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26/07/2021

A Virtual Meeting of the **Audit and Performance Committee of the Perth and Kinross Integration Joint Board** will be held on **Monday, 02 August 2021 at 10:30**.

If you have any queries please contact Committee Services - [Committee@pkc.gov.uk](mailto:Committee@pkc.gov.uk).

**Gordon Paterson**  
**Chief Officer/Director – Integrated Health & Social Care**

***Please note that the meeting will be streamed live via Microsoft Teams, a link to the Broadcast can be found via the Perth and Kinross Council website. A recording will also be made publicly available on the Integration Joint Board pages of the Perth and Kinross Council website following the meeting.***

### **Members**

Councillor Callum Purves, Perth and Kinross Council (Chair)  
Councillor John Duff, Perth and Kinross Council  
Pat Kilpatrick, Tayside NHS Board  
Ronnie Erskine, Tayside NHS Board  
Bernie Campbell, Carer Public Partner



**Audit and Performance Committee of the Perth and Kinross Integration Joint Board**  
**Monday, 02 August 2021**

**AGENDA**

**1 WELCOME AND APOLOGIES/SUBSTITUTES**

**2 DECLARATIONS OF INTEREST**

Members are reminded of their obligation to declare any financial or non-financial interest which they may have in any item on this agenda in accordance with the [Perth and Kinross Integration Joint Board Code of Conduct](#).

**3 ANNUAL PERFORMANCE REPORT 2020/21** 5 - 58

Report by Chief Officer (copy herewith G/21/100)

**4 DATE OF NEXT MEETING**

Monday 13 September 2021 at 9.30am

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## PERTH AND KINROSS INTEGRATION JOINT BOARD

### AUDIT & PERFORMANCE COMMITTEE

2 AUGUST 2021

### ANNUAL PERFORMANCE REPORT 2020/21

**Report by Chief Officer (G/20/100)**

#### PURPOSE OF REPORT

This report presents the Annual Performance Report for Perth & Kinross Health & Social Care Partnership for 2020/21.

#### 1. RECOMMENDATION(S)

1.1 The Audit and Performance Committee is asked to:

- (i) Approve the Annual Performance Report for 2020/21.
- (ii) Note the progress towards achievement of the aims outlined within the Strategic Commissioning Plan 2020:2025.

#### 2. BACKGROUND

- 2.1 The 2020/21 reporting year has been significantly and fundamentally influenced by the COVID-19 pandemic.
- 2.2 Our response to the challenges faced has been to protect our staff, patients, and services users from unnecessary risk of infection and to prioritise our services to those most in need of health and social care support.

#### 3. OVERVIEW

3.1 This Annual Performance Report for 2020/21 provides an overview of the actions we have taken throughout the reporting year to deliver services in unprecedented circumstances. It provides detail on the effect these actions and the COVID-19 pandemic have had on our performance and demonstrates progress towards the achievement of our strategic objectives:

- Working together with our communities
- Prevention and early intervention

- Person-centred health, care and support
  - Reducing Inequalities and Unequal Health Outcomes and Promoting Health Living
  - Making best use of available facilities, people and other resources
- 3.2 Performance against the national core indicator set needs to be considered in light of the COVID-19 pandemic and analysis of the data in this report is contained within the report.
- 3.3 Comparisons to previous years' performance is particularly challenging given the unprecedented nature of 2020/21. Considering Scotland overall as a comparator we can nonetheless see that our performance compares well across most indicators with only 1 (National Indicator 14 – Emergency readmissions to hospital) significantly missing the target range. As reported to the Audit and Performance Committee on 21 June 2021 this has been investigated and much of this variance is attributed to differing practices in data recording within NHS Tayside when compared to other board areas.
- 3.4 It has not been possible to gather the level of patient and service user feedback that we would have liked during this year due to much of this activity having been stood down during the pandemic. However where we recommenced this activity we have provided qualitative performance information within the report and we can see that performance in this regard is good.
- 3.5 Once approved by the IJB Audit & Performance Committee and received by the Integration Joint Board at its meeting on the 29th September 2021, this Annual Public Performance Report will be published on the Health & Social Care Partnership's webpage, submitted to NHS Tayside, Perth & Kinross Council and the local Community Planning Partnership Management Group for information and comment.

#### **4. CONCLUSION**

- 4.1 This report provides a summary of tPKHSCP's performance in 2020/21. It explains our performance against key performance indicators, and provides an overview of the steps taken to deliver services in pursuance of our strategic objectives and the National Health and Wellbeing Outcomes, while responding to the COVID-19 pandemic.

#### **Author(s)**

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## Perth and Kinross Health and Social Care Partnership

### Annual Performance Report for 2020/21



#### Our Vision

“We will work together to support people living in Perth and Kinross to lead healthy and active lives and live as independently as possible, with choice and control over the decisions they make about their care and support.”

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## FOREWORD AND INTRODUCTION

I am pleased to present the Health and Social Care Partnership's Annual Performance Report (APR) for 2020-2021, a year in which our focus and priority has been on mitigating the impact of the global pandemic on our staff and services, citizens, and communities.

While this APR reflects our continuing good performance across many of the national indicators and outlines the innovations that we have introduced to support our pandemic response, it will never do justice to the outstanding endeavours and achievements of our staff during this 12-month period. I would wish to pay testament and give thanks to the staff within the Health and Social Care Partnership (HSCP) and in our partner agencies for their professionalism, versatility, resilience and compassion during the most challenging of times. This has been a year like no other and our staff have shown truly remarkable commitment and gone 'above and beyond' to continue to provide high quality, safe and effective care and support.

The pandemic required us to deliver services in a different way, to deliver different services and to scale back some provision, due to the necessary restrictions, and the importance of focussing our activity to support people in the greatest need. The information in this APR reflects those operating conditions and is presented in that context. Nonetheless, it demonstrates the continued effectiveness of the health and social care services that we provide and their adaptability in the face of this challenge.

Were the HSCP not still responding to the impact of the pandemic, we would now be looking to develop longer-term strategies, plans and programmes in pursuit of the Integration Joint Board's strategic priorities. When we can do so, we will benefit from the positives that the pandemic has brought, in terms of the versatility and professionalism of staff; the resilience and cohesion of our local communities; the effectiveness of our partnership working across organisational boundaries and the progress achieved in embracing digital solutions. These accomplishments will help to provide the foundations for us to '*build back better*', as we continue to seek to improve the outcomes of people in Perth and Kinross when they access our services and seek our support.

Gordon Paterson

Chief Officer

July 2021

## SECTION 1: OUR HEALTH AND SOCIAL CARE PARTNERSHIP

### Our Vision, Aims and Value

Our vision for Health and Social Care is to provide the necessary support to people and communities, ensuring they have choice and control of the decisions which affect their care and support. The overall aim is to improve the health and wellbeing outcomes of local people so that they can lead healthy and independent lives.

We seek to deliver on this vision by taking a values-based approach, which underpins how we deliver services and how we support service users, carers, communities and our stakeholders. Our values are:

- Person-focused
- Integrity
- Caring
- Respectful
- Inclusive
- Empowering

The COVID-19 pandemic has had a large and sustained impact on the delivery of PKHSCP services through 2020/21. From the early stages, the focus of our service teams has been on the preservation of life and the provision of care to those most in need. Accordingly, it was necessary to pause many of our strategic commissioning plan actions and service transformation plans so that staff could ensure delivery of critical services.

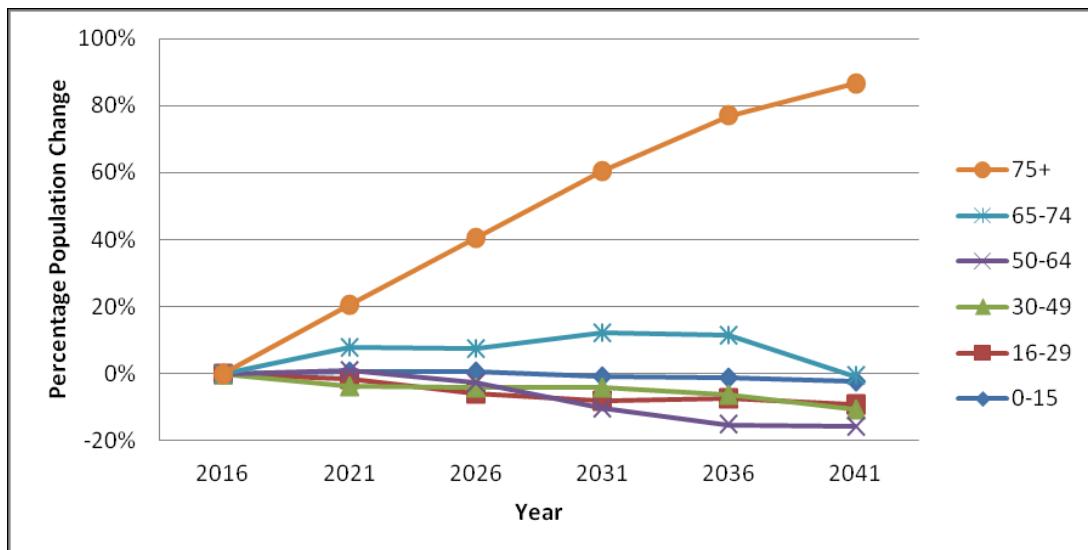
However, many of the actions taken as part of our initial response and ongoing remobilisation have nevertheless delivered against the ambitions of the Strategic Commissioning Plan. This 2020/21 Annual Performance Report sets out areas whereby progressing digital innovation, shifting the balance of care, preventing unnecessary admissions, and community asset building we have in fact accelerated delivery of strategic plan ambitions, though we recognise that the key challenge moving forward is to sustain and build on this progress.

Our 2021/22 Remobilisation Plan was submitted to the Scottish Government in February 2021 and considered by the Integration Joint Board on 30<sup>th</sup> June 2021. This builds on our learning from the earlier phases of the pandemic. Furthermore, it clearly set out the close links between our remobilisation actions and the continued delivery of the Strategic Commissioning Plan, despite the significant challenges being presented by the pandemic. Our Remobilisation Plan has effectively become our annual operational plan and we will report on progress throughout 2021/22.

