

# **PERTH AND KINROSS COUNCIL**

## **Scrutiny Committee**

**28 November 2018**

### **Perth and Kinross Health and Social Care Partnership Annual Performance Report 2017/18**

**Report by Chief Officer, Perth and Kinross Health and Social Care Partnership  
(Report No.18/398)**

#### **PURPOSE OF REPORT**

This report presents the Annual Performance Report for the Partnership for the year 2017/18 which was approved by the IJB Audit and Performance Committee in July. It sets out our performance against the National Health and Wellbeing Outcomes as well as our progress towards the achievement of our ambitions outlined within the Strategic Commissioning Plan 2016-2019.

#### **1. RECOMMENDATION(S)**

1.1 The Scrutiny Committee is asked to:

- (i) Note the Annual Performance Report for 2017/18.
- (ii) Note the progress towards achievement of the aims outlined within the Strategic Commissioning Plan 2016-2019.
- (iii) Note that the Annual Performance Report is being promoted and communicated through partnership websites, social media and Locality Steering Groups.

#### **2. SITUATION/BACKGROUND / MAIN ISSUES**

- 2.1 The Scottish Government, as part of its legislation on the integration of Health and Social Care services across Scotland, published guidance on the way partnerships account for their delivery of integrated services to the nine health and wellbeing outcomes for health and social care. The guidance states that Partnerships need to report annually through annual performance reports to demonstrate their effectiveness in delivering these outcomes for people and communities.
- 2.2 This Annual Performance Report for 2017/18 outlines the progress of the Perth and Kinross Health and Social Care Partnership in meeting its key priorities outlined in the Strategic Commissioning Plan. It focuses on key areas of performance as well as key areas where we need to improve in order to achieve delivery of our key objectives:

- Prevention and early intervention.
- Person centered health, care and support.
- Working together with communities.
- Reducing inequalities and unequal health outcomes and promoting healthy living.
- Making the best use of available resources.

### 3. PROPOSALS

3.1 Progress against each of the national health & wellbeing outcomes is summarised within the report and includes data on key performance as well as information on the following:

- Feedback from people who use our service – this has been interspersed throughout the document and comes from various sources e.g. national and local surveys, complaints and compliments as well as feedback for those involved in various groups.
- Priorities for improvement – the information presented within the report demonstrates the positive impact that our work is having, however there are areas where we need to do more. These improvements are highlighted under each of the outcomes and are also outlined within the 'Next Steps'.
- The indicators used to measure achievement towards the national health and wellbeing outcomes together with how we compare with the Scottish picture. It also provides some narrative and context to the data by outlining our achievements to provide a more rounded view of performance.

3.2 There is a requirement to include a section on how the Partnership's resources are used effectively and efficiently in the provision of health and social care services. For the purposes of this report this has been pulled together under Section 4 of the report.

3.3 The Perth and Kinross Partnership has made progress across a range of services which provided positive outcomes for citizens and communities. We will continue to improve and transform our services and this will be monitored and reported through the Service Management Team, The Chief Officer Group and the Integration Joint Board. Key highlights from the report being:

#### 3.3.1 Older People & Unscheduled Care

The PRI Discharge Hub has had a significant impact on ensuring timely and appropriate discharge from hospital. This is allowing for an improvement in health and wellbeing outcomes by reducing significantly the length of stay in a hospital setting and the overall risk of a delay. Furthermore the new social care "HART" Team (Home Assessment Recovery Team) has been established in further support of timely discharge and early intervention and prevention. Care Home Liaison Services have also been enhanced ensuring timely and appropriate discharge to Care Home settings. We have worked closely with clinicians at Perth Royal Infirmary and with staff across Community Hospitals to develop a sustainable service model for the future

with pathways to ensure appropriate capacity and flow in and out of the inpatient environments.

### **3.3.2. Psychiatry of Old Age**

A redesign of Psychiatry of Old Age services has been taken forward increasing the Older People's Mental Health community based teams across Perth & Kinross allowing enhanced care in people's homes. The enhanced teams are an integral part of the Integrated Care Teams in each locality. In addition a multidisciplinary Psychiatry of Old Age Liaison Service has been established supporting wards at Perth Royal Infirmary and Murray Royal Hospital with dementia care, diagnosis of delirium and managing cognitive impairment needs.

