

Adult Services Performance Update – Quarter 2 2022/23

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Key Performance Indicators - Summary

KPI	Target	Actual	RAG Status	Direction
Percentage of clients commencing alcohol or drug treatment within 3 weeks of referral.	90%	93%	Green	↔
Number of vLARC IUD appointments offered	1354 per quarter	1427	Green	↑
Number of vLARC Implant appointments offered	1166 per quarter	2035	Green	↑
Median waiting times for access to Urgent Care appointments.	2 working days	2 working days	Green	↔
. Number of individual young people attending all Sandyford services: aged 13-15 and 16-17 (Male & Female)	Age 13–15			
	Male: 4	Male: 5	Green	↑
	Female: 75	Female: 53	Red	↑
	Age 16 –17			
	Male: 27	Male: 20	Red	↔
	Female: 195	Female: 178	Red	↑
Waiting times for access to first TOPAR (Termination of Pregnancy and Referral) Appointments	5 working days	4 working days	Green	↓

Key Performance Indicators - Summary

KPI	Target	Actual	RAG Status	Direction
Psychological Therapies (PT): % People who start a PT treatment within 18 weeks of referral	90%	NE 49.4% NW 84.5% S 81.7%	All Red	↓ ↑ ↓
Average Length of Stay (Short Stay Adult Mental Health Beds)	28 days	Stobhill 37.3% Leverndale 39.5% Gartnavel 33%	All Red	↓ ↓ ↑
Percentage Bed Occupancy (Short Stay Adult Mental Health Beds)	<95%	Stobhill 103% Leverndale 100.5% Gartnavel 96.2%	Red Red Green	↓ ↓ ↑
Total number of Adult Mental Health Delays	0	12	Red	↔

Key Performance Achievements & Challenges

Performance Achievements

Alcohol and Drugs: The number of clients commencing treatment within three weeks has been consistently achieved

Sexual Health: LARC and Urgent Care appointments continue to exceed targets

Key Performance Achievements & Challenges

Performance Challenges/Areas for Improvement

- **ADRS**
 - **Recovery Plans and Parental Assessments** – indicators currently under review and updated KPIs will be included for Quarter 1 2023/24 to include Scottish Government requirements on the medically assisted treatment (MAT) standards
- **Sexual Health** – young people attending sexual health services
- **Mental Health**
 - The acuity of need and increase in demand continues to challenge our in patient services
 - Staff capacity and resource across our inpatient sites

Key Performance Achievements & Challenges

Psychological Therapy Waiting Times

- Focus on eliminating waits of 53+ weeks.
- Sharing available capacity across areas & care groups to manage the demand across the whole system
- Capacity being increased, allocating additional skill-mix to areas of demand
- Waiting times remain more likely to increase than decrease given staffing pressures. Increasing group based activity is expected over this winter as mitigation.

Taking Forward the HSCP Strategic Priorities

Early Intervention, Prevention & Harm Reduction

Sexual Health

- TOPAR Pilot – postal testing
- Awareness raising in schools

Alcohol and Drugs

- Peer Naloxone Programme : employed lived experience staff member to deliver harm reduction training across HSCP and third sector (training for trainers).
- Recovery communities will train community members and will dispense Naloxone (recently delivered session to Elected Members)
- Crisis Outreach Service: respond immediately to referrals from emergency departments, Police Scotland and Scottish Ambulance Service to follow up people who have experienced a non fatal overdose in order to prevent further harm

Taking Forward the HSCP Strategic Priorities

Providing Greater Self Determination & Choice

Self Directed Support

- Practice Review
 - Processes and Policies
 - Consultation and Engagement

Recovery:

- Directly commissioned three recovery communities to deliver peer led alcohol and drug support services
- Supporting outreach workers employed by recovery communities to actively engage with community members
- Commissioned employability and advocacy services specifically for alcohol and drug recovery services