### Our Localities

The population of Perth and Kinross live and work across its expansive 5,300 square kilometres. We are witnessing significant demographic change, especially in relation to the projected increase in the average age of our population, the majority of whom are increasingly fit and active until much later in life and are an important and significant resource with a great contribution to make in their local communities.

The percentage of the population over the age of 75 has grown disproportionately to all other age groups since 2016 and is projected to continue to increase significantly.



The expansive nature of the geography of Perth and Kinross and the impact of demographic growth requires different approaches to be taken to service delivery across the different parts of our community. Therefore planning and delivery of services is undertaken across three Localities: North Perthshire, Perth City, and South Perthshire.

During 2020/21, our approach to Locality Planning has been influenced by the impact the pandemic has had on our staff, services, citizens and communities. It has not been possible to deliver all of the services that we ordinarily would, as we have had to divert staff to support our most critical service areas. Due to the significant restrictions put in place to reduce community transmission of the virus, such as the lockdown measures and the need to maintain social distancing, some services have had to be closed.

In this context we have designed alternative approaches, to respond to the needs of each locality and service as safely and effectively as possible. In making essential changes to service delivery we have sought to communicate effectively with our communities and have worked with our community organisations, and individual volunteers across each locality to build resilience and continue to support our most vulnerable citizens.

As we remobilise services and manage their safe and effective delivery in a world where COVID-19 continues to exist, we have much greater opportunities to once again engage and consult with communities to ensure that the future models of service delivery best meets their needs.

A positive initial step that we have taken in this regard was to refresh and reinstate the Strategic Planning Group. This Group contains representation from a broad cross section including IJB members and community representatives and has a unique and important statutory role in overseeing the ongoing of the Strategic Commissioning Plan in pursuance of the IJB's strategic priorities.

## SECTION 2: OUR PERFORMANCE

### Introduction

Throughout 2020/21, we have strived to maximise positive outcomes for the people we support, particularly those in the greatest need.

We have continued to deliver against our aims and objectives as set out in our Strategic Commissioning plan, which are as follows:

1. Working together with Communities
2. Prevention and Early Intervention
3. Person Centred Health, Care and Support
4. Reducing Inequalities and Unequal Health Outcomes and Promoting Healthy Living
5. Making the Best Use of People, Facilities and Resources

Our Strategic Commissioning Plan objectives are linked very closely to the National Health and Wellbeing Outcomes and these provide the framework under which the core set of integration indicators are constructed. It is against this set of indicators that we measure performance in relation to the effectiveness of Health and Social Care integration and the delivery of our Strategic Commissioning Plan objectives.

National Health and Wellbeing Outcomes	
1.	People are able to look after and improve their own health and wellbeing and live in good health for longer.
2.	People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently, and at home or in a homely setting in their community.
3.	People who use health and social care services have positive experiences of those services, and have their dignity respected.
4.	Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
5.	Health and social care services contribute to reducing health inequalities.
6.	People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.
7.	People using health and social care services are safe from harm.
8.	People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.
9.	Resources are used effectively and efficiently in the provision.

## National Indicators Overview

This section sets out our 2021/22 performance across the core integration indicators. There are 19 indicators identified within the core suite and they comprise:

- 9 (Numbers 1-9) which relate to the Health and Care Experience (HACE) survey of service users which was last undertaken in 2019, published in late 2020.
- 10 (Numbers 11 – 20) which relate to activity based data and are collected monthly and used substantively in terms of regular performance management and reporting.

During 2020/21, the COVID-19 pandemic fundamentally changed the demand for services as well as the way in which services could be safely provided. These significant changes in demand, activity and capacity must be borne in mind when considering performance during 2020/21 compared to previous years. Making comparisons to Scotland remains valuable however as with any other year, the unique demographic and geographic challenges facing Perth and Kinross means that a more specific benchmarking group would provide a more useful comparison. The work to identify and benchmark with appropriate partners is ongoing, delayed in 2020/21 by the pandemic.

Table 2 summarises our performance compared to the rest of Scotland. Overall, our performance is in line with or better than the Scottish average.

**Table 2**

Indicator Overview in comparison to Scotland	17
	2
	1

### Performance Key used throughout this report

We are within 3%, or are meeting or exceeding the number we compare against	We are between 3% and 6% away from meeting the number we compare against	We are more than 6% away from meeting the number we compare against
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Table 3 sets out our performance in respect of the 9 HACE indicators following Health and Care Experience Survey carried out in 2019/20.

**Table 3**

ID	Indicator	2017/18 Perth and Kinross	2019/20 Perth and Kinross	2020/21 Perth and Kinross	How we compared to 2017/18 HACE Survey	Latest Scotland 2019/20	How we compared to Scotland
NI 01	% of adults able to look after their health very well or quite well	94.60%	94.30%	na	-0.30%	92.90%	1.40%
NI 02	% of adults supported at home who agree that they are supported to live as independently as possible	83.00%	82.30%	na	-0.70%	80.80%	1.50%
NI 03	% of adults supported at home who agree that they had a say in how their help, care or support was provided	77.70%	77.20%	na	-0.50%	75.40%	1.80%
NI 04	% of adults supported at home who agree that their health and care services seemed to be well co-ordinated	74.50%	73.00%	na	-1.50%	73.50%	-0.5%
NI 05	Percentage of adults receiving any care or support who rate it as excellent or good	81.30%	82.90%	na	1.60%	80.20%	2.70%
NI 06	% of people with positive experience of care at their GP practice	88.40%	86.40%	na	-2.00%	78.70%	7.70%
NI 07	% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	80.60%	80.20%	na	-0.40%	80.00%	0.20%
NI 08	% of carers who feel supported to continue in their caring role	40.90%	36.70%	na	-4.20%	34.30%	2.40%
NI 09	% % of adults supported at home who agreed they felt safe	84.90%	83.90%	na	-1.00%	82.80%	1.10%

Source: Public Health Scotland

Compared to Scotland, our performance against these indicators is good. Despite a marginal decline in year on year performance, we have consistently outperformed Scotland overall. Only one indicator, NI 04 sits marginally below the performance of that achieved across Scotland.

Table 4 sets out our performance in respect of core indicators 11 to 20.

**Table 4**

ID	Indicator	2019/20 Perth and Kinross	2020/21 Perth and Kinross	Reporting Period Year Up to	How we compared to 2019/20	Latest Scotland 2020/21	How we compared to Scotland
NI 11	Premature mortality rate per 100,000 persons	333	365	Dec-20	9.61%	457	-25.21%
NI 12	Rate of emergency admissions per 100,000 population for adults (18+)	11,482	10,693	Dec-20	-6.87%	11,100	-3.81%
NI 13	Rate of emergency bed day per 100,000 population for adults (18+)	110,547	95,692	Dec-20	-13.44%	101,852	-6.44%
NI 14	Emergency readmissions to hospital for adults (18+) within 28 days of discharge (rate per 1,000 discharges)	116	131	Dec-20	12.93%	114	12.98%
NI 15	Proportion of last 6 months of life spent at home or in a community setting	89.60%	90.10%	Dec-20	0.50%	90.10%	0.00%
NI 16	Rate per 1,000 population of falls that occur in the population (aged 65+) who were admitted as an emergency to hospital	22.50	22.90	Dec-20	1.78%	21.70	5.24%
NI 17	Proportion of care and care services rated 'good' (4) or better in Care Inspectorate inspections	86.40%	88.50%	Mar-21	2.10%	82.50%	6.00%
NI 18	Percentage 18+ with intensive social care needs receiving care at home	59.30%	59.53%	Dec-20	0.23%	62.90%	-3.37%
NI 19	Number of days people aged 75+ spend in hospital when they are ready to be discharged, per 1,000 population	502	199	Mar-21	-60.36%	488	-145.23%
NI 20	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	26.63%	23.93%	Dec-20	-2.70%	21.04%	2.89%
MSG 3	A&E Attendances per 100,000 population	22,740	14,021	Mar-21	-38.34%	20,371	-45.29%

*Note on Indicators: 2020/21 Data provided for NI 11, 12, 13, 14, 15, 16, 18 & 20 is based on Calendar Year January to December 2020. NI 17, NI 19 and MSG 3 is based on Financial Year April 2020 to March 2021.*

### Premature mortality rate (NI-11)

This indicator helps to monitor the overall health of the population and is particularly important given Scotland's historically poor performance in this regard. Delivering significant and sustained improvement in health requires a focus on the underlying causes of poor health and the inequalities that exist. We have committed to develop an Integrated Resource Framework that will play a key role in ensuring our resources are aligned to areas of greatest need across our localities.

The premature mortality rate in Perth and Kinross has increased by 9.61% in the reporting year. This reverses a downward trend in recent years but the reasons behind this are not fully known. It is possible that the COVID-19 pandemic has influenced this to at least some extent. It is however notable that despite this increase, the rate for Perth and Kinross is 25.21% lower than that for Scotland.

### Emergency Admissions rate (NI-12)

The rate of emergency admissions provides an indication of the extent to which the health and wellbeing needs of the population are being well managed and provided for. Many

people who attend hospital on an emergency basis could potentially have been supported earlier, preventing their deterioration and preventing the emergency situation.

A reduction in the rate of emergency admissions normally indicates an improvement in partnership working as fewer people requiring emergency treatment in hospital suggests that their health and wellbeing needs are being managed in a planned way rather than reactively. In Perth and Kinross the rate of emergency admissions declined by 789 per 100,000 in the 12 months to 2020 when compared to 2019/20. This is a reduction of 6.87% over the period.

