Older People, Carers and Unscheduled Care Performance Report

Stephen Fitzpatrick
Frances McMeeking

17 April 2024
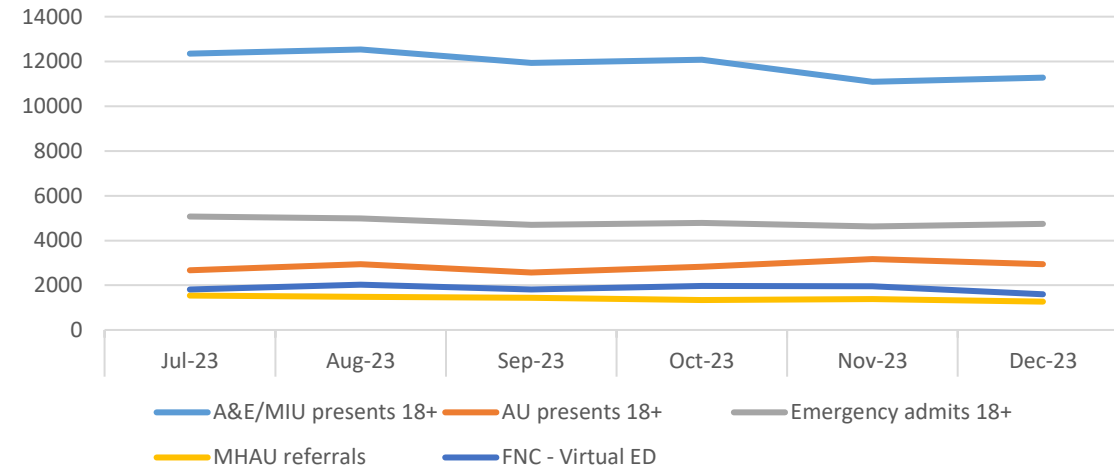
www.glasgowcity.hscp.scot

OFFICIAL

Performance Summary

- Improvement in overall performance throughout 2023/24.

- Good performance across a range of areas – Residential Care, Care at Home, 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.

- Some recent improvement in these areas too.

- Slides focus on strategically significant service areas.

Unscheduled Care Performance Summary

- Attendances at emergency department and emergency admissions remains lower than pre-COVID levels, though appear to be establishing a "new normal".

- The steadiness in the emergency admission rate suggests that emergency departments are seeing more of the people who need to be seen now, compared with pre-pandemic.

- More service users than ever are being diverted into planned care through virtual consultation or emergency department alternatives e.g. Mental Health Assessment Units.

- The HSCP is also supporting more complex patients in the community through initiatives such as the Home First Response Service and H@H.

Glasgow City Unscheduled Activity 18+

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23

Legend:
- A&E/MIU presents 18+
- AU presents 18+
- Emergency admits 18+
- MHAU referrals
- FNC - Virtual ED

OFFICIAL

Delayed Discharge Performance

- Extremely challenging winter with historically high referral volumes from Acute

- Delayed Discharges increased over winter, but so did discharges that were not delayed.

- A marked reduction in delayed discharges since the beginning of March – c30%.

- Within that a marked reduction of c50% of very long delays.

- Increasing complexity of discharges; e.g. spinal injuries, ventilated patients.

- Weekly meetings between ACO and lead nurses at QUEUH and GRI

Carers

- Carer support remains a key strategic priority for the Glasgow City Health and Social Care Partnership with 1,706 new carers during Quarter 2 (Jul-Sep '23), up by 23% during the same period in '22.
- During 2023/24 there were 3,229 referrals to the carers line, an increase of 68.1% on the previous year.

- Improvements made throughout 23/24 to meet legislative requirements were:

  - Health and Social Care Connect has been introduced, which should further embed preventative support for carers at the front door.
  - The HSCP's new commissioned carer services tender goes live on 1 May.
  - Organisations and individuals can access Carer Aware Briefings to help deliver Glasgow Carer Strategy commitment to making Glasgow a carer friendly city.[1]

Dementia Post Diagnostic Support

- Mental Health Renewal and Recovery Funding '23/'24 enabled the service to double the no. of Post Diagnostic Support Link Workers from 7.4.to 14.8 whole time equivalents to support increasing demand.

- During 2023/24 100% of referrals were accessing the service within 18 weeks.

- Investment in 3x Post Diagnostic Support Social Workers Test of Change commenced January 2023 and will conclude December 2024.

- An evaluation of this Test of Change has commenced and will report in January 2025.

- Decrease of bed days lost moving from 5364 to 5028 (6.7%).

- Daily Adults with Incapacity Delayed Discharges remained consistent (55 August to 55 March). This is up by 28% comparatively against March '23/'24 (43/55).

- Working on case-by-case basis to review and consider the use of 13za.

