# CHANGING HEALTH & SOCIAL CARE FOR YOU

*Working with communities in the Scottish Borders for the best possible health and wellbeing*

## SUMMARY OF PERFORMANCE FOR INTEGRATION JOINT BOARD **OCTOBER 2018**

This report provides an overview of quarterly performance under the 3 strategic objectives within the revised Strategic Plan, with **latest available data at the end of September 2018**. A number of annual measures that have been updated recently are included in the **Annual Performance Report 2017/18**

KEY

| +ve trend/Scottish Borders compares well to previous period/to Scotland | -ve trend/some concern from previous period or when compared to Scotland | Little change/little difference over time/to Scotland |
|---|---|---|

# HOW ARE WE DOING?

## OBJECTIVE 1

We will improve health of the population and reduce the number of hospital admissions.

| EMERGENCY HOSPITAL ADMISSIONS (BORDERS RESIDENTS, ALL AGES) | EMERGENCY HOSPITAL ADMISSIONS (BORDERS RESIDENTS AGE 75+) | ATTENDANCES AT A&E | £ ON EMERGENCY HOSPITAL STAYS |
|---|---|---|---|
| **28** **admissions** per 1,000 population | **86.8** **admissions** per 1,000 population Age 75+ | **7,966** **attendances** | **23.7%** of **total health and care resource**, for those **Age 18+ was spent** on **emergency hospital stays** |
| (April - June 2018) | (April - June 2018) | (April - June 2018) | (Jan - March 2018) |
| Little change over 4 Qtrs | -ve trend over 4 Qtrs | -ve trend over 4 Qtrs | -ve trend over 4 Qtrs |
| Higher than Scotland | Similar to Scotland | Trend similar to Scotland | Lower than Scotland |

### Main Challenges

Although rate of emergency admissions has fluctuated over the last 4 quarters, it is showing a downward (+ve) trend over the longer term. The rate of emergency admissions for Scottish Borders (SB) residents aged 75+ has generally been decreasing over the longer term but there has been an increase over the last 4 quarters. In relation to spend on emergency hospital stays, Borders has consistently performed slightly better than Scotland. However, there has been a gradual increase since 2014/15. As with other Health and Social Care Partnerships, we are expected to work to reduce the relative proportion of spend attributed to unscheduled stays in hospital.

### Our plans during 2018 to support this objective

Develop Local Area Co-ordination; redesign day services; continue Community Link Worker pilot in Central and Berwickshire areas; expand the scope of the Matching Unit, the "hospital to home" project (which is working to support frail elderly patients in their own homes) and Neighbourhood Care to focus on keeping people out of hospital.

# OBJECTIVE 2

We will improve the flow of patients into, through and out of hospital.

| A&E WAITING TIMES (TARGET = 95%) | NO. OF OCCUPIED BED DAYS* FOR EMERGENCY ADMISSIONS (AGES 75+) | RATE OF OCCUPIED BED DAYS* FOR EMERGENCY ADMISSIONS (AGES 75+) | NUMBER OF DELAYED DISCHARGES ("SNAPSHOT" TAKEN 1 DAY EACH MONTH) | RATE OF BED DAYS ASSOCIATED WITH DELAYED DISCHARGE |
|---|---|---|---|---|
| **91.8%** of **people seen within 4 hours** (June 2018) | **10,523** **bed days** for **admissions** of people aged 75+ (April - June 2018) | **876** **bed days** per 1000 population Age 75+ (April - June 2018) | **17** **over 72 hours** **11** **over 2 weeks**( (July 2018) | **204** **bed days** per 1,000 population Aged 75+ (Jan - March 2018) |
| +ve trend over 4 Qtrs (although lower than target) | Little change over 4 Qtrs | -ve trend over 4 Qtrs | +ve trend over 4 Qtrs | Little change over 4 Qtrs |
| Similar to Scotland | | Lower than Scotland (although see note*) | | Higher than Scotland |

*Occupied Bed Days in general/acute hospital beds such as Borders General Hospital. This does not include bed days in the four Borders' community hospitals.

| "TWO MINUTES OF YOUR TIME" SURVEY, CONDUCTED AT BGH AND COMMUNITY HOSPITALS (April - June 2018) | | |
|---|---|---|
| SATISFACTION WITH CARE & TREATMENT **96.3%** | STAFF UNDERSTANDING OF WHAT MATTERED **96.9%** | PATIENTS HAD INFO AND SUPPORT NEEDED **93.4%** |
| Little change over 4 Qtrs | Little change over 4 Qtrs | Little change over 4 Qtrs |

## Main Challenges

Improving trend in relation to A&E, although the 95% target is not yet being met (also the case for Scotland). Quarterly occupied bed day rates for emergency admissions in SB residents age 75+ have fluctuated over time but are lower than the Scottish averages (although see note above*). Quarterly rate of bed days associated with delayed discharges back down to 204 in Q1 18/19. % of patients satisfied with care, staff & information in BGH and Community hospitals remains high.

## Our plans during 2018 to support this objective

Continue to support a range of "Hospital to Home" and "Discharge to assess" models to reduce delays (for adults who are medically fit for discharge); develop "step-up" facilities to prevent hospital admissions and increase opportunities for short-term placements, as well as a range of longer term transformation programmes to shift resources and re-design services.

# OBJECTIVE 3

We will improve the capacity within the community for people who have been in receipt of health and social care services to manage their own conditions and support those who care for them.

| EMERGENCY READMISSIONS WITHIN 28 DAYS (ALL AGES) | END OF LIFE CARE | CARERS OFFERED SUPPORT PLANS V COMPLETE | SUPPORT FOR CARERS: change between baseline assessment and review. Improvements in self- assessment |
|---|---|---|---|
| **10.6** per **100 discharges from hospital** were re-admitted within 28 days (April - June 2018) | **87.9%** of **people's last 6 months** was spend at home or in a community setting (Jan - March 2018) | **175** **offered** **52** **completed** (June - August 2018) | **Health and well-being** **Managing the caring role** **Feeling valued** **Planning for the future** **Finance & benefits** (June - August 2018) |
| -ve trend over 4 Qtrs | Little change over 4 Qtrs | + trend over 4 months | + trend over 4 months |
| Higher than Scotland | Similar to Scotland | | |

## Main Challenges

Quarterly rate of emergency readmissions within 28 days of discharge for SB residents has fluctuated over longer term, but has remained under 11, higher than the Scottish average. Gap has narrowed, due in part to improvements in the accuracy of NHS Borders' data coding. SB quarterly data has been provided in relation to end of life care- the national comparator is annual data. Latest available data for Carers shows an increase in completed assessments & Carer support plans.

## Our plans during 2018 to support this objective

Further development of "What Matters" hubs; Support for Transitional Care as a model of service delivery for people 50+; redesign of care at home services to focus on re-ablement; increase provision of Extra Care Housing; roll out of Transforming Care after Treatment programme; ongoing commissioning of Borders Carers Centre to undertake assessments and care support plans.