Measures” (including local data collated via the Social Care Survey, Carers Centre Assessments, Patient feedback and evaluations of Integrated Care Fund (ICF) projects). Additionally, progress on actions with the *Inspection of Older People’s Services 2017 Action Plan* have now been included under “Other Relevant Measures” and will be provided for the duration of the action plan.
- 1.3 Since the last quarter, the recently established ‘Integration Finance and Performance Group’ (IF&PG), has reviewed the availability of data and has made a few additions / amendments to the indicators under some of the themes, with details provided in the table below. This is due to new or revised data sources being developed or identified and it is anticipated that amendments will be made from quarter to quarter (but always highlighted within this report).

<b>Theme</b>	<b>Measure(s)- change/addition/amendment</b>
1.Unplanned admissions	<p><i>Emergency Admissions, residents 75+</i> A quarterly measure has replaced the monthly HEAT standard management information, which is no longer available.</p> <p><i>Emergency re-admissions within 28 days (all ages)</i> This is a new quarterly measure</p>
5. End of Life Care	<p><i>Percentage of last 6 months of life spent at home or in a community setting</i> A quarterly measure has been added (previously, only annual information was presented)- it should be noted that this measure shows considerable fluctuations and needs to be investigated further by the IFPG. For this reason, it has not yet been included within the Appendix 1 Infographic summary.</p>

- 1.4 Due to changes in the Carer Centre Reporting Schedule, the IF&PG is awaiting updated information which will be available for the next quarterly report. There are therefore no changes to the data, graphs or commentary since the last report under the “Carers” theme.
- 1.5 The IF&PG will always endeavour to present the latest available data and for some measures, there may be a significant lag whilst data is checked, cleansed and then released publicly, which increases robustness and allows for national comparators. Work is ongoing within the group to improve the timeliness of data where possible and to explore the pros and cons of using unverified but timelier local data.
- 1.6 There are 2 appendices to this report:

**Appendix 1** provides a very high level, “at a glance” summary for EMT and the IJB, including the identification of high level challenges, and a case study from the Integrated Care Fund (ICF) projects;

**Appendix 2** provides further details for each of the measures presented in Appendix 1. As well as providing the rationale for the inclusion of each indicator (i.e. what is this information and why is important to measure it?) as well as analysis of the performance trends and information on what is being done to either improve or maintain performance.

## Summary of Performance

- 2.1 In a number of areas, Borders is demonstrating good performance over time and when compared to Scotland, including the *% of total health and care spend in the Borders accounted for by community-based services* (51.4% for Borders, compared to 46.5% for Scotland), and *% of Health & Social Care resources spent on emergency hospital stays* (17.8% compared to 24.7% for Scotland). *Emergency admissions to hospital for over 75s* has seen little change over the last 4 quarters and is lower than Scotland.
- 2.2 Areas of challenge where the trend over the last 4 quarters is either negative or showing some cause for concern include:-
- Emergency admissions for falls for over 65s has risen over the last 4 quarters;
  - Emergency occupied bed days (75+) has increased over the last 4 quarters;
  - % of A&E attendances seen within 4 hrs, whilst higher than Scotland, has dropped sharply over the last 4 quarters and especially during December, and mirrors the national trend;
  - Delayed Discharge from hospital remains an ongoing challenge, fluctuating monthly and increased since last year, and remains a key strategic and operational focus for the partnership;
  - Bed days because of delayed discharge has increased steadily since 2015/16 and is higher than it was at the same time in the previous two years;
  - % of care users saying they feel safe has dropped since the same time last year. Work is underway to find more specific outcome measures with a more stringent collection methodology.

- In relation to the *Inspection of Older People's Services 2017 Action Plan*, work is progressing, with only 2 actions overdue, from a total of 60, and details are provided in Appendix 2.

2.3 Given the many elements of integrated care, the wide range of services delegated to Health and Social Care Partnership, and changes being proposed nationally e.g. to HEAT standards management information, it is anticipated that performance reporting to the IJB will further develop over time to include reporting at locality level and more specific reports on particular groups of service users and staff. Reporting will also need to reflect and support the refreshed Strategic Plan.