The COVID-19 pandemic directly reduced the number of emergency admissions during lengthy periods of lockdown in 2020/21. Against this however there was significant increase in demand for community based services. With large scale investment in these services in recent years, and the effective mobilisation of staff from across Health and Social Care to support our most critical services, we have been able to support people to remain at home or in a community setting. Of particular note in assisting to improve performance against this measure is the investment made in our Locality Integrated Care Service (LInCS) which is now established as an effective multidisciplinary model of working and continues to expand and streamline patient pathways. By engaging a multidisciplinary team of professionals early in a patient's journey we have been able to address their needs without further deterioration and prevent emergency hospital admissions. We have also invested in a Community Respiratory Service which has increased our ability to support patients at home.

#### Emergency bed days rate (NI-13)

Following any admission to hospital it is important that people are supported to return home as quickly as possible once they are fit to be discharged. This indicator is linked to NI-12 above and NI-19 below.

The number of emergency bed days reduced from a rate of 110,547 per 100,000 population in 2019/20 to 95,692 for the 12 months to December 2020. This represents a 13.44% reduction compared to the previous year.

Similar to NI-12 'Emergency Admissions' above and NI-19 'Delayed Discharges' below, the COVID-19 pandemic has had a significant impact on bed days occupied in 2020/21. However investments we have made in community based services in recent years, combined with the effectiveness of our hospital discharge team has ensured that we have performed well compared to the rest of Scotland.

#### Emergency readmissions to Hospital within 28 days of discharge (NI – 14)

The rate of readmission to hospital after discharge reflects the effectiveness of a range of integrated health and care services including discharge arrangements and the coordination and the follow-up care provided.

Performance against this indicator appears to be below the levels that could be expected when compared to previous years or indeed against Scotland overall. During 2020/21 this has been investigated by our colleagues in the Public Health Scotland Local Intelligence Service Team (LIST). The outcome of this investigation was reported to the IJB Audit and Performance Committee on 21 June 2021.

In summary, when considering the underlying data it can be seen that recording practices in NHS Tayside differ from much of the rest of Scotland. When these factors are excluded, readmissions performance compares favourably with Scotland as a whole.

In relation to performance compared to previous years, the apparent increase is not out with that which could be expected when considering the high proportion of elderly residents, particularly those over 75 year old in Perth and Kinross. It is understandable that readmissions to hospital within 28 days will be at a higher rate when a local population contain an unusually high proportion of elderly residents. However, despite these data and demographic considerations, the HSCP is committed to bringing forward actions to mitigate the likelihood of people being readmitted to hospital soon after discharge.

#### Proportion of last 6 months of life spent at home or in a community setting (NI - 15)

This indicator provides an insight into the extent to which palliative and end of life care is being provided in a planned way, reflecting best practice and taking account of the wishes of patients and their family, as far as is practicable. In interpreting this indicator it is important to acknowledge that the suitability and the appropriateness of the location of the care provided may alter throughout the period of care, as may the wishes of patients and families.

In the year to December 2020 the proportion of the last 6 months of life spent at home or in a community setting has increased in Perth and Kinross from 89.6% to 90.1%. It is difficult to determine the most material factors impacting on performance against this high level indicator. However, our sustained investment in community services, along with the effectiveness of our COVID-19 response, has undoubtedly assisted to improve outcomes for patients and service users in relation to end of life care.

#### Emergency admission rate related to falls in 65+ population (NI – 16)

Falls can have a significant and lasting impact on an older person's independence and quality of life and can lead to reductions in confidence and mobility. This indicator is designed to measure the effectiveness of organised community based health and social care services to support older people and reduce the likelihood of falls occurring.

Performance against this indicator has remained stable when compared to 2019/20. More broadly however, we can see that our performance is now 5.2% below the Scotland overall value. The reasons for this are not yet fully understood but we are investigating, with the assistance of the Public Health Scotland LIST team

#### Proportion of care and care services rated good or better in Care Inspectorate inspections (NI-17)

This indicator provides a measure of assurance that adult care services in Perth and Kinross, whether provided directly or commissioned externally, meet the standards expected. It is important to note that when considering commissioned services, the responsibility for the quality of care provided rests with the provider. Nonetheless we provide an important and valuable role in collaborating with statutory partners and providers to support service users.

Performance against this indicator is good. In an extremely difficult and challenging year for the sector, performance against this indicator has improved year on year and significantly against Scotland overall.

### Percentage 18+ with intensive social care needs receiving care at home (NI-18)

There is significant evidence that living at home for longer improves outcomes by maintaining independence as much as possible. This indicator measures the extent to which our population is enabled to live independently with supportive care being provided in the home rather than in institutional settings.

Our performance against this indicator is broadly stable with a small increase of 0.23% over the reporting period. When compared to Scotland our rate is 3.37% lower. This is however likely to have been influenced by data issues which have now been resolved and should lead to improvement in future years.

### Number of days people aged 75+ spend in hospital when they are ready to be discharged (Delayed Discharges) (NI-19)

If people have to wait in hospital once they are fit to be discharged it can result in poor outcomes and is an ineffective use of limited resources. Reductions in this indicator represent improvements in the effectiveness of Health and Social Care services to mobilise quickly to meet people's needs as they transition from hospital to community-based services.

In recent years we have improved performance against this indicator year on year. For 2020/21, the rate of delayed discharge per 1,000 population has reduced from 502 in 2019/20 to 199 in the 12 months to March 2021, a 60.36% reduction. It is notable that the reduction against Scotland as a comparator is significantly greater at 145.23%.

The COVID-19 pandemic has had a significant impact in terms of the overall level of unplanned admissions to hospital, as well as a significant reduction in planned care. Nonetheless the pandemic brought additional pressures in terms of delivery of the scale and shape of community services required to support people at home. Our performance against this measure indicates that services have indeed been mobilised effectively in response to these pressures.

In response to these pressures we initiated our "SWiTCH Team", which provides short-term in-house Care at Home. This provides early supported discharge out of hospital prior to the involvement of external care providers. The success of this team has been contingent on the continued expansion of LInCS, our locality based integrated model of care, which has created a robust multi-disciplinary way of working which sees the right profession engage with patients and services, at the right time, in the right setting.

### A&E Attendances (Ministerial Strategic Group Indicator, MSG - 3)

The number of A&E attendances provides a further measure of the effectiveness of services in planning and providing care for those that need it earlier, and in the most appropriate setting and in doing so reducing the need for attendance at accident and emergency.

The number of A&E attendances has reduced from 22,740 per 100,000 in 2019/20 to 14,021. This is a reduction of 38.34% year on year with a greater reduction of 45.29% seen when compared to Scotland. In line with other related indicators (above) this measure needs to be considered in the context of the COVID-19 pandemic on overall activity levels.

As non-Covid health services recommence it will be important to assess the impact that our LInCS approach, the contribution of our Community Respiratory Service and the expansion of support to GP Practices via Advance Nurse Practitioners, have on our performance

against this indicator. With the wider effects of the Pandemic not fully understood it is anticipated that A&E attendances may be affected in different ways and this may impact on how performance is reported against this indicator.

## **Service Delivery**

### **1. Workforce: Wellbeing, Resilience & Development**

Our staff are our greatest asset and the hard work, dedication and flexibility that has been demonstrated over the last 12 months cannot be overstated. During our early pandemic response, with our key focus on maintaining support to the most essential services, staff responded professionally, with versatility and at pace with many being deployed to unfamiliar settings where their skills were used to the greatest benefit of patients and service users.

In the initial stages of our COVID-19 contingency planning we anticipated that during the pandemic we would experience staff shortages in areas of critical service need at times of unprecedented demand for services. In order to mitigate the risks faced we quickly initiated processes for assessing service sustainability and for deploying staff from areas of lesser priority to those of greater priority. The early establishment of our Workforce Matching Unit to undertake considerable work to understand the criticality of services and how they should be prioritised assisted greatly. We then reduced staffing levels in lower priority services to minimum safe levels and released staff to support areas of higher priority. Similarly, where services could not be operated safely, staff were re-tasked to areas in need of support.

Protecting the wellbeing of staff is essential in ensuring the ongoing delivery of safe and effective services. Over sixteen months now, staff resilience has been significantly tested with the continued pressure of responding to the challenges of working through a global pandemic. We have worked closely with our HR colleagues in both NHS Tayside and Perth and Kinross Council to ensure a cohesive approach to supporting the wellbeing of staff across the HSCP.

Following on from a successful Staff Wellbeing Conference in Autumn 2020 attended by a large number of health and social care staff, we identified a wellbeing champion who is creatively communicating on an ongoing basis with staff across the partnership on ways to access practical support.

The need to continue to respond to pandemic pressures has continued and is dynamic in nature. This can be seen with attention having turned to the delivery of the COVID-19 mass vaccination programme and the expansion of testing. The continued requirement to support this critical programme and respond to other varying pressures for example, responding to outbreaks, providing support to Care Homes and Care at Home, and the anticipated pressures of 'Long COVID' on staff and patients is likely to continue throughout 2021/22.

To ensure that we are well placed to continue to meet the complex challenges faced we have produced our 1 year Interim Workforce Plan. This highlighted a number of significant issues and risks in respect to the sustainability of our workforce and appropriate mitigatory measures have been put in place, where it is within our powers to do so. This work will now continue with the development of our 3 Year Workforce Development Plan in line with the Scottish Government deadline of 31st March 2022.

## Health and Social Care Everyone Matters Pulse Survey 2020

In 2020, an 'Everyone Matters' pulse survey was carried out by the Scottish Government. The survey was developed using the National iMatter Continuous Improvement Programme methodology, to support staff in a focussed way and in recognition of the changing priorities and pressures on the workforce during COVID-19.

The focus of the survey was on wellbeing and staff experience during the COVID-19 pandemic. The table below provides an overview of responses from staff within Perth and Kinross HSCP and compares those to Scotland (*overall response rate for Scotland 43% and 46% for PKHSCP*).

