Glasgow City
HSCP
Health and Social Care Partnership

NHS
Greater Glasgow
and Clyde

Glasgow
CITY COUNCIL

OFFICIAL

Older People, Carers and Unscheduled Care Performance Report

Stephen Fitzpatrick
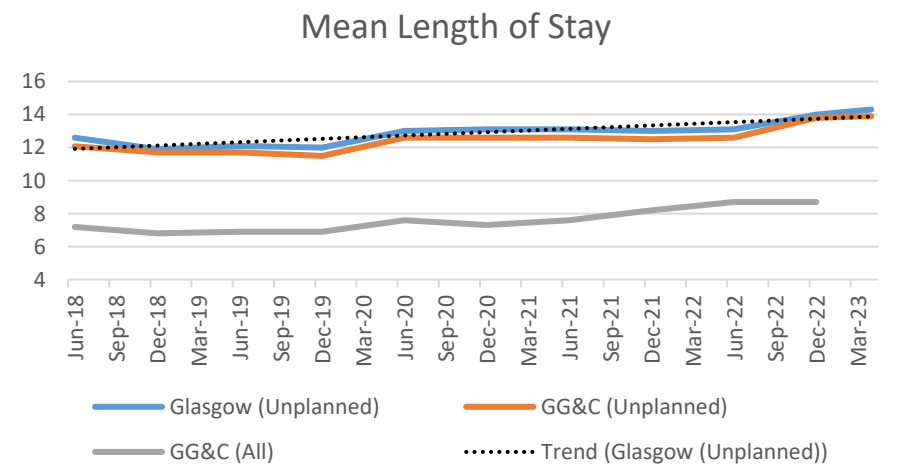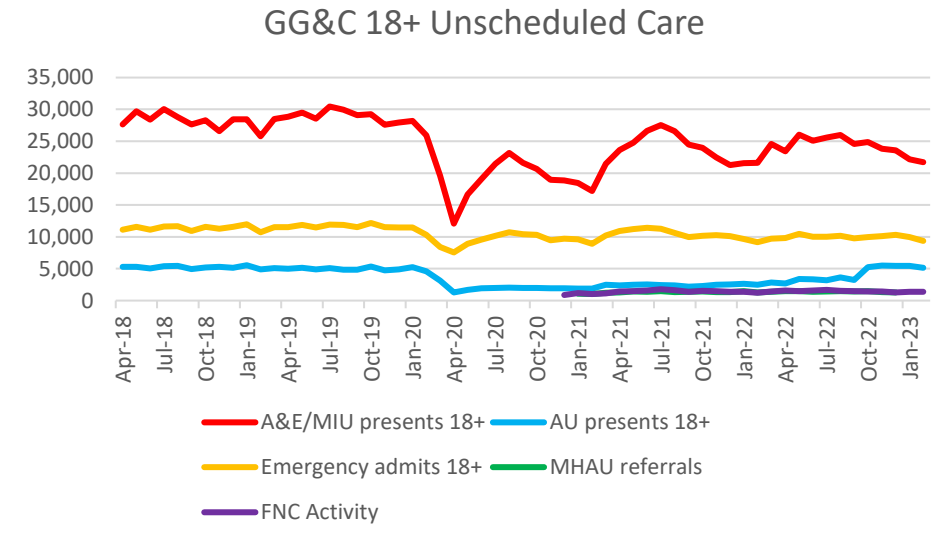Frances McMeeking

19 Apr 23

www.glasgowcity.hscp.scot

Performance Summary

- Improvement in overall performance since previous quarter.

- Good performance across a range of areas – Residential Care, Supported Living, Adults with Incapacity, Carers and Telecare.

- Areas of challenge – Intermediate Care, Reviews in Home Care and Residential Day Care, Delayed Discharges and Occupational Therapy assessment waiting times.

- However, recent improvement trends illustrate some of these service areas, too.

- Aimed to focus on strategically significant service areas.

https://www.gov.scot/publications/national-carers-strategy/documents/

OFFICIAL

Unscheduled Care

- ED presentations have reduced from c30,000 per month to just over 20,000 in the past almost 5 years.

- More service users are being diverted into planned care or dealt with in community through initiatives such as the Home First Response Service and Hospital@Home.

- Combined with steady admission rates this suggests that EDs are seeing more people who need emergency care and less who don't.

- However, uptick in length of stay trends likely to be indicative of an increasingly frail population, per demographic projections and impact of pandemic.