Acute-AWI- Glasgow City- Daily Bed Days Lost- Aug 23 to Mar 24
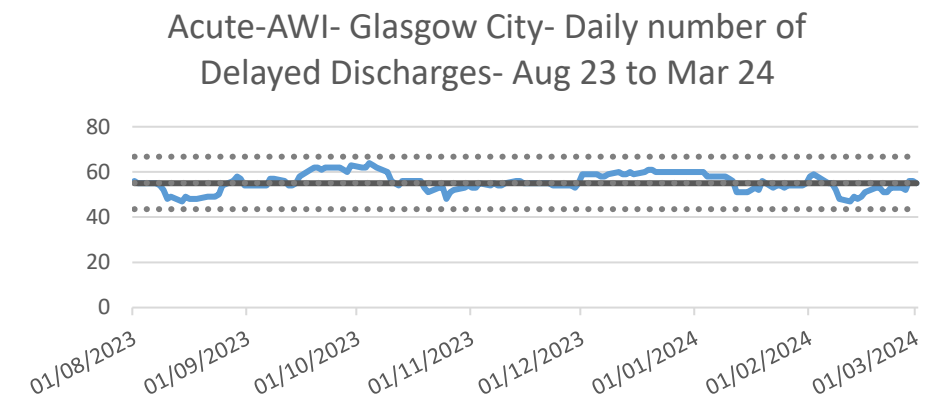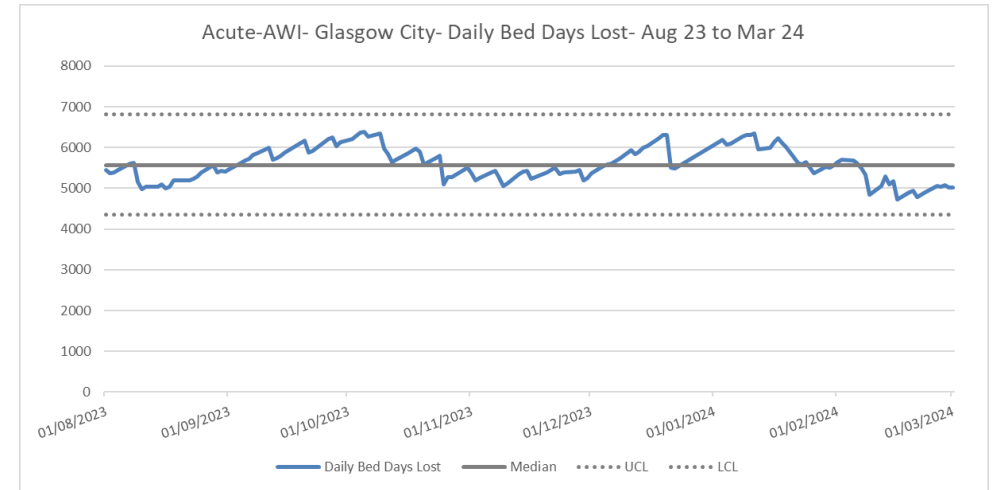
Acute-AWI- Glasgow City- Daily number of Delayed Discharges- Aug 23 to Mar 24

- As of '23/'24 there are 56 purchased Older Peoples' care homes and 5 provided Older Peoples' care homes, with enhanced monitoring work of the vacancy list to capture potential contingency planning arrangements, such as; Homes with closed units that can be opened and timescales for this if required.

- Commissioning Team partnering with providers to assess specialist the demand for specialist care due to increasing numbers of extremely complex adults (under 65) delays. Where requests for care and support whose needs cannot be met by the community within the Care Home Sector.

- The recruitment and retention of a skilled workforce within Adult Care Homes remains a significant challenge and priority for the Scottish Government.

Care at Home 2023-2024

- Glasgow City Health and Social Care Partnership' Home Care Services supports 5,121 service users, with 9,450 referrals for Care at Home. The service delivers an average of 87,122 visits per week (as of 8th Mar '24).

- 75% of Hospital Discharge referrals are discharged home on the day they are referred; 20% have their service start within 4 hours of the referral. Hospital referrals make up 84% of Care at Home activity this is up 4% overall – post Covid, with 42% of referrals being new service users (up 2% over the last 2 years).

- 100% of referrals are screened for Reablement, of which 75% go on to receive a service. At present 2023/24, 3,512 service users have completed or partially completed Reablement services, of which: 2,275 of these service users (65%) then transferred to receive a mainstream service, whilst 1,237 service users (35%) did not require any further home care support. If these 1,237 service users had remained on mainstream the annual cost would be £9,700,000.

- A budget reduction of £901,000 has seen capacity decrease by 3000 hours within the mainstream service which in turn resulted in a drop of homecare staff numbers city wide of 28.11 whole time equivalents. The budget saving was achieved via staff turnover within mainstream homecare.

- There have been no delays to accessing Care at Home services throughout '23/'24.

Challenges 2024/2025

- Challenging financial conditions, per recently agreed Integrated Joint Board 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 frontline staff in a highly competitive job market.

- Continuing viability challenges to key independent sector partner providers.

- Introduction of Safe Staffing Legislation – Currently unfunded.

- Implementation of the Maximising Independence programme.

- Further adoption of technology
  - Transition to digital telecare will be complete by December '25.
  - Smart Cities workstream providing options for use of mainstream commercial technology in Health and Social Care.

- Building on cross-sector Strategic Partnerships; e.g. partnerships with University of Strathclyde and Clyde College.

- Continually evolving cross-system working within health and care; e.g. unscheduled care, winter planning.

OFFICIAL