

Older People, Carers & Unscheduled care Performance

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- **Outline transformation programme and strategic direction for older people & carers**
- **Key performance highlights**
- **Unscheduled care programme**
- **Key challenges going forward**

Strategic direction

- **Strategic direction:**
 - early intervention, prevention and harm reduction
 - providing greater self determination and choice
 - enabling independent living for longer
 - shifting the balance of care away from “institutional care” towards community provision
 - improving quality of life
- **Context of significant demographic, demand and resource challenges**
- **Continued pressure to improve performance and deliver value for money**










Transformational programme

- **All aspects of health and care system subject to change**
- **Residential and day care modernisation**
- **Home care – re ablement**
- **Intermediate care – new model & improved performance**
- **Integrated neighbourhood teams based on GP clusters**
- **Technology enable care programme**
- **Extending supported living**












Key Improvements

- Home care % of over 65s reviewed in last 12 months
- Number of people in supported living services
- % of service users who leaving the service following reablement period with no further home care support
- Improved continence waiting times
- Improved reviews – day care & home care
- Increased number of tele care referrals
- Improved occupancy rates & reviews in residential & day care
- Occupancy rates in intermediate care








Performance Q3

Indicator	Target	Latest Period Reported	Actual/Status (City Wide)	Direction of Travel in Last period
Older People				
1. Home Care: Percentage of older people (65+) reviewed in the last 12 months.	85%	Q3	84% 	▲
2. Number of community service led Anticipatory Care Plans in Place.	900 for 2018/19	Q3		▶
3. Number of people in supported living services.	830 by the end of 2018/19	Q3	845 	▲
4. Percentage of service users who receive a reablement service following referral for a home care service.	75%	Cordia Period 10	78% (Hosp)  71.2% (Comm) 	▲ Hospital ▲ Community
5. Percentage of service users leaving the service following reablement period with no further home care support.	>40%	Cordia Period 11	40.8% 	▲
6. Open occupational therapy (OT) activities at assessment stage assigned to a worker or team - percentage over one year.	0%	Q3	0% 	▶
7. Continence Service – Waiting Times	100% within 12 weeks	Q3	100% 	▶
8. Day Care (provided) – Review Rates	95%	Q3	93% 	▼



Performance Q3

Indicator	Target	Latest Period Reported	Actual/Status (City Wide)	Direction of Travel in Last period
9.i Referrals to Telecare: Basic	2,248 per annum	Q3	Year to date total 2,011 	▲
9.ii Referrals to Telecare: Advanced	304 per annum	Q3	Year to date total 1,000 	▲
10. Total number of Older People Mental Health patients delayed (Excluding AWI)	0	Nov 18	16	▼
11. Intermediate Care: Percentage Occupancy.	90%	Dec 18	87% 	▼
12. Intermediate Care: Average Length of stay (Days).	<28	Dec 18	35 days 	▲
13. Intermediate Care: Percentage of users transferred home.	>30%	Dec 18	28% 	▼
14. Provided Residential Care – Occupancy Rates	95%	Q3	98% 	▲
15. Provided Residential Care – Review Rates	95%	Q3	98% 	▲
16. Percentage of Last 6 months of life spent in the community	86.8% by end 18/19	2017/18	86.8% 	▲
17. Percentage of the Population Unsupported at Home (65+)	100% by end 18/19	2017/18	88.2% 	▲
18. Falls rate per 1,000 population aged 65+	27 by end of 2018/19	2017/18	7.5 	▲
19. Percentage of patients who have their first contact with a Dementia Linkworker within 12 weeks of their diagnosis and referral to the Linkworker.	100%	Q3	16% 	▲

Performance Q3

Indicator	Target	Latest Period Reported	Actual/Status (City Wide)	Direction of Travel in Last period
Unscheduled Care				
1. New Accident and Emergency (A&E) attendances (All ages)	197,542 for 18/19 (16,461/ month)	To Oct	17,848 monthly average 	▲
2. A&E Waits Less Than 4 Hours (%)	95%	Nov 18	GRI – 89.1%  QEUEH – 84.1%	GRI ▲ QEUEH ▼
3. Number of emergency admissions (All ages)	75,750 for 18/19 (6312/month)	Q2	5880 monthly average 	▲
4. Number of Unscheduled Hospital Bed Days (All ages)	454,378 for 18/19 (37,857/ month)	Q2	39,799 monthly average 	▼
5. Total number of Acute Delays	20	Nov 18	42 (exc AWI) 22 (AWI) 	▼
6. Total Number of Acute Bed Days Lost to Delayed Discharge (Older People 65+).	10,000 for 18/19 (833 per month)	Dec 18	1364 monthly average 	▲
7. Total Number of Acute Bed Days lost to delayed discharge for Adults with Incapacity (AWI) (Older People 65+).	1910 for 18/19 (159 per month)	Dec 18	346 monthly average 	▼

Performance Q3

Indicator	Target	Latest Period Reported	Actual/Status (City Wide)	Direction of Travel in Last period
Carers				
1. Number of New Carers identified during the quarter that have gone on to receive a Carers Support Plan or Young Carer Statement	1,650 per annum/413 per quarter	Q3	448 	▼
2. Carers Qualitative Evaluation Question: Has the Carer's Service improved your ability to support the person that you care for?	65%	Q3	86% 	▲