GG&C 18+ Unscheduled Care

Legend: A&E/MIU presents 18+ — AU presents 18+ — Emergency admits 18+ — MHAU referrals — FNC Activity

Mean Length of Stay

Legend: Glasgow (Unplanned) — GG&C (Unplanned) — GG&C (All) — Trend (Glasgow (Unplanned))

- The HSCP continues to achieve its KPI target related to the number of new carers identified during the quarter that have gone on to receive a Carers Support Plan or Young Carer Statement.

- Carer support remains a key strategic priority for the HSCP.

- Improvements made throughout 22/23 to meet legislative requirements were[2]. :

  - Glasgow Social Work Governance Board has approved updated Carer Assessment Policy and Practice Guidance to embed carer awareness in practice.

  - Organisations and individuals can access Carer Aware Briefings to help deliver Glasgow Carer Strategy commitment to making Glasgow a carer friendly city.

  - Increased investment in 9 x carer services SWS Carer Team posts to support carers during pandemic recovery and support delivery of HSC Connect.
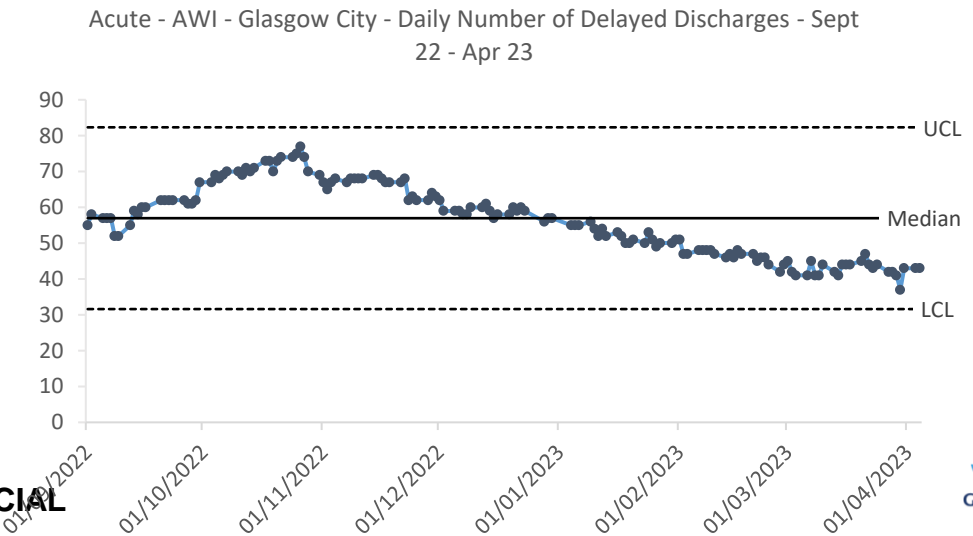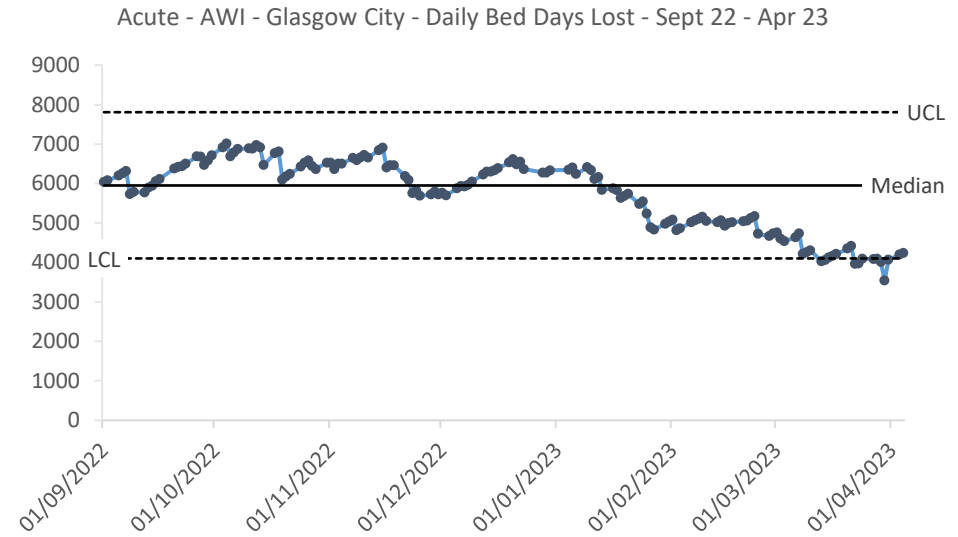
OFFICIAL

Dementia Post Diagnostic Support

- Target is 100% of service users access the service within 18 weeks of diagnosis

- Caseloads have continued to increase; i.e. by 53% between 2021 and 2023.