<b>Everyone Matters Pulse Survey 2020: Questions</b>	<b>Survey Results</b>		
	<b>Perth and Kinross</b>	<b>Scotland</b>	<b>PK Compared to Scotland</b>
<b>1. Overall, how satisfied are you with your life nowadays?</b>	<b>63%</b>	<b>62%</b>	<b>1%</b>
<b>2. Overall, to what extent do you feel the things you do in your life are worthwhile?</b>	<b>74%</b>	<b>75%</b>	<b>-1%</b>
<b>3. Overall, how happy did you feel yesterday?</b>	<b>64%</b>	<b>63%</b>	<b>1%</b>
<b>4. Overall, how anxious did you feel yesterday?</b>	<b>24%</b>	<b>26%</b>	<b>-2%</b>
<b>5. I feel my direct line manager cares about my health and well-being</b>	<b>74%</b>	<b>71%</b>	<b>3%</b>
<b>6. I feel my organisation cares about my health and wellbeing</b>	<b>48%</b>	<b>49%</b>	<b>-1%</b>
<b>7. I am treated with dignity and respect as an individual at work</b>	<b>70%</b>	<b>68%</b>	<b>2%</b>
<b>8. I am treated fairly and consistently at work</b>	<b>66%</b>	<b>63%</b>	<b>3%</b>
<b>9. My work gives me a sense of achievement</b>	<b>70%</b>	<b>68%</b>	<b>2%</b>
<b>10. I get the help and support I need from other teams and services within the organisation to do my job</b>	<b>58%</b>	<b>56%</b>	<b>2%</b>
<b>11. I feel appreciated for the work I do</b>	<b>53%</b>	<b>50%</b>	<b>3%</b>
<b>12. I would recommend my organisation as a good place to work</b>	<b>56%</b>	<b>56%</b>	<b>0%</b>

Source: Scottish Government, Health and Social Care Everyone Matters Survey Pulse National Report 2020

Overall staff responses to the 'Everyone Matters' survey were positive. All the questions are within 3%, or are meeting or exceeding the Scotland Value. The results provide vital information from staff about their experiences of work during the COVID-19 period.

In addition to this snapshot, line managers continue to engage with their staff and teams to ensure that they continue to be supported in relation to their emotional health and wellbeing, given the longevity of the pandemic and the challenges that it brings.

## Mental Health Pulse Survey 2021

The Mental Health survey was commissioned by the Director of Workforce and Employee Director of NHS Tayside and carried out in February 2021. The survey was carried out to gain feedback on some elements of staff experience which were identified in the findings of Dr David Strang's 'Trust and Respect' Report in February 2020. The results detailed below

are based on responses from PKHSCP staff working in Mental Health teams: General Adult Psychiatry, Learning Disability, Occupational Therapy, Psychiatry of Old Age, Substance Misuse and their experience (*response rates for Scotland 31% and PKHSCP 29%*).

Mental Health Pulse Survey February 2021: Questions	Survey Results		
	Perth and Kinross	Scotland Response	PK Compared to Scotland
1. I am confident my ideas and suggestions are listened to	64%	47%	17%
2. I am confident my ideas and suggestions are acted upon	36%	31%	5%
3. I am treated with dignity and respect as an individual	77%	64%	13%
4. I feel my organisation cares about my health and wellbeing	51%	41%	10%
5. I would recommend my team as a good one to be a part of	87%	66%	21%
6. I would recommend my organisation as a good place to work	64%	47%	20%

Overall, there were positive results for both in comparison to the Scotland value. Recognising fully however the importance of supporting our workforce to remain resilient, the following highlights improvement activities which are now being progressed:

Newly developed staff psychological therapy service, support is now on offer for staff from Clinical Psychology with a focus on those supporting care homes, but also open to other PKHSCP staff.

The promotion of existing support routes for example, Wellbeing Service and the Musculoskeletal Services. Ongoing staff feedback occurring informally and formally via such activities as staff sessions/ staff meetings/ iMatters/Pulse Survey/ staff survey (PKC) alongside and building on the rich feedback we garnered via Collaborate Tool feedback carried out after first COVID-19 lockdown.

We have an identified PKHSCP National Workforce Wellbeing Champion who is connected into the National programme and provides two way communications. Our National Workforce Wellbeing Champion also contributes to the National Workforce Wellbeing Champions Update Newsletters.

The success of the PodKasts initiative which was launched during the Pandemic. PodKasts was established while the majority of staff had to work from home during the pandemic. With over 5,000 listens and 37 shows recorded covering a range of topics, PodKasts has gone from strength to strength. We have received positive feedback from staff saying how much they enjoyed listening to the PodKasts while working from home.

We have identified Leadership capacity to work collaboratively with HSCP colleagues and those from PKC/NHST as part of a Perth and Kinross Wellbeing Group. This group aim is to enable supporting information and signposting to relevant subject matter and topics as part of a progressive programme of awareness of all the aspects of staff health and wellbeing which should underpin all of our business.

## Delivering our Strategic Commissioning Plan

SCP Objective 4: Reducing Inequalities and unequal health outcomes and promoting healthy living

SCP Objective 5: Making the Best Use of People, Facilities and Resources

### **2. Carers' Support**

The lockdown restrictions that were introduced to limit the transmission of COVID-19 impacted significantly on unpaid carers, for many increasing their isolation and loneliness. See Case Study – Carers Week - Appendix

A more agile Carer Sitting Service was established as a response to COVID-19 for those facing crisis in their caring role. A small team of re-tasked staff provided support to carers and the people they cared for a 6-week period, complementing the support that commissioned services provided during that time. This approach provided the model which is now being used to springboard a volunteer-based carers' befriending scheme, making use of the groundswell of community support experienced through the pandemic.

Other alternative supports were put in place or enhanced, for example increased capacity and availability of Perth And Kinross Association of Voluntary Services (PKAVS) telephone befriending service through extended operating hours where calls and other digital platforms such as video calls, Facebook, text messages and emails were all used to regularly keep in touch with carers to help them cope better.

Where possible we embraced digital solutions, such as in day care and online peer support groups. Although these developments were well received, they do not always provide the break/respite the carer requires. This may have contributed to the slight increase in the number of people being placed into permanent care due to carer breakdown in the summer and autumn of 2020.

#### **See Case study – Carers Connect – Appendix 2**

The delivery of the Carers' Strategy has continued with the reinstatement of the Carers' Strategy Group in August 2020. This group has reviewed the supports available since the pandemic began and will lead the remobilisation of services to support carers.

In order to engage better with carers, we introduced an online Carers' Experience Survey, which was piloted at Carers' Connect in November 2019. Information is requested on an ongoing basis with the results being monitored and reported regularly.

Feedback from the survey will influence the remobilisation of services for carers. Many carers say they have benefitted from the online supports developed since the pandemic began and the sitting service. These supports will continue to be available along with the resumption of previous services such as care home respite, day care, face to face support groups, complementary therapies etc.

We have also run an Unpaid Carers Lockdown Survey to assess how carers were impacted by the pandemic and the subsequent lockdown restriction. Over 300 Carers responded and

their comments were analysed and shared internally. This analysis will help us to better understand what support for carers is the most helpful in enabling them to fulfil their caring role, both during the pandemic and as lockdown ends and will help to progress service delivery outcomes moving forward.

#### Delivering our Strategic Commissioning Plan

SCP Objective 1 - Working together with Communities

SCP Objective 2 - Prevention and Early Intervention

SCP Objective 3 - Person Centred Health, Care and Support

SCP Objective 5 - Making Best Use of Available Facilities, People and Other Resources

### **3. Complex Care**

'Complex Care' includes all services and supports for people who have 'complex needs' relating to but not limited to learning disabilities; autism; mental health; and/or physical disabilities; and require support including social work, health, accommodation, supported living, day care, Technology Enabled Care and respite.

The area of service delivery is currently going through significant transformation (started pre-pandemic) and COVID-19 has impacted on progress in a number of areas of this programme. A number of Core and Cluster developments (individual houses for clients grouped together with separate staff accommodation) are being developed across Perth and Kinross. Building work ceased during part of the pandemic and projects are now delayed by several months. The first development was to be ready summer 2021. This is now delayed until December 2021 at the earliest. Interim arrangements are in place for the people affected.

Services such as day care and respite have been impacted also. Day Centres were closed during most of the pandemic. Virtual support and classes were offered along with outreach support for the most vulnerable people where workers from the day centres visited people in their own homes to provide social support and provide assistance and rest for carers. Respite in Care Homes has been available but take up has been low due to self-isolation requirements, consequently the focus has been on offering increased support in the person's own home.

While Day Centres have now reopened with limited numbers, a blended model of support consisting of building-based, virtual and outreach support will continue to be made available.

The pandemic has resulted in increased uncertainty regarding plans for young people with disabilities leaving school as it is often unclear which services, college courses, employment opportunities, etc. will be available. These can be affected due to pandemic restrictions. The Transitions Team has been working closely with young people and their families and arrangements are now in place for the summer for all the young people leaving school and provisional arrangements are in place for after the summer.

## Delivering our Strategic Commissioning Plan

SCP Objective 2 - Prevention and Early Intervention

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SCP Objective 5 - Making Best Use of Available Facilities, People and Other Resources

## **4. Public Protection/ Adult Support & Protection**

The Adult Support and Protection (Scotland) Act 2007 delegates the authority to carry out investigations where it is considered an adult is not able to safeguard his or her welfare or interests.

Due to the changing COVID-19 landscape, a Public Protection Forum has been convened by the Chief Officer (Public Protection) Group in Perth and Kinross. The purpose of this Group is to ensure business continuity; continued delivery of key frontline services; continued partnership working and support for staff.

In addition, Perth and Kinross Protecting People meetings have also been established. This takes a multi-disciplinary approach with attendees from Health and Social Care, Police Scotland, Fire Service, Community Safety, etc. The aim of these meetings is to enable a multi-agency approach to protecting people, to facilitate quicker and more efficient outcomes for people and to provide wider support. It also allows practitioners to present and discuss complex cases which can impact on the community.

We can see there has been an increase in the number of Vulnerable Person Reports (VPR), where Police considered an adult to be at risk and Adult Protection Concerns (APC) between 2019/20 and 2020/21.