Unscheduled care - three strands

- **change programme, including primary care, to better support people in the community and prevent admission to hospital e.g. neighbourhood teams, anticipatory care plans etc.**
- **change programme to improve hospital discharge and the transfer of patients home or to other appropriate care settings e.g. home is best team, intermediate care etc.**
- **joint programme with acute to reduce admissions e.g. GP access to consultant advice, redirection etc.**

BENCHMARKED DATA

	Glasgow Royal Infirmary 25 October 2018	Glasgow Royal Infirmary 26 April 2018	Scotland comparator (29 sites)
Number of beds surveyed	983	1032	10,483
Number of patients surveyed ¹	817	980	9,524
Bed Occupancy %	83%	95%	Median: 90% ----- Range: 43% - 104%
Boarders % ²	0% (0 pts)	2% (19 pts)	Median: 2% ----- Range: 0% - 11%
Day of Care - criteria met % ³	85%	85%	Median: 79% ----- Range: 44% - 100%
Day of Care - criteria not met % ³	15%	15%	Median: 21% ----- Range: 0% - 56%
Of those not met - within hospital control (%)	35%	49%	Median: 22% ----- Range: 0% - 60%
Of those not met - whole system issue (%)	57%	49%	Median: 66% ----- Range: 26% - 100%
Of those not met - Home designated as most appropriate alternative place (%)	44%	31%	Median: 44% ----- Range: 0% - 83%
ED performance day of the survey ⁴	95%	90%	N/A
Delayed Discharges-NHS Greater Glasgow & Clyde ⁵	202	201	Median: 91 ----- Range: 0 - 364

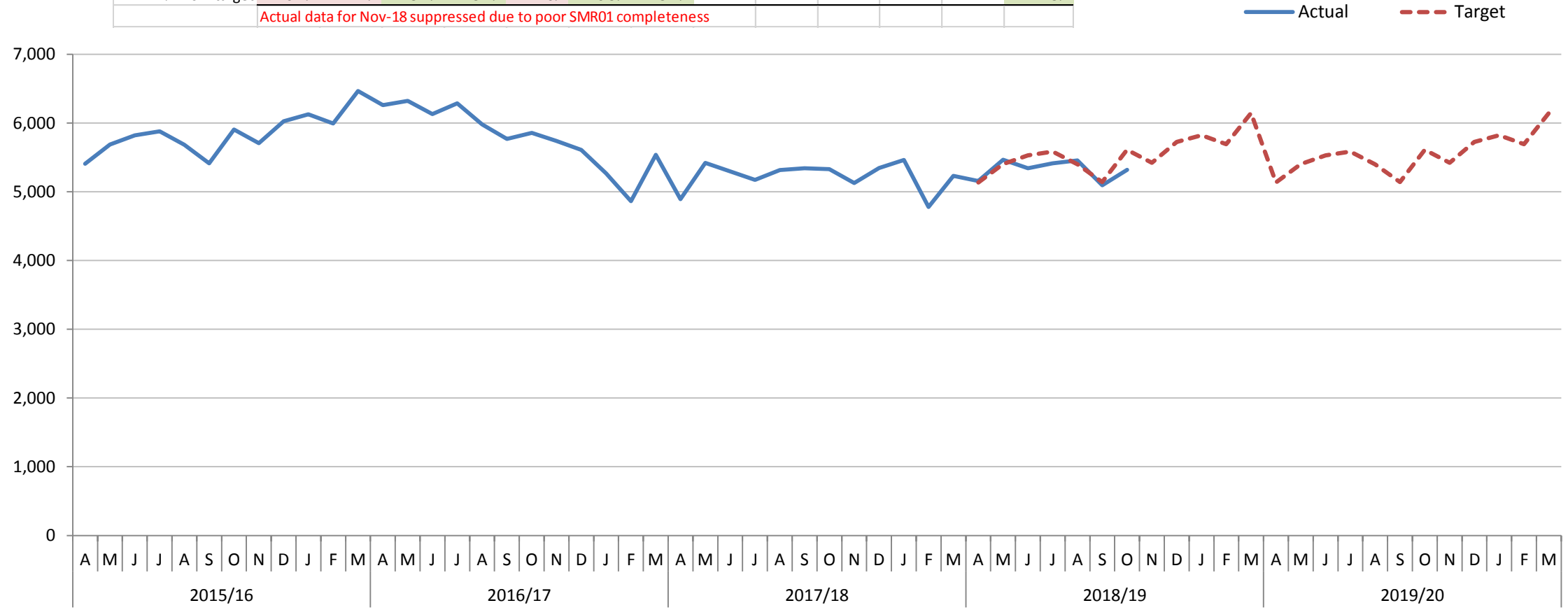
BENCHMARKED DATA	Queen Elizabeth University Hospital 25 October 2018	Queen Elizabeth University Hospital 26 April 2018	Scotland comparator (29 sites)
Number of beds surveyed	1,472	1523	10,483
Number of patients surveyed ¹	1,326	1430	9,524
Bed Occupancy %	90%	94%	Median: 90% ----- Range: 43% - 104%
Boarders % ²	0% (5 pts)	0% (2 pts)	Median: 2% ----- Range: 0% - 11%
Day of Care - criteria met % ³	83%	85%	Median: 79% ----- Range: 44% - 100%
Day of Care - criteria not met % ³	17%	15%	Median: 21% ----- Range: 0% - 56%
Of those not met - within hospital control (%)	42%	47%	Median: 22% ----- Range: 0% - 60%
Of those not met - whole system issue (%)	38%	48%	Median: 66% ----- Range: 26% - 100%
Of those not met - Home designated as most appropriate alternative place (%)	26%	13%	Median: 44% ----- Range: 0% - 83%
ED performance day of the survey ⁴	85%	93%	N/A
Delayed Discharges-NHS Greater Glasgow & Clyde ⁵	202	201	Median: 91 ----- Range: 0 - 364