### **3.3.3. Residential Care**

A full review of residential care has been undertaken. In P&K there is a decline in demand for Residential Care Home placements in line with the national trend. The implementation of a new Care Home contract has been completed following an extensive tendering process. P&K HSCP are one of the pilot sites for the Care Inspectorate "Care About Physical Activity" CAPA improvement programme which seeks to build the skills, knowledge and confidence of our care staff to enable those they care for to increase their levels of physical activity and move more often.

### **3.3.4. Mental Health & Wellbeing**

As the IJB is responsible for hosting Inpatient Mental Health and Learning Disabilities it completed an extensive review of these services with options identified and a three month consultation on proposals for the future delivery of services. Drug and Alcohol supports in P&K are being redesigned as part of the implementation of a Recovery Orientated System of Care (ROSC) which is a Scottish Government initiative to join up services and make them easily accessible.

### **3.3.5. Carers**

The implementation of the Carers Act 2016 has been a significant programme of work, the IJB has approved eligibility criteria following consultation with key stakeholders. An extensive training programme has been developed and implemented. Additional capacity has been created through the recruitment of Carer Support Workers.

### **3.3.6. Primary Care**

During 2017/18 we provided funding to support GP capacity to work with us as a Partnership on quality, safe and cost effective prescribing. We have brought GP practices together in locality-based clusters to share information so as to improve the quality of care in the wider health & social care system.

### **3.3.7. Working in Communities**

Integrated working in localities continues to develop. The Locality Management teams are established across the three localities and are developing local multi-disciplinary teams. The development of Integrated Care Teams across the three localities in Perth and Kinross has continually

aimed at providing targeted health and social care to restore and improve the quality of life for individuals in our communities. In 2017/18 the significant restructure of social work and social care field teams was completed, ensuring a shift in resources to provide early and preventative interventions. With the support of PKAVS as the Third Sector Interface in P&K, our partnership work with the Third Sector continues to develop and strengthen. Third sector leadership has supported the development of new pathways around pain management and the strengthening of our focus on physical activity. At a local level a series of Health & Wellbeing Groups have been established across P&K to bring together Third Sector groups, residents and staff to address local issues in partnership.

#### **3.3.8. Housing**

Housing Partners are working with the partnership to ensure that there is a good supply of mainstream and supported houses, with services attached to support people to live as independently as possible.

#### **3.3.9. Staffing**

Both NHS Tayside and PKC are fully committed to the National Healthy Working Lives programme in order to support staff health and wellbeing. This programme supports workplaces in providing a positive working environment by creating a healthy workforce, a healthy workplace and a healthy organisation.

#### **3.3.10 Hosted Services**

Across our other hosted services, the Podiatry Service has successfully implemented a move to single use instrumentation in a number of areas. Furthermore, it has undertaken a review of workforce to ensure quality of access to specialist podiatry care across each locality. Within the Public Dental Service, the provision of person-centred care has continued with close community working to promote oral health prevention and intervention across all ages. Within Prison Healthcare, the completion of significant redesign of workforce has improved the effectiveness of service delivery including medicines prescribing.

3.4 A summary version of this report has also been developed which extrapolates some of the key performance and improvement information. In future years this will be developed further in an easy read format recognising the different communication needs of the population. The Annual Performance Report and summary version has been presented to the Strategic Planning Group.

3.5 Fitting with the modernising performance agenda this report is intended to be accessed online however hard copies will also be made available.

3.6 Since publication of the Annual Performance Report four Strategic Programme of Care Boards have been put in place in support of ensuring the delivery of our Strategic intent and ambition. These Boards being:

- Older People's and Unscheduled Care Board (OPUSC)
- Mental Health & Wellbeing Board (MHWB)

- Carers Board
- Primary Care Board (PCB)

Prioritised actions for strategic delivery and improvement will be delivered through these Boards. The Boards will report on progress via their respective performance frameworks to the Strategic Planning and Commissioning Board. Operational delivery sits with the Locality Management Teams and Integrated Care Teams.

#### 4. CONCLUSION

- 4.1 This report provides a summary of the Health and Social Care Partnership's performance in meeting key objectives set out in the strategic plan and the achievement towards the national health and wellbeing outcomes. It highlights areas of good performance based on qualitative and quantitative information and outlines key areas for improvement.

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**NOTE:** No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.