Adult Protection	2019/20	2020/21	Number Increase/ (Decrease)	% Increase/ (Decrease)
Vulnerable Person Report (VPRs)	1,353	1,583	230	17.00%
Adult Protection Concern (APCs)	240	304	64	26.67%

It is difficult to correlate this increase to the impact of COVID-19. However, we can anticipate that lockdown(s), with restrictions on freedom of movement, will have challenged some relationships and reduced people's connections and support networks. In addition, many people will be experiencing concern, anxiety, even fear about the pandemic. Our early analysis of the data around adults at risk from within VPRs and APC suggests that deteriorating mental health is a contributory factor.

Despite this increase in concerns, and despite the increasing challenges in carrying out investigations during periods of lockdown, 91% of all investigations have been completed within the 14-day statutory timescale.

The challenges for 2021/22 remain similar as we continue to adapt to new ways of working within varying restrictions. However with greater analysis of the data, to identify trends and themes, and further refined practice, our increased focus on the wider public protection agenda will continue to support those most in need.

### Delivering our Strategic Commissioning Plan

SCP Objective 4: Reducing Inequalities and unequal health outcomes and promoting healthy living

SCP Objective 5 - Making Best Use of Available Facilities, People and Other Resources

## **5. Safe Delivery of Social Care (Care Homes/Care at Home/Day Services)**

### **Care at Home (In-House)**

Throughout 2020/21 the priority was to ensure that people at the greatest need were receiving the care that they needed in their own homes, ensuring that safe working practices were observed for the benefit of both our staff and those accessing our services.

Although the pandemic created significant and sustained pressure for internal and commissioned services, the blended model of delivery (between internal and commissioned services) continues to ensure the safe delivery of care and maintains the right level of capacity and flow through the inpatient to community pathway.

We have implemented a range of responses to ensure service delivery is maintained throughout the pandemic. This includes our 'Care at Home Resilience Project' which is considering the longer term and the development of the social care market and bringing forward new, sustainable models of service delivery. This new approach will work in a community focussed manner, learning from best practice elsewhere, to provide greater choice, enhanced resilience and improved access to services.

In response to recruitment challenges, we have been working to innovate within job roles, including the introduction of Enhanced Home Carer posts to create more attractive positions.

During 2020/21 it was necessary to halt, for a period, our Home Assessment and Recovery Team service user feedback questionnaire. This was restarted in January 2021 and although the number of responses was limited we can see high levels of satisfaction:

- Across 4 of the 5 questions on the "experience" of receiving care and support, service users reported 90% satisfaction. On the remaining question satisfaction was rated as 77% with 15% being neutral and 8% being dissatisfied.
- Across 3 of the 5 questions on service user "involvement" in their care and support, service users reported at least 83% satisfaction. Across the remaining two questions satisfaction was rated as 75% and 78% overall.

- Across 6 of the 10 questions on service user “confidence in the people who support and care for me”, satisfaction was recorded above 90%. In respect to the other questions in this category, three questions returned satisfaction rates of 82% or above and the final question returned a satisfaction rating of 79%.

### **Care at Home (Commissioned Services)**

Care at Home providers have worked tirelessly to sustain their services during the pandemic. They have changed and adapted in accordance with emerging guidance and have supported those most in need in our communities.

Providers have had to adapt and change practice regularly in response to local and national guidance. They have had to access training and upskill in relation to working with COVID-19 and accessing PPE has been particularly challenging when considering the large quantity required for the sector. To support providers to maintain safe practices we created local PPE Distribution Hubs which have ensured an appropriate continuity of supply.

Each winter the NHS faces pressure due to a rise in seasonal illnesses and a worsening of chronic health conditions in our older population. Regular ‘winter pressures’ in 2020 were further impacted by COVID-19 demands and delayed discharges from hospital to Care at Home services began to increase at an earlier stage than normal.

To address this an enhanced approach to Care at Home has been trialled in each of our localities. This short ‘test of change’ was designed to provide a ‘step up’ and ‘step down’ from hospital type service, supported by regular and more in-depth contact with individuals either at home or in hospital. The Enhanced Carer role provided intensive support for a short time and links individuals to other community-based resources which could be sustained for a longer period.

Over the coming year we will be focusing on ensuring that providers have the support they need to continue to provide these essential services, including access to PPE, continued enhanced financial support as per the guidelines as well as ensuring that effective testing and infection control is in place.

### **Care Home Support**

COVID-19 has had an enormous impact on the Care Home sector; causing a range of complex issues for homes and meant that they were under sustained and considerable levels of stress.

To assist in the sustainability of this critical service provision we established a Care Home Oversight Group and developed an overarching framework which clearly outlines the requirements to assess and determine the levels of support, guidance and expertise required to each care home to support them to manage the extreme challenges presented by COVID-19. Our local group worked together with colleagues across Tayside with close involvement of the Care Inspectorate, Scottish Care and Public Health teams to further strengthen well-established assurance/support processes as we collaboratively supported the care homes.

In line with the Scottish Government guidance we have passed on significant funds to the care home sector to offset the financial impact of the pandemic on them and to support their sustainability. This is underpinned by a robust extraordinary payment policy and application process.

We recognise that many staff will have been affected and may continue to be affected by the experience of working in a care home. In response to this we have developed online training sessions and priority access to free counselling. We are in the process of arranging for written self-help information to be sent to each of the care homes to ensure all staff have access to this valuable resource.

### **Day Services**

Our Learning Disabilities and Older People registered day services had to step down in March 2020 due to COVID-19. However, we did provide outreach support during this time to those who were most in need. Since May 2020, we have been providing a new virtual service providing stimulating and engaging activities to people who would otherwise come into our Day Services

In October 2020 we moved into an enhanced outreach model. The "Outreach Day Care" Service was implemented to continue to provide support in a safe way. Support was initially provided to people in greatest need or who were suffering from carer stress. Throughout the last year the service has been enhanced and extended to provide support to a wider group.

Many people have said they have enjoyed the virtual support that has been available, and some say they prefer it to attending in person. This has been taken into account and a blended model of building based, virtual and outreach support will continue to be available.

The development of a Day Care/Day Opportunities Forum has also been beneficial to internal and external services. This has supported joint working and shared practice, and this has been effective in ensuring that all COVID-19, Health & Safety and Legal Guidance is adhered to by internal and commissioned services in Perth & Kinross. We are pleased to advise that this forum now also engages with partners across Angus and Dundee HSCPs.

### **Delivering our Strategic Commissioning Plan**

SCP Objective 2 - Prevention and Early Intervention

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SCP Objective 5 - Making Best Use of Available Facilities, People and Other Resources

### **6. Hospital and Community Care (LInCS/Respiratory Service/ Urgent Care/District Nursing/Delayed Discharge)**

COVID-19 has proven to be a fast spreading and highly transmittable virus. Early on in our pandemic response we recognised the need to progress patients through their care journey in a timely and effective manner. This is particularly the case when considering the need to free up capacity and resource to enable our hospitals and staff to manage with the additional pressures brought about by COVID-19.

By deploying a flexible and responsive approach we were able to transition patients quickly out from Ninewells Hospital, which housed a number of COVID-19 wards, to Perth Royal Infirmary (PRI) as early in the recovery journey as possible. We also increased bed capacity

in inpatient areas when necessary and retained the flexibility to do so throughout the pandemic by creating surge capacity within Crieff Community Hospital.

### **Locality Integrated Care Service (LInCS)**

In May 2020, the Locality Integrated Care Teams were expanded to support patients whose deterioration and changing needs might otherwise require hospital admission.

The LInCS response is designed to support people who are medically safe enough to remain at home, by monitoring and managing patients to providing early interventions and to prevent further deterioration to prevent admission to hospital where possible. LInCS is a full multi-disciplinary approach with 9 different professions involved in the delivery of the service. On average there is usually three to four health and social care professionals involved in the care of an individual.

Up to the end of March 2021 over 400 individuals have been referred for LInCS support with 71% being supported to remain at home without the need for admission to hospital, crisis placement or long term care. In the main the service supports patients with frailty concerns. The Frailty index is used to measure the health status of an individual; it serves as a proxy measure of aging and vulnerability to poor outcomes. Of those with a completed frailty score, 78% were assessed as “moderately frail” or “very severely frail”.

As the service has been expanded and rolled out across Perth and Kinross it has been able to support an increasing number of people in local communities. This has made a critical contribution to our COVID-19 response. The LInCS service is at the heart of shifting the balance of care to provide appropriate support to patients and service users in the home or in community setting, reducing the need for hospital-based care.

As we move forward, we will be expanding the LInCS approach to provide support 7 days per week. We will also be taking steps to improve our connections across services, so that we are in a position to support more patients with complex requirements, or those with a history of recurring hospital admissions, and assist in making their stay at hospital and away from home as short as possible.

### **Advanced Nurse Practitioners**

The Advanced Nurse Practitioner (ANP) Service aims to assess and actively manage frail adults with complex needs and respond to deteriorating patients. The Advanced Nurse Practitioners proactively manage and co-ordinate an individual’s care in collaboration within the LInCS multi-disciplinary team to prevent further avoidable deterioration, supporting patients to remain at home, where appropriate.

For the period April 2020 to March 2021 the ANP service received over 1,000 referrals with 90% of individuals being supported to remain at home on discharge from the service.

During January and February 2021, semi structured telephone interviews were undertaken with a sample of patients and carers who had received support from the ANP Service in order to understand their satisfaction and experience. 100% felt that the ANP service had resulted in them feeling more confident and knowledgeable of their / their loved one's condition and felt informed and involved in decision making.

In addition, semi structured telephone interviews were held with care home staff who the ANPs supported during the COVID-19 pandemic. Feedback evidenced that the ANP service

was received positively by the Care Homes with better co-ordination and continuity of care for staff and residents resulting in better outcomes.

### **Specialist Community Respiratory Service**

To further broaden the range of community support available in Perth and Kinross a new Specialist Adult Community Respiratory Service was established. The service is designed to provide high quality care for people with long term respiratory conditions by monitoring and managing patients, as well as promoting self-management through education so as to prevent further deterioration or complications with their condition.