Ministerial Strategic Group indicators

- **Six indicators identified to report on progress:**
 - emergency admissions
 - unplanned acute bed days
 - A&E attendances
 - bed days lost due to delays
 - last six months of life spent in a community setting
 - balance of care
- **Updates on progress requested from HSCPs plus trajectories for 2019/20**

Current performance – emergency admissions

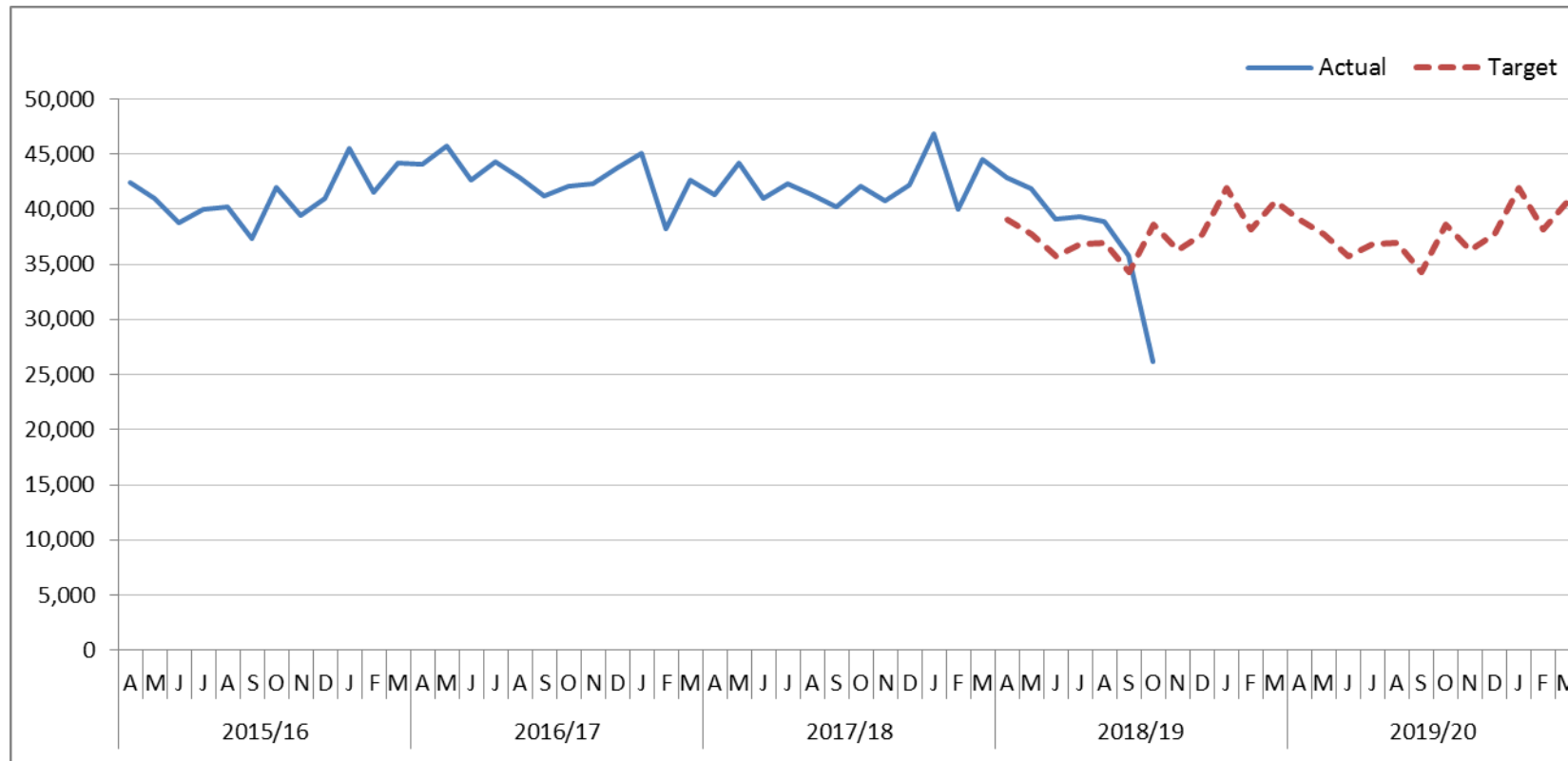
2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Target	5,137	5,404	5,531	5,585	5,401	5,143	5,613	5,424	5,727	5,823	5,693	6,145	37,813
Actual	5,156	5,466	5,344	5,414	5,457	5,095	5,319	x	x	x	x	x	37,251
difference	19	62	-187	-171	56	-48	-294	x	x	x	x	x	-562
% from target	0.4%	1.2%	-3.4%	-3.1%	1.0%	-0.9%	-5.2%	x	x	x	x	x	-1.5%
Actual data for Nov-18 suppressed due to poor SMR01 completeness													