- This trend is expected to continue during 2023/24.

- Investment in increased staffing key to improved performance - £320K to increase Link Worker cohort to 15.4 wte; a further investment of £180K for 3 Post Diagnostic Support Social Workers (January 2023).

- Mental Health, Renewal and Recovery Funding from Scottish Government has underwritten this investment – awaiting confirmation of 2023/24 allocation.

- Performance has improved markedly – waiting list has reduced from 619 in January 2021 to 121 in January 2023 (more than 80% reduction).

- Decrease of bed days lost moving from approx. 5,960 to 4,100 (31%)

- Approx. decrease of daily AWI Delayed Discharges by 38% (57 to 43) throughout this period.

- Winter planning monies in 2022 provided 2 additional solicitors (Sep '22) increasing legal support available.

- Senior solicitor's expertise focused on supporting complex AWI cases (private).

- Top reasons for delays throughout period include; family disputes & private solicitors delays and MHO reports.

Acute - AWI - Glasgow City - Daily Bed Days Lost - Sept 22 - Apr 23

Acute - AWI - Glasgow City - Daily Number of Delayed Discharges - Sept 22 - Apr 23

- Hospital Discharges to Care Homes; Sep 22 (42) Mar 23 (34) 35% of referrals required care and support from a Care Home.

- The legacy of Covid has remained, Covid guidance still influences Delayed Discharges; from Hospitals to bed availability in Care Homes. ScotGov Covid funding has ceased.

- Care Home workforce fatigue and an observed apathy toward spring booster programme for staff directly employed within Care Homes (approx.18% of staff in sector vaccinated). The recruitment and retention of a skilled workforce within Adult Care Homes remains a significant challenge and priority for the Scottish Government.

- Viability concerns across the provider sector, particularly care homes are the highest in memory due to inflationary pressures; i.e. staffing, utilities and catering costs – 6 care home closures within 2 years.
- Increasing numbers of extremely complex adults (under 65) delays, requests for care and support whose needs cannot be met by the community within the Care Home Sector.

[1] Open with Care: supporting meaningful contact in adult care homes – principles - gov.scot (www.gov.scot)

- HSCP Home Care Services supports approx. 5,000 service users and has delivered an average of approx. 93,500 visits per week (as of 31st Mar '23).

- 68% of all referrals are from hospitals, of which 20% start within 4 hours of being referred. Average 151 per week. Less than 8% at Discharged OOHS or at Weekends.
- Average hours referred per patient - 12.08 20/23 , up from 12.01 Hrs – frailty levels, complex needs. 99% are 7 day services.

- 2928 service users were supported with a reablement service throughout 22/23 with 1015 (35%) who didn't need mainstream care home service after reablement. 1913 (65%) of reablement service users reduced care hours required by 22%. 100% of all service users are screened for reablement in order to maximise independence , critical to capacity with Home Care.
- Community referrals are prioritised based on eligibility on average 60 a week , no unmet needs beyond 72 hrs

- Budget pressures 2023 /24 will reduce capacity

Challenges 2023/24

- Challenging financial conditions, per recently agreed IJB budget.

- Continuously high demand levels – "winter all year round".

- Acute hospital demand drives social care demand, particularly in Older People's Services.

- Recruitment and retention of staff in a highly competitive jobs market.

- Continuing viability challenges to key third and independent sector partner providers.

- Uncertainty regarding the potential implications of a new National Care Service.

Opportunities 2023/24

- Build upon established cross-system working and learning within GCHSCP and with external partners; e.g. strategic partnership with Strathclyde University (proactive application of data to support effective early interventions; testing Carers App).

- Application of technology; e.g. via the ongoing preparation for the Analogue to Digital Transition by 2025.

- Seek benefits from ongoing whole system working across GG&C; e.g. co-ordinated pandemic response; whole system approaches to unscheduled care.

- Engagement with the IJB's developing Maximising Independence programme; i.e. support in the right place at the right time via the ongoing development of HSC Connect and community assets.