By delivering this service, particularly to those with a suspected or confirmed diagnosis of chronic obstructive pulmonary disease (COPD), chronic asthma, bronchiectasis, and interstitial lung conditions (ILD) we aim to reduce the need for unscheduled/emergency admissions and where this cannot be avoided, reduce the length of stay.

The service commenced in March 2021 by testing referrals for people discharged from a hospital environment. All people seen by the Specialist Community Respiratory Nurses on discharge were provided with education and supported to put in place self-management plans.

The Specialist Community Respiratory Service is now open to General Practice and other community services. A full evaluation of the service will commence in October 2021.

In order to further build our community services and pathways, in collaboration with Healthcare Improvement Scotland, we will explore the development of an alternative to hospital admission through a “Hospital at Home” model. This arrangement provides acute standard care to patients in their homes as would be provided in Hospital.

### **Urgent Care**

Urgent Care is defined by the need to provide services for people with illnesses and injuries which require immediate attention and treatment but are not a threat to life and limb.

In line with Scottish Government direction on Urgent Care, we have developed our Urgent Care pathway. This pathway helps to define how patients can best access urgent care service within Perth and Kinross, without the need to attend Accident and Emergency which is often not necessary or appropriate.

The redesign of this pathway contributes to the delivery of the Primary Care Improvement Plan and builds on the work of our Locality Integrated Care Service, our community based Advanced Nurse Practitioners, and our Minor Injury Units (MIU).

### **District Nursing**

Over the last 2 years there has been a predicted increase in the demand for and complexity of the District Nursing Service in Perth & Kinross.

In 2020/21, through our Re-Mobilisation Plan, we expanded our District Nursing evening service to assist with the rapid triage, assessment, and support of deteriorating patients to reduce the need for out of hours admission to hospital, contributing to our overall 6.87% reduction in emergency admissions – NI-12

In recognition of commitments provided in the National Health and Social Care Workforce Plan, and the increased demand on this workforce throughout the COVID-19 pandemic, the Scottish Government announced additional recurring investment in the District Nursing Workforce. The aspiration is to see an increase in the District Nursing workforce over the next 5 years.

### **Primary Care**

In early 2020/21, forming a substantial element of our immediate response to the emerging COVID-19 pandemic, our Primary Care Team set up and operationally managed the delivery of our COVID-19 Community Assessment Hub to deal with suspected COVID-19 positive patients safely, before then triaging them to continue their care in the most appropriate setting.

Our focus on maintaining the safe delivery of care to those most in need throughout the pandemic has impacted on the implementation of some elements of the General Medical Services Contract and our Primary Care Improvement Plan (PCIP) in a variety of ways. Some elements of this work have been delayed while others have been accelerated.

Throughout the pandemic we continued to deliver our First Contact Physiotherapy Service which supports patients to deal with musculoskeletal issues by increasing the availability of specialist physiotherapists and reducing the need for patients to first consult with a GP. This service has now been rolled out across all GP practices in Perth and Kinross. It has however been necessary to deliver much of the service remotely, via telephone or video call via “Near me”, with safe face-to-face consultations being conducted when necessary.

The First Contact Physiotherapy service has been very well received with over 99% of available appointments being utilised and 88% of patients saying they are satisfied or very satisfied with the service received.

Increased investment in Pharmacy support throughout the delivery of our PCIP has continued. With a large increase in demand for prescriptions throughout the pandemic our pharmacy team have worked collaboratively with communities, volunteer networks, community pharmacies and statutory partners to ensure that prescriptions can be processed and delivered. This approach has maintained the supply of medicines to those most in need including those patients who have been shielding, thereby protecting those people who are most vulnerable.

### **COVID-19 Vaccinations Programme**

The roll-out of the Covid vaccination programme commenced in mid-December 2020 led by NHS Tayside Public Health Department and implemented locally via our Primary Care Team particularly in respect to the set-up of mass vaccination clinics to deliver large scale vaccination of the population of Perth and Kinross.

This work has been supported across Perth and Kinross by GPs, Health and Social Care staff, colleagues from statutory partners, as well as volunteers and was built on the experience gained through the delivery of the Flu vaccinations programme in 2020.

The vaccine delivery programme made strong progress flexing capacity in-line with vaccine supply so that Care Home residents and staff as well as Health and Social Care frontline staff (Cohorts 1 and 2) were all offered their second dose by mid-April 2021.

With early progress in these initial priority groups being made throughout early 2021, the programme was opened up to offer first dose vaccines to the other identified cohorts. By the end of March 2021, between 95% and 100% of people in these groups received their first dose of vaccination:

- everyone aged 75-79 (Cohort 3);
- everyone aged 70-74 (Cohort 4);
- everyone aged 65-69 (Cohort 5);
- everyone aged 16+ with an underlying health condition which puts them at increased risk (Cohort 6);
- Carers (Cohort 6).

As the programme continues through 2020/21 it is anticipated that all eligible adults wishing to take up the offer of a vaccine will have had both doses by mid-September 2021.

## Delivering our Strategic Commissioning Plan

### SCP Objective 2: Prevention and Early Intervention

SCP Objective 3. People who use health and social care services have positive experiences of those services, and have their dignity respected.

SCP Objective 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

### SCP Objective 5: Making Best Use of Resources

## 7. Older People's Mental Health

The Older People's Mental Health In-patient wards in Murray Royal Hospital remained COVID-19 free throughout the reporting year. This has been achieved through methodical use of PPE, routine surveillance testing for patients over 70 and the implementation of Asymptomatic Testing for staff. Inpatient areas were also supported by increased staffing to support COVID-19 related events in the wards, such as one to one support on admission whilst awaiting negative confirmation of COVID-19 testing and to ensure that meaningful activity could be undertaken and reduce stress and distress caused by the isolation period.

The Inpatient area had significant challenges in delayed discharge given patients' complex health and care needs, which we have sought to address through the appointment of a Transition Nurse post to work alongside the in-patient, care homes and care home liaison teams across Perth and Kinross. Although this transition post has been effective, we continue to see high levels of older people requiring inpatient care, delays in discharge to appropriate environments and increased use of beds out with Perth & Kinross due to capacity and flow challenges. We are currently exploring an integrated approach to support crisis respite and appropriate intermediate care for people with dementia, which would reduce the emergency admissions to the in-patient environment and provide a less clinical, yet appropriate supportive and rehabilitative approach to enhance discharge from the inpatient unit.

Older People's Mental Health Teams have supported inpatient services throughout the pandemic and have worked closely with the Partnership's LInCS model to provide an enhanced, integrated, and co-ordinated approach. This model is not only for people with a physical health need but also for people with dementia and cognitive impairment and their

carers. Carers are supported through this approach by seeking to address issues that can lead to crisis and the provision of assessment and ongoing support. Moving forward the role of the Registered Mental Health Nurse and the requirements of the clients on the LInCS pathway requires role definition due to the increasing complexity of cognitive impairment with delirium presentation.

Across all our Older Peoples Community Mental Health Teams we have promoted the roll out of digital innovations such as 'Near Me'. This video consulting service enables people to attend appointments from home or wherever it's convenient. This has been extremely useful tool during the pandemic. It is a priority to ensure that the Service continues to have the access to equipment and connectivity to support this and review the effectiveness of this with the client group.

We are committed to addressing digital exclusion for people with dementia and their carers. We have supported local staff to become Digital Champions to provide assistance to service users and carers to tackle the ability to support consultation and healthcare delivery as well as also to tackling isolation and loneliness that the pandemic has exacerbated. We plan to provide increased virtual visiting as another option when connectivity supports this.

Older People's Mental Health has supported the implementation of the Scottish Government's 'Dementia and COVID-19 National Action Plan to Continue to Support Recovery for People with Dementia and their Carers'. For example:

We have undertaken a review of the care home liaison function has been undertaken in accordance with [Commitment 14](#). This will now continue through engagement around the future model of delivery which supports enhanced care home models. For inpatient areas and the community the use of the COVID-19 Dementia Anticipatory Care Plan will be improved supporting [Commitments 4, 5 and 19](#). A conference was held to promote dementia enabled communities, involving HSCP's, the third sector, community groups, local business, NHS Tayside and people with dementia and their carers aiming to reduce social isolation and loneliness in accordance with [Commitment 11](#). This was a successful event and has resulted in a good uptake in Perth & Kinross of CIF funding to support Dementia Communities.

As we move forward, we are working with partners in Tayside to review the future needs of patients in the inpatient setting to identify not only the need for Intensive Psychiatric Care Units (IPCU) access for older people but the future plan for the delivery of Specialist Dementia Inpatient facilities, to support the experience of patients in hospital.

## Delivering our Strategic Commissioning Plan

SCP Objective 1 - Working together with Communities

SCP Objective 2: Prevention and Early Intervention

SCP Objective 3. People who use health and social care services have positive experiences of those services, and have their dignity respected

SCP Objective 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

SCP Objective 5: Making Best Use of Resources

## **8. Mental Health & Wellbeing**

### **Enhancing Mental Health Support**

Mental health and wellbeing remained a priority area for PKHSCP during 2020/21 as we continued to respond to the pandemic. In collaboration with third and independent sector providers we significantly increased mental health support supplementing Scottish Government Action 15 Funding with COVID-19 Remobilisation Plan Funding to enhance services across a wide range of statutory and third sector providers. This significantly increased the number of staff working across community mental health services.

### **Mental Health and Wellbeing Strategy**

Despite the demands of the pandemic we have continued to develop our local PKHSCP Mental Health and Wellbeing Strategy. This will complement the Tayside-wide Strategy but will have a specific focus on local communities, needs and services. Extensive consultation and engagement has been undertaken to shape the priorities for the next three years. It is hoped to present the Draft Strategy to the September 2021 IJB meeting.