Current performance – Number of unscheduled hospital bed days; acute specialties

2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Target	39,048	37,717	35,680	36,811	36,957	34,314	38,639	36,323	37,689	41,873	38,178	40,655	259,168
Actual	42,821	41,826	39,102	39,316	38,921	35,794	26,165	x	x	x	x	x	263,945
difference	3,773	4,109	3,422	2,505	1,964	1,480	-12,474	x	x	x	x	x	4,777
% from target	9.7%	10.9%	9.6%	6.8%	5.3%	4.3%	-32.3%	x	x	x	x	x	1.8%

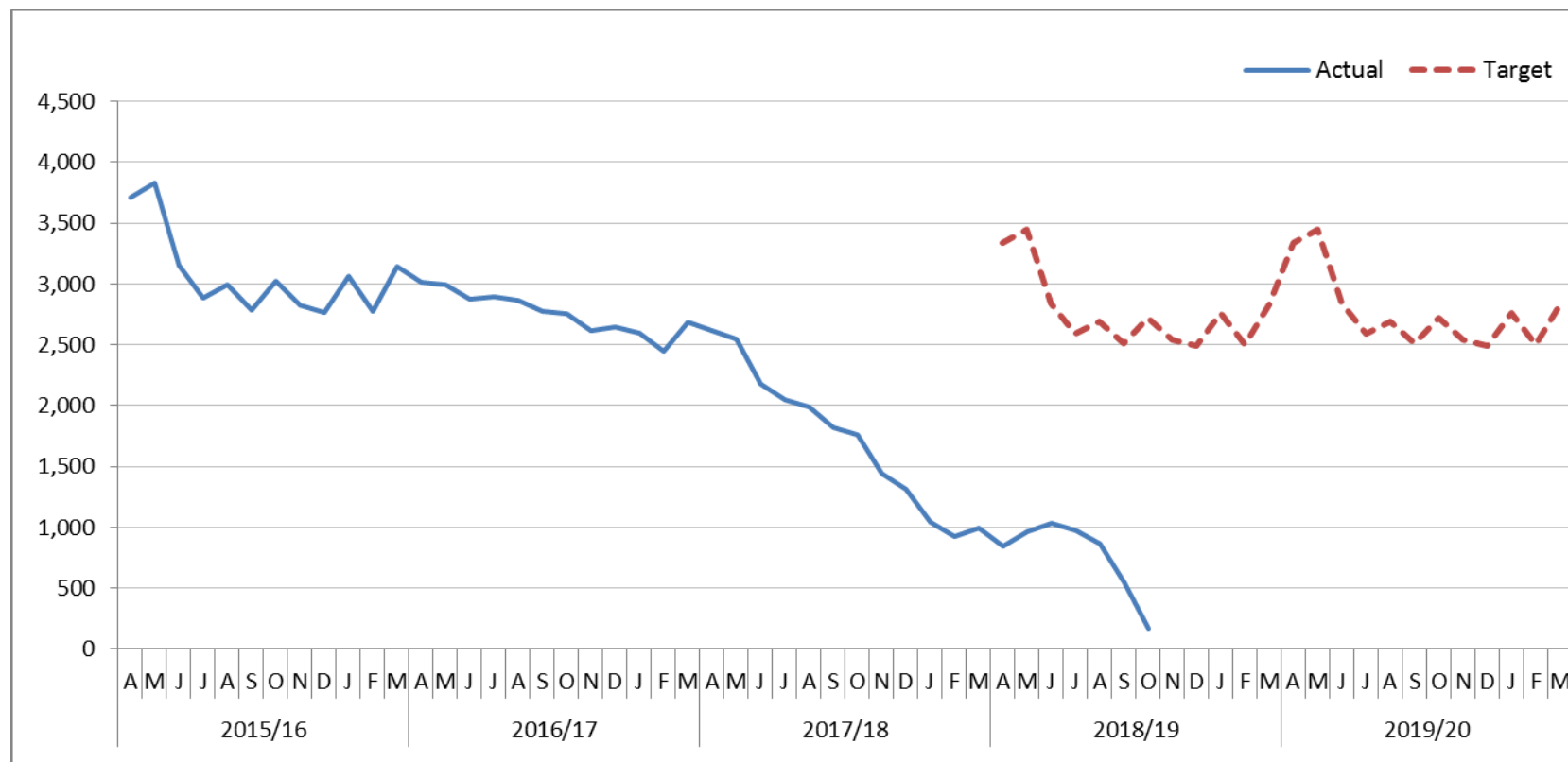
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Current performance - Number of unscheduled hospital bed days; geriatric long stay specialties

2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Target	3,335	3,445	2,841	2,596	2,696	2,507	2,718	2,546	2,492	2,759	2,499	2,826	20,138
Actual	845	964	1,033	973	863	542	171	x	x	x	x	x	5,391
difference	-2,490	-2,481	-1,808	-1,623	-1,833	-1,965	-2,547	x	x	x	x	x	-14,747
% from target	-74.7%	-72.0%	-63.6%	-62.5%	-68.0%	-78.4%	-93.7%	x	x	x	x	x	-73.2%

