



Glasgow City Health & Social Care Partnership North East Locality Plan Summary 2017/18



INTRODUCTION

The locality plan for the North East locality of Glasgow City HSCP sets out the key actions we intend to take forward in 2017/18. The draft plan covers one year and reports on our progress during 2016/2017..

The plan is arranged in care group sections showing the priorities and related actions we intend taking forward in each service and shows where we are doing well and areas that we require to improve. The actions are set within the context of the HSCP's Strategic Plan published last year.

This summary highlights the key actions in each care group. More detail is shown in the full plan available at <https://www.glasgow.gov.uk/CHttpHandler.ashx?id=37465&p=0>

OUR PERFORMANCE

The area where we are performing well and those where we need to improve are summarised below.

Where We Are Performing Well

Older People	Addictions
Open OT activities	% of service users with a Recovery Plan
Continence Service – Waiting Times	Primary care:
Home Care: % Reviews	Numbers on GP practice dementia registers
Reablement: % requiring no further home care support following reablement	Unscheduled Care:
number of Anticipatory Care Plans in place	Bed Days Lost to Delayed Discharge (Older People 65+)
number of Residential Care Reviews	Health Improvement:
number of referrals to Telecare	Breastfeeding: 6-8 weeks (exclusive)
Deaths in Acute Hospitals 65+ and 75+	Smoking Quit Rates

Homelessness:	Number of 3 – 5 year olds registered with a dentist
Number of individual households not accommodated over last quarter	MMR Vaccination uptake
Prescribing Costs:	Carers:
Compliance with Formulary Preferred List	Qualitative Evaluation Question: Improved your ability to support the person that you care for
Annualised cost per weighted list size	Number of Carers who have completed an Assessment during the quarter
Children:	Business Processes:
Access to specialist Child and Adolescent Mental Health Services (CAMHS) services – Waiting Times	% of elected member enquiries handled within 10 working days
% of children looked after away from home with a Primary worker	NHS complaints within agreed timescale
% of children looked after at home with a primary worker	SW Complaints - % handled within 15 days
% of HPIs allocated	SW Complaints - % handled within 28 days
	Human Resources:
	Social Work Sickness Absence Rate



Where Improvement is required

Older people:	Health Improvement:
Number of people in supported living services	Number of 0 – 2 year olds registered with a dentist
Reablement: % receiving a service following referral	Alcohol brief intervention delivery (ABI)
Intermediate Care :	Smoking quit rates at 3 months (40% most deprived areas)
Average length of stay	Breast Feeding 6 – 8 weeks (exclusive) in 15% most deprived areas
% of Intermediate Care Users transferred home	Addictions:
% Occupancy	% commencing treatment within 3 weeks of referral
Unscheduled care:	% of Parental Assessments completed within timescale
Delayed discharge: No. of patients over 65 breaching the 72 hour target	Criminal Justice:
No. of patients over 65 classed as AWI breaching the 72 hour target	% of CPOs with a Case Management Plan within 20 days
Adult Mental Health patients breaching the 72 hour target (Under and over 65 including AWI patients).	% of Unpaid Work (UPW) requirements completed within timescale
Adults under 65 breaching the 72 hour target.	% of Community Payback Order (CPO) work placements commenced within 7 days of sentence
Children:	% of CPO 3 month reviews held within timescale
% of young care leavers in employment, education or training	Homelessness:
% of looked after and looked after and accommodated children under 5 who have had a permanency review	Number of households reassessed as homeless or potentially homeless within 12 months
	% decision letters issued within target after initial presentation
	NHS Sickness absence rate
	NHS staff with an e-KSF
	% of NHS staff with standard induction training completed within deadline
	% NHS staff who have completed mandatory healthcare support worker induction

NORTH EAST LOCALITY PRIORITIES 2017/18

CHILDREN AND FAMILIES

- Early and effective intervention aiming to give all children and young people the best possible start in life
- Involve children in decisions that affect them, have their voices heard
- Work with families to improve the life chances for children, with a specific focus on family resilience, health improvement, educational attainment and reducing the number of children looked after away from home
- Review Permanence Planning process and improve performance



CRIMINAL JUSTICE

- Better Access to Addiction, Mental Health and homelessness services for Criminal Justice Service Users
- Promote interface, communication and information sharing with Children and Families services in response to child protection concerns

ADULT SERVICES

Alcohol and drugs

- Ensure Early Intervention and Harm Reduction by increasing Blood Borne Virus (BBV) and HIV testing and increase in harm reduction interventions
- Ensure recovery is an integral part of treatment, from the first point of contact through to exit from service

Learning disability

- Continue personalisation assessments for all people who have a learning disability and are eligible to receive a service
- Develop a partnership approach to remodelling of some of our social care provision to meet changing needs and financial challenges

Adult mental health

- Continue to improve waiting times to access Primary Care and Community Mental Health Teams
- Ensure effective transfer of wards on Parkhead site to Stobhill Site
- Complete personalisation assessments for all people who have a mental health difficulty and are eligible for services
- Support people to live as independently as they can within their own home with support

Homelessness Services

- Improve interface with housing providers to increase access to settled accommodation
- Increase in number of households securing permanent accommodation
- Improving tenancy sustainment through early support and identification of need.

OLDER PEOPLE'S SERVICES

- Work with commissioning to establish and embed new model of care
- Implement the city wide Accommodation Based Strategy in the North East to make sure that local initiatives promote formal and informal care and support
- Implementation of the recommendations from the District Nursing Review
- Focus on and develop service capacity particularly in relation to prevention and early support
- Develop Post Dementia Diagnostic Support
- Establish Integrated Neighbourhood Teams and the Home is Best (Hospital Discharge) Service



HEALTH IMPROVEMENT

- Support the further development of Thriving places workstream in Parkhead/Dalmarnock/ Camlachie and in Easterhouse, Springboig/Barlanark
- Support individuals and families with health related issues by building positive mental health and resilience, reducing alcohol, drugs, tobacco use and obesity
- Contribute to reducing poverty and supporting people living in poverty in North East Glasgow

PRIMARY CARE

- Improve health life expectancy
- Carers are encouraged to have life outside caring
- Support older people to live healthier lives
- Support sustainable Primary Care services (including out of hours and urgent care)
- Support sustainable General Practice
- Support GP Cluster working



CROSS CUTTING SERVICE PRIORITIES

- Continuing to further develop strong interface with the housing sector
- Ensure all staff are aware of their responsibilities to Corporate Parenting
- Continue to review all of our accommodation, both leased and owned across the North East to ensure that we have accommodation which meets the needs of services users and staff
- Continue to identify capital and revenue funding for the development of a Health and Social Care Hub to replace Parkhead Health Centre
- Provision of employability support for local people
- Continue to raise awareness of adult carers and promote the single point of access within the health and social care teams
- Continue to identify and support young carers through a family based approach

FURTHER INFORMATION

For further information please contact :

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