Taking Forward the HSCP Strategic Priorities

Shifting the Balance of Care

Learning Disability

- Development of Waterloo Close and Abbey Craig to provide 14 places for people to live within the community
- Review of Day Care Services based on feedback from outreach service during COVID

Delayed Discharge

- Development of Mental Health commissioning placements to provide more appropriate placements
- Enhancement of delayed discharge teams to cover both older people and adults. Teams currently under review

Taking Forward the HSCP Strategic Priorities

Public Protection

Adult Support and Protection Audit Findings: Key Strengths

- SCD and social work worked well together and handled a large volume of screening, triage and inquiry work collaboratively and effectively. This was providing a solid base from which to undertake subsequent ASP interventions.
- Risk assessment activity was collaborative and a strong feature
- Evidence of strong management oversight and accountable decision making in most cases. Evidence that audit findings had driven improvements
- Comprehensive and robust multiagency training framework and strategy.

There were improvements in nearly all adult at risk of harm's circumstances in relation to safety and protection

Supporting Our Staff

R&R Hubs

- Across all mental health in patient sites
- Roll out across community sites

Psychological First Aid for all ADRS staff

- Working to commence this particularly in relation to deaths of service users
- Wellbeing sessions across full staff group

Seven Minute Briefings

- Learning from SAERs
- Specific topics where there may be training needs for colleagues
- Other issues requiring awareness-raising

Future Service Plans and Priorities

Mental Health Strategy

- Refresh of current Strategy

Prison Health Care and Police Custody

- Workforce Reviews

Alcohol and Drug Service Review

- Implement findings and develop workforce

MH Employability Service

- Review service to develop consistent processes and pathways

Redesign of Learning Disability Services

- Recruitment of Strategic Post to progress LD Strategy

ADP REPORTING & PERFORMANCE

Jacqueline Kerr
ACO and GCADP Chair
Glasgow City Health and Social Care Partnership

November 2022

SG Reporting Requirements

Annual Report – August 2022

Review of Governance Arrangements - Sept 2022

Biannual ADP Budget Reporting to SG

Quarterly progress reporting on the MAT Implementation Plan

Quarterly ADP performance infographic on National Mission priorities

Figure 2 National Drugs Mission outcomes framework

Cross-Cutting Priorities	Reduce Deaths and Improve Lives					
Lived Experience at the Heart	01 Fewer people develop problem drug use	02 Risk is reduced for people who take harmful drugs	03 People at most risk have access to treatment and recovery	04 People receive high quality treatment and recovery services	05 Quality of life is improved by addressing multiple disadvantages	06 Children, families and communities affected by substance use are supported
Equalities and Human Rights						
Tackle Stigma	a) Young people receive evidence based, effective holistic interventions to prevent problem drug use	a) Overdoses are prevented from becoming fatal b) All people are offered evidence based harm reduction and advice	a) People at high risk are proactively identified and offered support b) Effective pathways between justice and community services are established	a) People are supported to make informed decisions about treatment options b) Residential rehabilitation is available for all those who will benefit	a) All needs are addressed through joined up, person centred services b) Wider health and social care needs are addressed through informed, compassionate services	a) Family members are empowered to support their loved one's recovery b) Family members are supported to achieve their own recovery
Surveillance and Data Informed	b) People have early access to support for emerging problem drug use		c) Effective Near-Fatal Overdose Pathways are established across Scotland	c) People are supported to remain in treatment for as long as requested	c) Advocacy is available to empower individuals	c) Communities are resilient and supportive
Resilient and Skilled Workforce				d) People have the option to start medication-assisted treatment from the same day of presentation		
Psychologically Informed	c) Supply of harmful drugs is reduced			e) People have access to high standard, evidence based, compassionate and quality assured treatment options		

SIX PRIORITIES
NINETEEN OUTCOMES

1. Fewer people develop problem drug use

Outcome - Young people receive evidence based, effective holistic interventions to prevent problem drug use

Glasgow City Youth Health Service - Includem Multiple Risk Programme

- Service for 12–19-year-olds
- Most common reasons for referral include;
 - alcohol use,
 - drug use,
 - risk of offending,
 - non-engagement in education/employment
 - vaping
- Referrals come through the Youth Health Service
- 9 venues across the city.