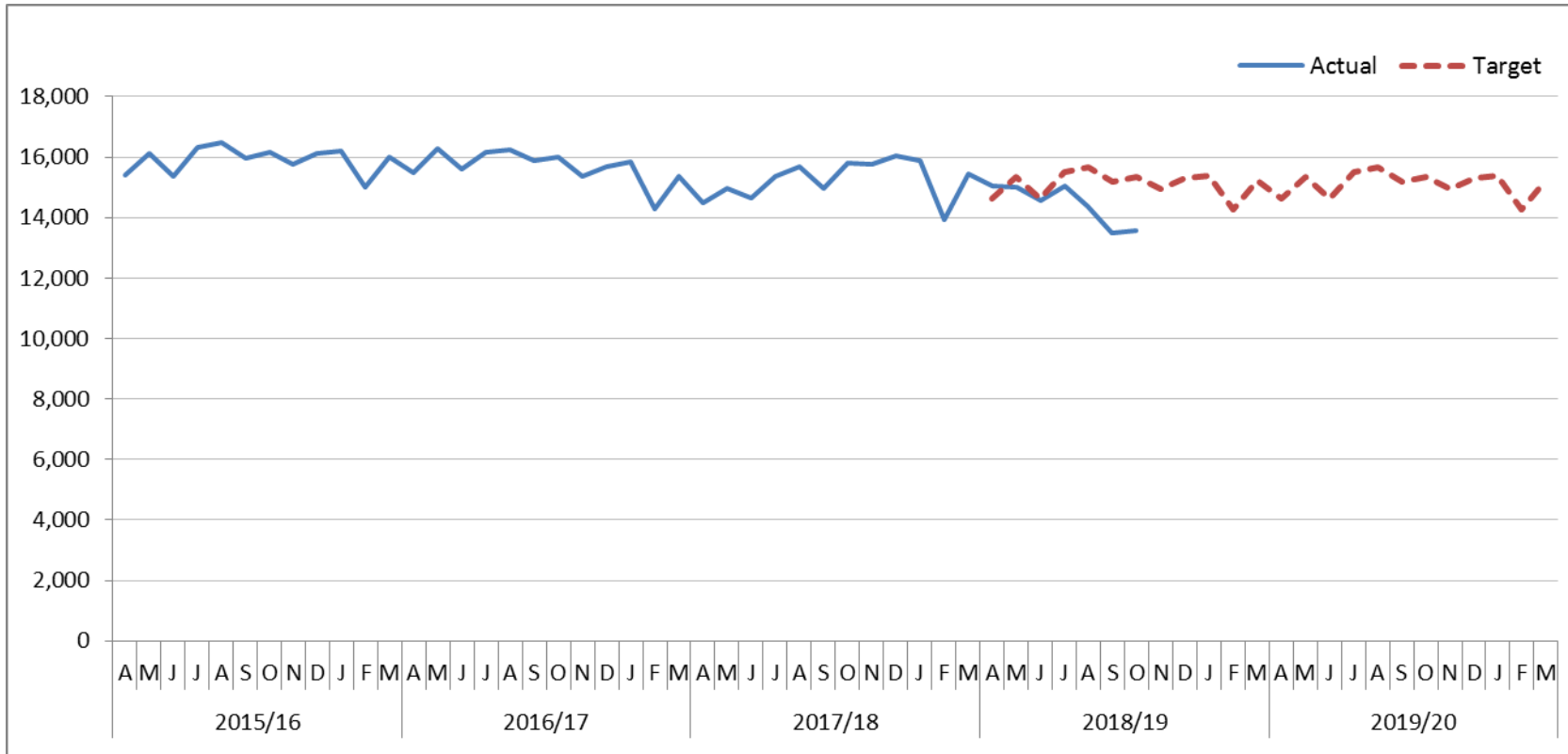
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Current performance - Number of unscheduled hospital bed days; mental health specialties