The strategy outlines five key essential service developments which will significantly enhance mental health support to people in Perth and Kinross who require support and which support the delivery of the IJB's strategic objectives:

- Implementation of the Advanced Nurse Practitioner model
- Implementation of Distress Brief Interventions
- Crisis Hub - ensuring access to services is available when people need it
- Health & Wellbeing Hub - central point of information, activity etc
- Increase suicide awareness and prevention resources

### **Digital Innovation in Mental Health**

With the emergence of remote and digital working we have seen increased provision and uptake of Computerised Cognitive Behavioural Therapies (CCBT). This has been rolled out widely. In collaboration with Dundee University we delivered suicide prevention webinars to people within the public and voluntary sectors, including community groups and organisations. We continue to consider ways to enhance suicide awareness and prevention.

### **Distress Brief Intervention Service**

In collaboration with Dundee and Angus HSCPs, extensive planning has been undertaken and it is hoped that this new service is planned to start in August 2021. Funding is being discussed as part of the NHS Tayside Mental Health Outcomes Framework. It is aimed at providing Distress Management at the onset of symptoms and will complement the Crisis Service, to offer additional support and resource.

### **Perinatal and infant Mental Health Support**

With funding from the Scottish government, NHS Tayside developed this new service. The aim of which is to improve access to high quality care for women, their infants, and families, who experience mental ill health in pregnancy or during the first postnatal year.

## **Primary Care Mental Health Service**

We recruited additional staff in Mental Health to work across the Primary Care workforce. This was in response to the increased referrals that were being seen by the service, many of which were related to increased anxiety and distress related to COVID-19. Remobilisation funding helped to make this possible and with the money that was already been allocated from Action 15 funding, this helped increase capacity. This service continues to work closely with the Social Prescribers and is improving service provision while reducing demand on GP's and Community Mental Health Services.

## **Social Care Early Intervention and Prevention**

We also increased the Mental Health provision within the Early Intervention and Prevention Team. This is one of the first points of contact for people who need access to health and social care services. This additional investment has enabled the staff to deal with an increase in individuals with Mental Health problems.

## **Crisis Support**

'The Neuk' is now an established service within Perth City which delivers care and support to those across Perth and Kinross who are in Mental Health crises and distress. It offers a variety of support mechanisms through dedicated staff and works closely with Health and social care services as well as Police Scotland and its aim is to enable individuals to access support as quickly as possible as well as to prevent, where possible, hospital admissions. The service is running 24/7 365 days per year.

Within the fabric of the building, organisations including Andy's Man Club, Women's Wellbeing service and the Lighthouse project are based. The HSCP funded a support worker role for a period of 12 months, through Action 15 monies and this role is currently being evaluated. Feedback from both service users and organisations has been positive to date.

## **Hearing Voices Network**

We have commissioned 'Support in Mind Scotland' to deliver the "Hearing Voices Network", and this commenced in March 2021. This will extend the support available for service users increasing opportunities for service users and their families to engage with our services.

## **Multi Agency Working: Suicide Prevention**

We are aware of a concerning number of suicides within Perth and Kinross and there is also emerging evidence to indicate increasing prevalence of self-harm. To address this, we have worked on a multi-agency basis promoting the availability of existing services while continuing to increase service provision.

Additionally, we have identified the key role of Senior Suicide Prevention Co-ordinator to provide leadership and to further support local groups, identify training for staff and the community and be a direct link between communities and services. This extends to addressing gaps in available training, progressing anti-stigmatisation and working with young people in schools to better address their needs. It is hope that this additional post will be successfully appointed to in early 2021/22.

More broadly, we collaborated with Dundee University to support the delivery of webinars to 200 non-Mental Health professionals to enhance their knowledge and understanding of suicide prevention.

### Tayside Whole system Pathway redesign

PKHSCP continue to provide significant input into several pathway redesigns being led by NHS Tayside. This includes Learning Disability Pathway, Emotionally Unstable Personality Disorder Pathway and Inpatient service redesign.

#### Delivering our Strategic Commissioning Plan

SCP Objective 1 - Working together with Communities

SCP Objective 2: Prevention and Early Intervention

SCP Objective 3. People who use health and social care services have positive experiences of those services, and have their dignity respected

SCP Objective 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

SCP Objective 5: Making Best Use of Resources

## 9. Alcohol and Substance Use

In response to the COVID-19 pandemic Health Substance Misuse Service and the Social Care Drug and Alcohol Team integrated to become IDART (Integrated Drug Alcohol and Recovery Team). Through the new Team we ensured a joined up approach was taken to maximise the resources offering support to individuals, families and carers via a more comprehensive referral process and a single-entry point into partnership services.

Significant adjustments to the way services are delivered have been made to reflect the Scottish Government's framework and implementation of restrictions. Among the significant adjustments that were implemented were the introduction of telephone drop-in clinics to reduce face to contact and this allowed greater opportunities to respond to people who were needing assistance or in distress. The service also supported the delivery of prescribed medication to individuals with long term health conditions who had to self-isolate and/or shield.

We supported the '[Drink Wise Age Well](#)' initiative which was developed nationally specifically to support people who are over the age of 50, one of the groups identified as being of concern through the pandemic. This has provided opportunities to signpost to the support and help that is available to people both locally and nationally. This includes the '[We Are with You](#)' dedicated support number, online support, and survey tools to help people assess their alcohol consumption. We actively promoted [the Dry January app](#), which seen an increase of 2.6 million people across Britain taking part this year.

A Non-Fatal Overdose Pathway specific to Perth and Kinross has been developed and implemented over the past year. This includes additional resource for harm reduction and assertive outreach. We are reviewing our 'Recovery Community' as part of the ongoing

implementation of the ‘Recovery Oriented System of Care.’ The review is due to be completed shortly and recommendations will be actioned throughout 2021/22.

The gradual relaxation of COVID-19 restrictions has seen an increase in the number of face-to-face contacts with clients in Covid-safe settings. This has supplemented the continued use of telephony and other digital communications channels.

Our continued focus is on reducing the number of fatal and non-fatal overdoses. Ensuring people requiring support receive it as quickly as possible, combined with a recognition of the role played by those who care for individuals with substance use, are vital to the success of this.

### Delivering our Strategic Commissioning Plan

SCP Objective 2: Prevention and Early Intervention

SCP Objective 3. People who use health and social care services have positive experiences of those services, and have their dignity respected

SCP Objective 5: Making Best Use of Resources

## 10. Working with Communities

In response to COVID-19 the Community Engagement Team members joined with the Community Learning and Development to form 5 new locality based Stronger Communities Teams. This enabled a coordinated and local community work response. These teams played a key role in supporting local communities to deliver vital food, general support and prescription supplies to people in need.

Case study (See Appendix 2 - Stanley Development Trust)

There is in existence an extensive level of Communities based work undertaken within multiple areas of the HSCP but also within the Council. Our aim within the Communities portfolio is to join up the many strands of work that currently exist and ensure that the following four priorities are met:

- Empower communities and build shared ownership
- Promote positive attitudes and tackle stigma
- Create opportunities for people to connect
- Support an infrastructure that fosters connections

Support Choices is a project that helps people living in Perth and Kinross to get the social care and support that they need. Support Champions share information in their local areas. These are people who know their community, so it is easy for people to get to hear about what is possible for them. We are keen to see this type of model expanded and ensure that communities can access help and support as early as possible.

Our Care Home Resilience Project is taking a new approach which will work in a community focussed manner, learning from best practice elsewhere, to provide greater choice and improved access to services.

Over the coming year it is our intention to broaden and diversify the Strategic Planning Group membership to enable it to deliver on the Health and Social Care priorities for Communities. To ensure the robust delivery of these priorities and ownership by the community, we will develop a new communications and engagement plan for all stakeholders that will support us, amongst other things but in the first instance, to initiate outcome focussed community led activities. This will enable us to build resilience within our communities and enable our people to stay safely at home or in homely settings for longer before they enter statutory services. The initial key priority will be the roll out during 2021 of a consistent and holistic approach to co-ordinating volunteering to support our activities within all communities in managing and living with COVID-19.

### Delivering our Strategic Commissioning Plan

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## 11. Third Sector/Commissioned Services

In response to the pandemic, PKHSCP services have had to radically change their delivery model and to ensure we prioritise those most in need and this would have been impossible without our independent and third sector partners.

The services that we commission from the third and independent sector are key to providing early interventions prior to a person reaching crisis stage. They are often successful in preventing people from requiring statutory services.

Many services were unable to operate in their usual way during the pandemic, so they had to develop a different model of providing support very quickly: several day centres swiftly adapted to delivering meals to service users homes and to providing creative and stimulating activities either 'on-line' or directly to service users – craft materials, reminiscence resources, quizzes, jigsaws, magazines, word, and number puzzles were routinely developed and distributed. Volunteers and staff became very imaginative and were heartened to hear feedback from service users and their family members about how the regular contact and activities made people feel included and engaged.

### Kinross Centre (feedback):

"The company is important, as well as the meals being so nice. We are all comfortable with each other after we've been coming for a few weeks and don't worry about each other's funny little ways". (A service user)

"Mum loves it. She was feeling very isolated. There was nothing like this where she lived before and we like to be able to come in for coffee too when we bring her". (A daughter & son-in law of a new service user)

"This really is a wonderful resource for our community and makes a difference to the lives of many of the 'more mature' residents of Kinross and the surrounding villages".

Support and advice services swiftly set up 'on-line' or telephone services. New and regular support was delivered in this way, with on-line 'drop in' sessions and 'web-chat' services being developed. Several Mental Health Support Providers were able to use on-line and digital support to extend the reach of their services. Not being constrained by a physical office base and operating 'on-line' made their service more accessible for some people. Other providers were able to extend the hours of support 'on-line' or by telephone and offered more evening, weekend and 'out of hours' support, with individuals appreciating the greater flexibility in choice of day and times available.