July 2021 - June 2022	
Number of referrals	173
Community outreach visits	151
Number of appointments	1314

2. Risk is reduced for people who take harmful drugs

Outcome - overdoses are prevented from becoming fatal

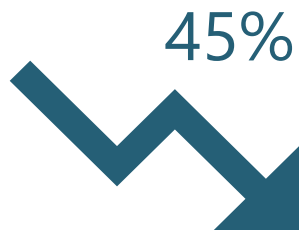
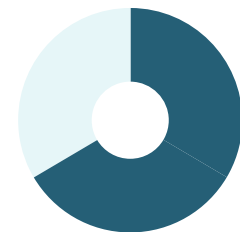


Crisis
Outreach
Service
(COS)

- 7 days a week (8am-8.30pm)
- Assertive response to near fatal overdose
- Harm reduction and connection to CaT
- Aligned to Mental Health Assessment Units

Year 1
(1st April 2021 -
31st March 2022)

- Over 1,600 referrals
- 1,200 were unique individuals
- Average 30% of individuals referred were previously unknown to GADRS



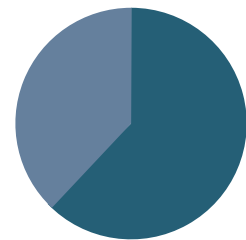
Police Scotland report a 45% reduction in suspected drug deaths in Glasgow G Division April - June 2022

3. People at most risk have access to treatment and recovery

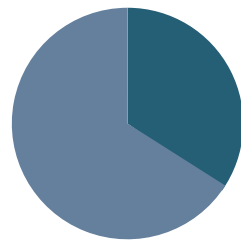
Outcome - people at high risk are proactively identified and offered support

MAT Standard 1:

Everyone has the option to start MAT on the day of presentation.



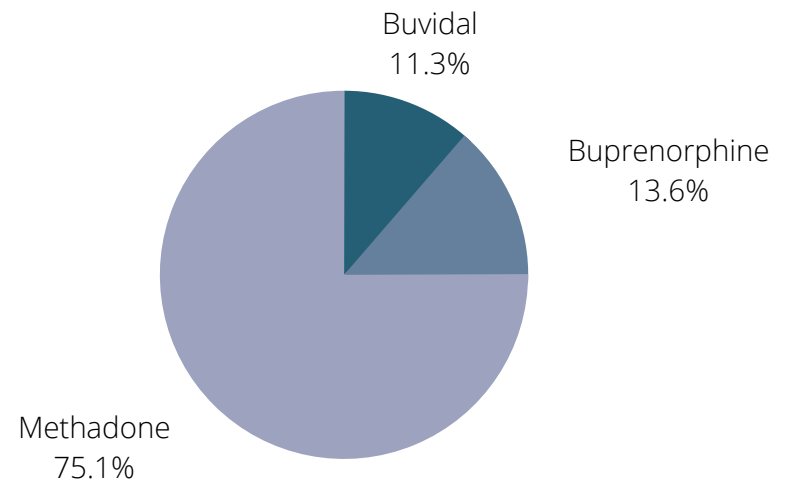
38%
received treatment
in 1-3 days



66%
received treatment
in less than 3 days

MAT Standard 2:

All people are supported to make an informed choice on what medication to use for MAT.



Glasgow City ADP's Lived and Living Experience reference group have also developed their own communications for service users and their families on treatment choice and same day prescribing.

Approximately 5500 people receive Opiate Substitution Therapy in Glasgow City. The enhanced drug treatment service is the only service offering heroin assisted treatment in the UK. 14 people received treatment in 2021/22.