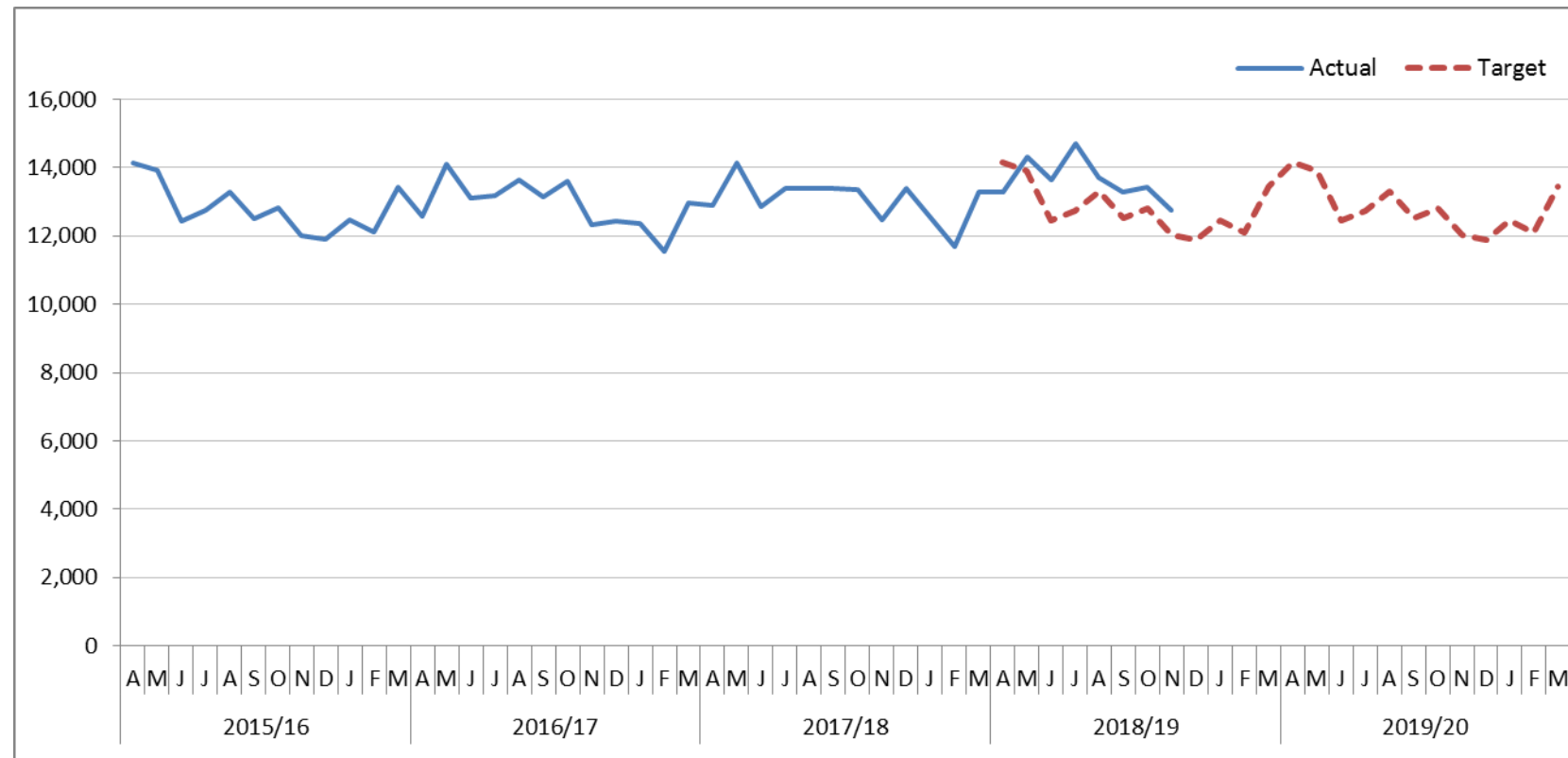
2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Target	14,642	15,332	14,609	15,491	15,669	15,177	15,342	14,962	15,302	15,388	14,251	15,207	106,262
Actual	15,060	15,015	14,572	15,056	14,376	13,473	13,550	x	x	x	x	x	101,102
difference	418	-317	-37	-435	-1,293	-1,704	-1,792	x	x	x	x	x	-5,160
% from target	2.9%	-2.1%	-0.3%	-2.8%	-8.3%	-11.2%	-11.7%	x	x	x	x	x	-4.9%

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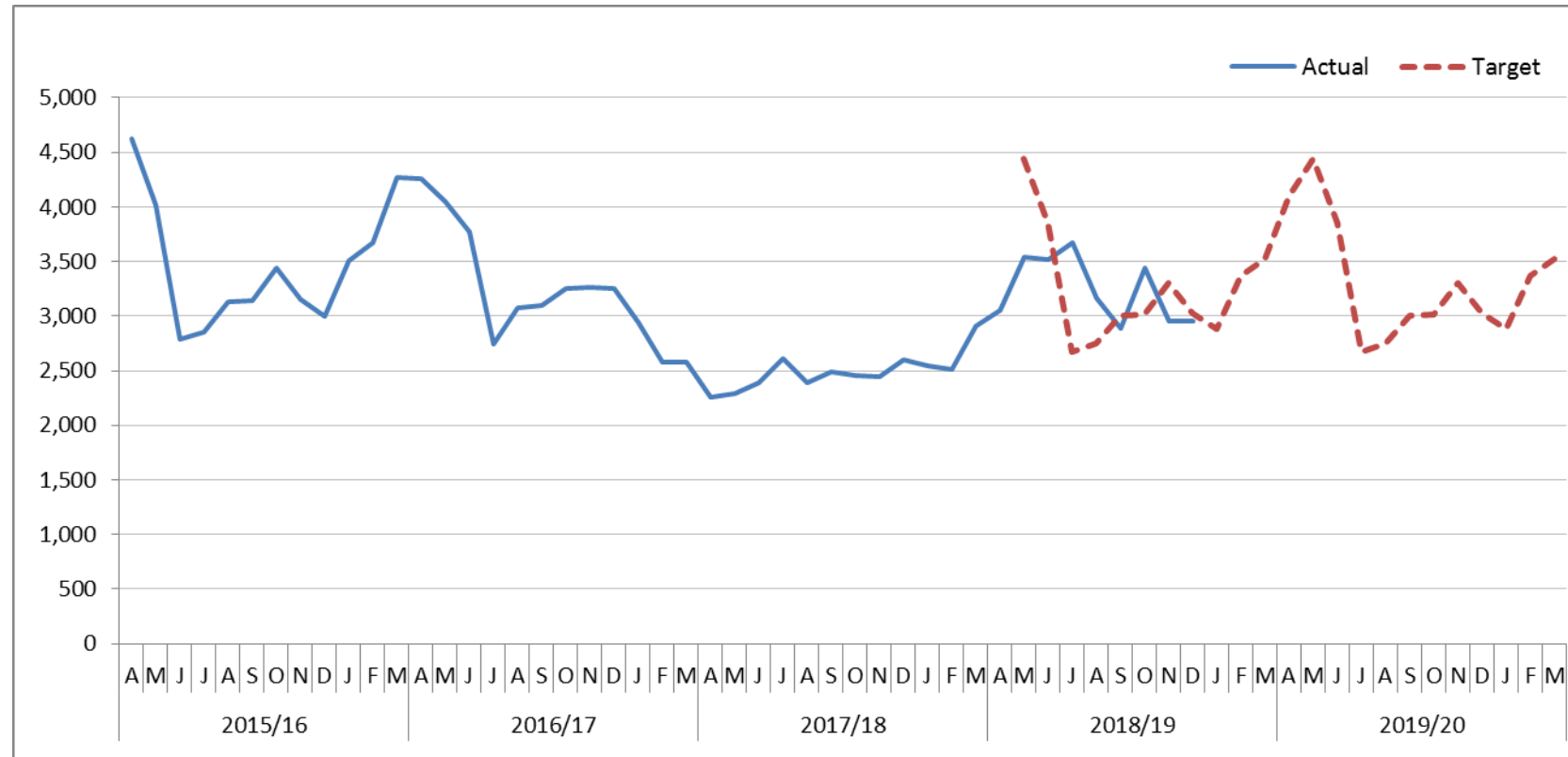
Current performance – A&E attendances

2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Target	14,148	13,922	12,448	12,739	13,297	12,512	12,816	12,014	11,900	12,460	12,108	13,427	103,896
Actual	13,301	14,327	13,651	14,708	13,712	13,302	13,433	12,738	x	x	x	x	109,172
difference	-847	405	1,203	1,969	415	790	617	724	x	x	x	x	5,276
% from target	-6.0%	2.9%	9.7%	15.5%	3.1%	6.3%	4.8%	6.0%	x	x	x	x	5.1%



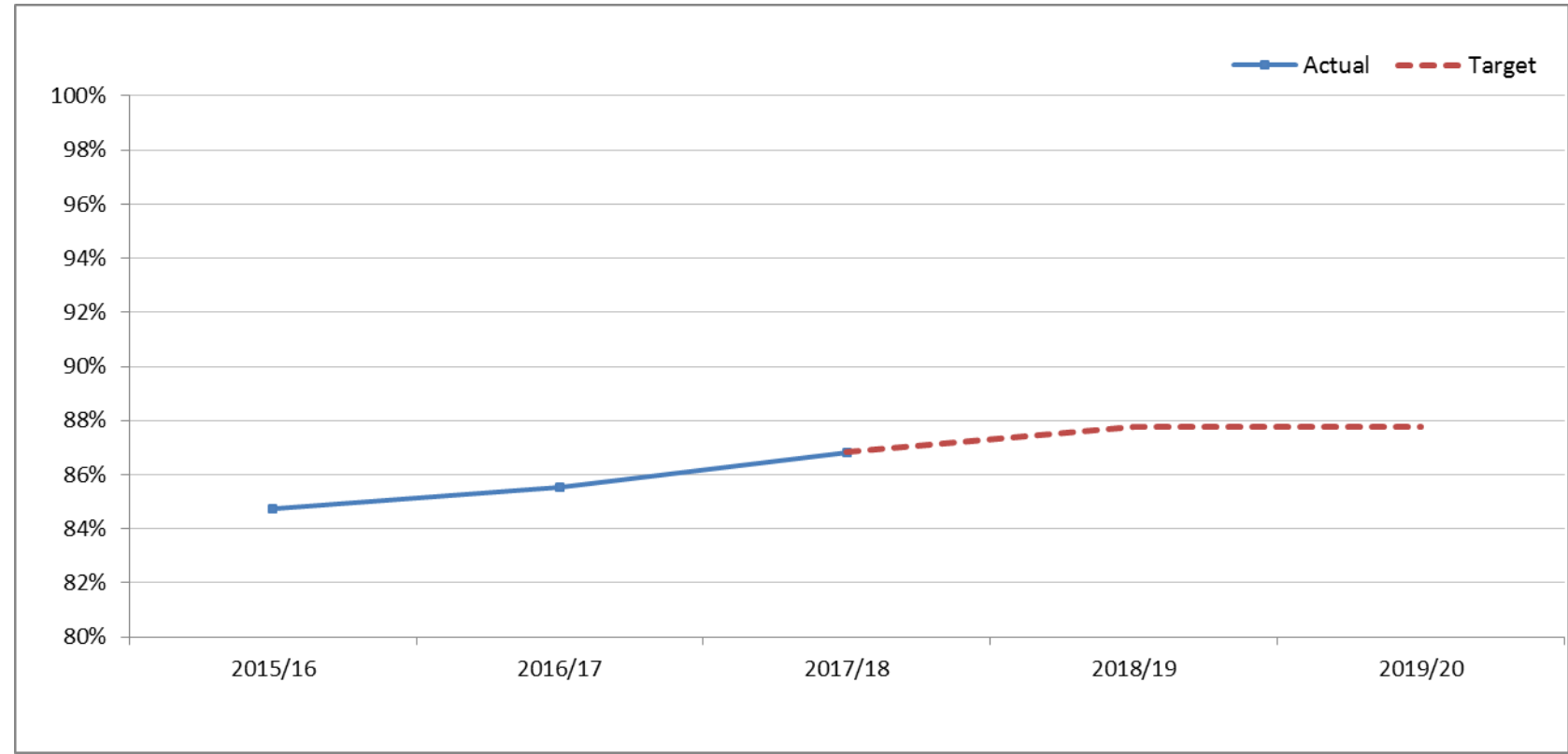
Current performance - Delayed discharge bed days