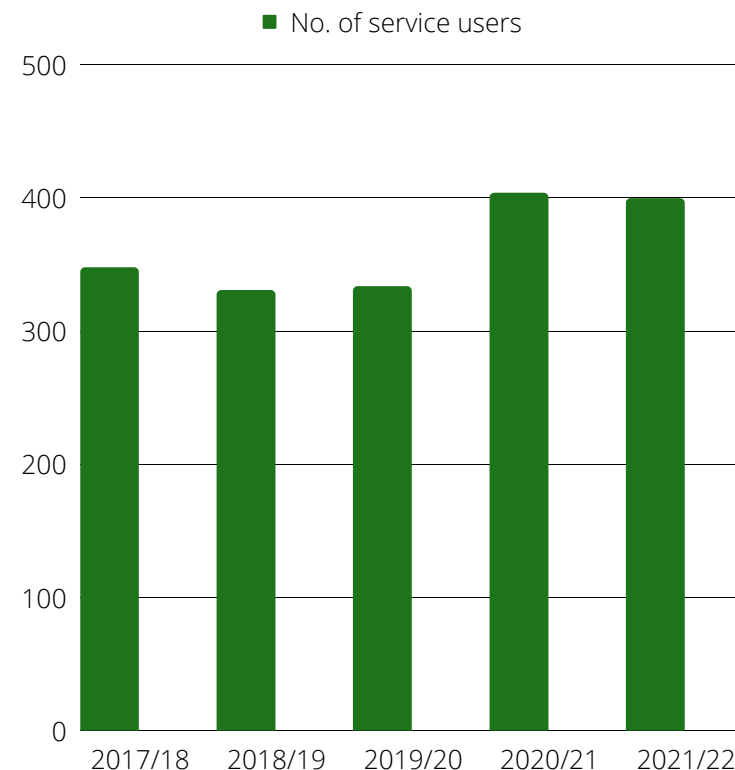
4. People receive high quality treatment and recovery services

Outcome - Residential rehabilitation is available for all those who will benefit

Increased capacity in residential rehabilitation services

- Availability of beds across the city have increased
- 7 beds now available at Phoenix Futures
- Additional 2 beds available in Crossreach Rainbow House
- 2 additional beds in Glasgow's Stabilisation service

Glasgow City ADP have published the [pathway to residential support](#) here.



Glasgow Alcohol and Drug Crisis service is the only residential crisis service in Scotland.

5. Quality of life is improved to address multiple disadvantages

Outcome - Wider health and social care needs are addressed through informed compassionate services

Glasgow's Recovery Communities

Peer-led, aftercare support services for people in recovery from alcohol and drug problems. Based in each of Glasgow's three localities and developed by grassroots groups, now fully embedded commissioned services for the city.



Increasing Glasgow's Recovery Capital

1500 participants a week attend Recovery Cafes across the city, supported by 90 volunteers, who support them to maintain abstinence and recovery.

Peer led Outreach

These new teams are supporting people who have disengaged from treatment and care. Lived experience and local intelligence allows people experiencing high risk of relapse and overdose to engage in a service where they feel understood.

500

referrals have been
received In the last 9
months.

6. Children, families and communities affected by substance use are supported

Outcome - Family members are supported to achieve their own recovery

Learning Hubs

(A partnership between GADRS, recovery communities and local colleges)

36 children and their parents, affected by drugs and alcohol, are attending our new recovery learning hubs that provide:

- homework support
- peer support for young people
- support to rebuild family relationships
- opportunity to cook and eat together
- recovery support for parents

Tutor evaluation has shown improvement with children's classwork, self-esteem and self-confidence.

"it provides structure/routine, improving relationships, increasing confidence, mental health and our parenting skills."

- parents



Martha's Mammies

The ADP Lived and Living experience Women's Reference group has worked closely with Children's Services Social work managers to develop a project supporting mums during and after the permanency process, recognising the significant risk of harm to women when permanence decisions are made. They named the project **Martha's Mammies**.