2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Target	4,436	3,858	2,674	2,744	3,003	3,019	3,303	3,024	2,877	3,365	3,520	4,095	28,938
Actual	3,055	3,537	3,520	3,671	3,162	2,890	3,442	2,950	2,955	x	x	x	29,182
difference	-1,381	-321	846	927	159	-129	139	-74	78	x	x	x	244
% from target	-31.1%	-8.3%	31.7%	33.8%	5.3%	-4.3%	4.2%	-2.4%	2.7%	x	x	x	0.8%



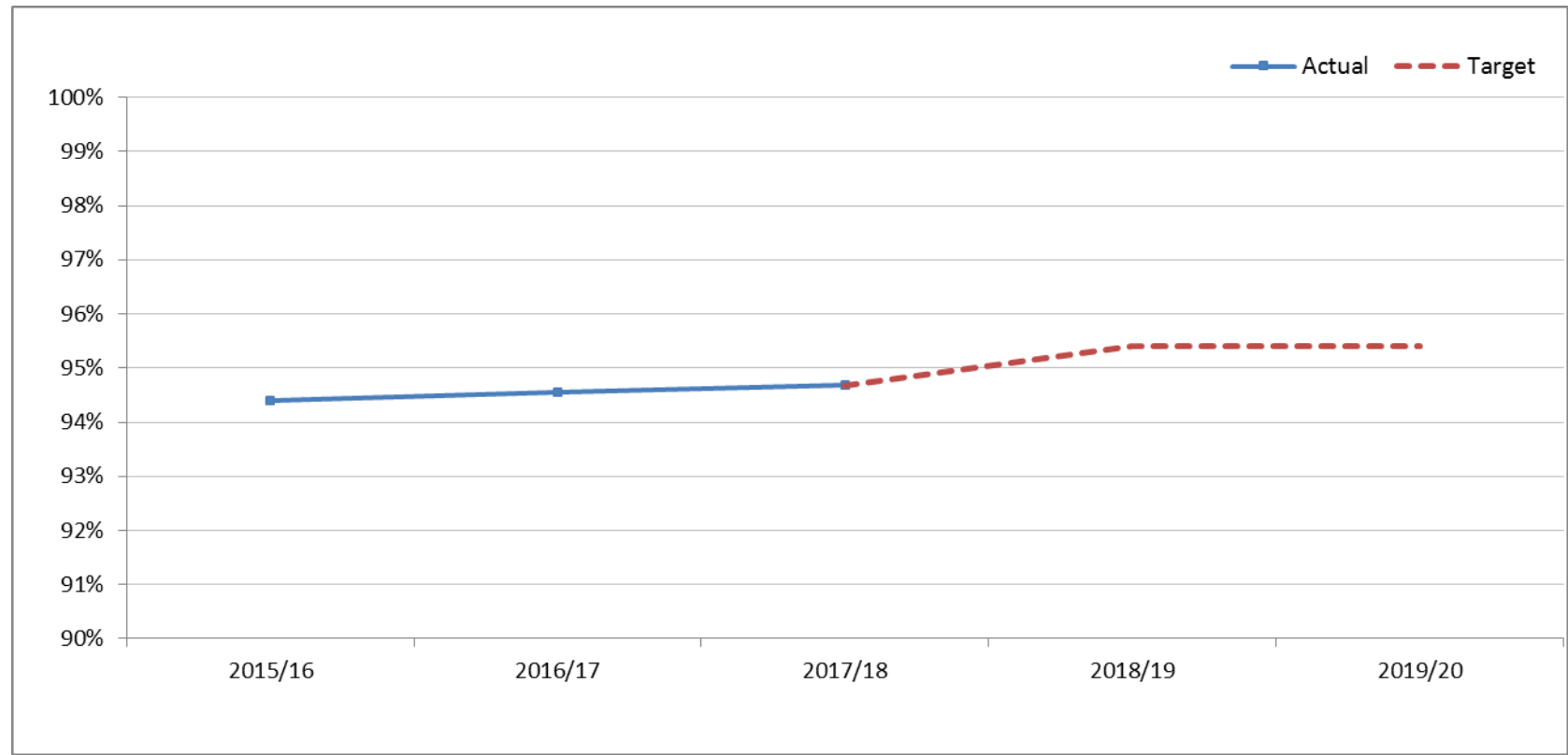
Current performance - Percentage of last six months of life spent in the community

	2015/16	2016/17	2017/18			2019/20
Actual:	84.8%	85.5%	86.8%		Target:	87.8%



Current performance - Percentage of 65+ population living at home (supported or unsupported)

	2015/16	2016/17	2017/18			2019/20
Actual:	94.4%	94.6%	94.7%		Target:	95.4%



Future Challenges

- **Continue to improve performance in delays including OPMH and AWI**
- **Improve throughput in intermediate care and increase % returning home**
- **Improve anticipatory care planning**
- **Improve number of people choosing to die at home or in the community rather than in hospital**
- **Deliver improvements in unscheduled care and respond to continued increase in demand**