Over the course of the pandemic our partners within the Third Sector have continued to provide a range of essential support services, often supported with additional funding from the HSCP. These partner organisations have been flexible and adaptable, adopting new ways of working, embracing digital solutions where possible. Providers have risk assessed and prioritised those most in need, ensuring that the most vulnerable people are getting the support they require. We are now working in partnership with care and support providers to look at local commissioning arrangements and more collaborative approaches. For example, by joining up with another provider, they can overcome capacity issues to deliver some of our more complex packages or share delivery within our planned Core and Cluster developments.

Our ambition is to improve and foster strong collaborative approaches with our partners to co-produce plans which will deliver better services and outcomes for the people of Perth & Kinross based on collaboration and engagement.

### Delivering our Strategic Commissioning Plan

SCP Objective 1 - Working together with Communities

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SCP Objective 5: Making Best Use of Resources

## 12. Infection Control and Safer Working

During 2020-21 we established a Perth & Kinross HSCP Infection, Prevention and Control Committee (IPCC), which continues to ensure local compliance with national standards on Healthcare Associated Infection Prevention and Control and the implementation of the Infection Prevention and Control Annual Work Plan across the HSCP. This Committee is not COVID-19 specific, however. It considers and seeks assurances on practices relating to Infection, Prevention and Control Standards whether COVID-19 related or more generally.

Throughout the pandemic, continuing to deliver our services safely has been of paramount importance. The restrictions, particularly those which relate to social distancing have made an impact on the capacity of clinical and general accommodation.

We have however put in place measures to minimise the risk of infection within our working environments. These have included the remodelling of working spaces and the adoption of routine use of Personal Protective Equipment in-line with guidance. Staff who are working from home have also undertaken a Display Screen Equipment assessment to ensure that they can continue to work safely. IT and workstation equipment has been provided to support this as part of the assessment process.

Infection prevention and control in Care Homes has been a major focus for the Partnership over the year. We established a Perth & Kinross HSCP Care Home Clinical Oversight Group (inclusive of Partnership, Health Protection, Scottish Care and the Care Inspectorate representatives) which continues to meet twice weekly and who facilitate decision making to support our 43 care homes. In collaboration with NHS Tayside we undertook care assurance visits to all care homes in the Perth and Kinross area. Improvement plans have now been drafted with procedures put in place to support care homes in completing any actions and recommendations required.

We have worked with our partners to ensure smooth rollout of lateral flow asymptomatic testing for our entire staff population, including in our commissioned services. This will continue to contribute to the wellbeing and safety of our working environments.

Infection Control and Safer Working in relation to healthcare within HMP Perth has required a further focus given the unique environment. Our Prison Healthcare Team have liaised with the NHS Tayside Vaccinations Team to ensure the necessary support is in place to enable a successful testing and vaccination programme in place and continues in HMP Perth as we move forward.

#### Delivering our Strategic Commissioning Plan

SCP Objective 2: Prevention and Early Intervention

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SCP Objective 5: Making Best Use of Resources

### **13. Hosted Services (Podiatry, Dental and Prison Healthcare)**

#### **Prison Healthcare -**

Similar to other services Prison Healthcare has been challenged by the impact of the pandemic. Non-essential clinics in Prison Healthcare were suspended with all self-referrals triaged to ensure that urgent patients were being appointed to either a telephone or a face to face consultation. Routine mental health and substance misuse appointments continued to operate during this time.

The Service continues to test and implement improvements, some of which have been identified through the positive steps taken to manage the service through the pandemic. For example, the increased use of technology and telephone based consultations has reduced the need for face to face appointments. This has proven to be very successful and is an improved way of consulting patients which will continue in the longer term.

The Occupational Therapy service across both HMP Perth and HMP Castle Huntly is proving to be very effective and the limited capacity of the Occupational Therapists is being managed appropriately on a priority basis.

Pain Association Scotland clinics commenced within HMP Perth prior to Covid, with one to one pain management sessions carried out by the Clinical Pharmacist. This approach has been very successful and has been well received by patients.

There continues to be some difficulty in recruiting to Healthcare posts within this service and this has impacted on the sustainability of some services. These difficulties are however being addressed with new innovative ways of recruiting being explored.

#### **Delivering our Strategic Commissioning Plan**

SCP Objective 3. People who use health and social care services have positive experiences of those services, and have their dignity respected.

SCP Objective 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

#### **Podiatry**

Throughout the COVID-19 pandemic many of the podiatry team were redeployed to support the delivery of critical services, such as community nursing and the vaccination programmes. This resulted in a substantial reduction in the provision of podiatry services; however the redeployment of the podiatry workforce not only supported wider Health and Social Care services but provided an opportunity for multidisciplinary team learning.

Collaborative working with Community Nursing and Community Care and Treatment Service (CCATS) teams in Perth & Kinross has improved safer patient care through the revision of our referral pathways and improved access to mutual records systems. Notwithstanding the substantial reduction in routine service delivery, the Tayside Podiatry service has continued to provide urgent and critical care to those people with foot wounds or acute pain and those at risk of tissue breakdown. This has helped ensure delivery of timely

care and support to those most at need. In line with '*making best use of resources*' the service saw 44% of the caseload despite COVID-19 related restrictions and a reduced workforce linked to redeployment.

For all other foot problems, the Podiatry service increased the availability of telephone and video consultations to provide foot health information and advice, to enable people to '*look after and improve their own health and wellbeing*'.

The pandemic prevented the Tayside Podiatry service from accessing care homes and people in their own homes unless they required essential wound care. In recognition of the need to minimise the risk of unintended harm, the Podiatry service has encouraged the use of remote consultations underpinned by the delivering of fortnightly foot health education webinars to which all care homes and multi-agency carers in Tayside continue to be invited.

The service anticipates an increase in demand for patients on existing caseload whose care plan has been interrupted due to Covid-19. The service has seen an increase in complexity of patients and this coupled with the implementation of safer working practices has reduced service capacity. The service will continue to prioritise those at higher risk.

### Delivering our Strategic Commissioning Plan

SCP Objective 2: Prevention and Early Intervention

SCP Objective 5: Making Best Use of Resources

## Public Dental Services

In early response to the emerging pandemic, and on advice from the Chief Dental Officer, dental services were substantially stood down in March 2020 with only emergency dental care being provided by Public Dental Services (PDS) (via Urgent Dental Care Centers (UDCC) in both Dundee (catering for patients in Dundee and Angus) and Perth. These facilities were the sole providers of dental care in the first quarter of 2020/21 with more than 6,000 patients receiving emergency dental care.

As the initial phase of the pandemic started to decline the recovery and remobilisation of services became possible to some extent. In quarter 2 of 2020/21 dentists in independent practice began to see urgent and emergency patients in their own practices and Primary Care dentists started to offer routine procedures. The Public Dental Service took a lead coordination role in this remobilisation.

PDS staff have also provided support to Test and Protect and to support our COVID-19 hubs throughout the year. Although the necessary support provided has reduced across the period there remained a level of ongoing support throughout the reporting period.

We received a number of positive comments from patients, NHST leadership, colleagues and partners and external dental bodies such as the Scottish Dental Practice Owners Group who commended our response to General Dental Service (GDS) remobilisation and the clarity of our communications.

Progress is being made with minor works, including ventilation, which will allow an increased throughput of patients in clinics across Tayside. .

Although NHST remobilisation is at least as advanced as the rest of Scotland, we have not been able open our sedation service to new referrals. Lists for routine NHS care in independent practice are significant with no more than half of pre-pandemic activity being able to be undertaken across Tayside. Measures are being taken at national level to support increased investment in infrastructure and support for the increased use of Personal Protective Equipment. It may not however be possible to improve access to services to pre-pandemic levels in the near future.

#### Delivering our Strategic Commissioning Plan

##### SCP Objective 2: Prevention and Early Intervention

SCP Objective 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services

### **14. Digital Innovation**

Our work during 2020/21 to enable service users to have access to customer facing digital solutions continues to roll out the use of 'NearMe', Just Checking, Florence and Brain in Hand amongst other digital solutions to our patients and service users.

'NearMe' has seen almost 300 hours of consultation time between Occupational Therapy, Alcohol and Substance Use Team, Social Work, and the REACH Team (*Resilient, Engaged, Achieving, Confident, Healthy*). REACH is a multi-disciplinary approach that provides intensive support to families with multiple complex needs where there is a significant likelihood of the young person (aged 12-18) becoming accommodated away from home. This success is replicated in the extension to Brain in Hand licenses to increase the use of the app in supporting independent living.

Collaboration with NHS Tayside commenced on the roll out of the essential NHST COVID-19 Remote Health Monitoring where we will be able to monitor the oxygen levels and progress of patients and service users at home and intervene early when their symptoms deteriorate.

Ensuring our workforce is equipped with the digital tools they need is critical to build the resilience into our workforce. Developing a digital skills and learning programme for the workforce will create greater resilience when faced with challenging environments and will enable us to develop the new digital pathways throughout the next 12 months.

### **15. Inequalities**

To reduce health inequalities across Perth & Kinross we must do all we can to ensure that our urban and rural communities are not disadvantaged by age, access to services, rurality, mobility and deprivation.

It is clear that many groups have been disproportionately affected by COVID-19 and its impact on communities. We are committed to develop a targeted approach to those groups that have been affected to ensure they have information and access to appropriate support, care and treatment. Unemployment and economic factors will have a significant impact on many people across Perth and Kinross: -

Disability Groups – reduced social care providers such as day care and respite, people have new or increased caring responsibilities, disabled people were more

likely to struggle to access to food and medicine, Social distancing and isolation were extremely challenging and disabled people with and without pre-existing mental health conditions are finding everyday life under lock-down extremely stressful. Gender – issues such as home schooling, types of frontline roles; jobs affected; economic impact; home working; domestic abuse have all affected particular gender groups.

Minority Ethnic communities - have been disproportionately impacted in certain job sectors where there is a higher prevalence of migrant workers.

Age – issues such as social isolation, lack of access to groups/schools/activities, not seeing friendship groups have impacted people more significantly at either end of the age spectrum.

We will work with community planning partners to ensure that a human rights-based approach is developed. Immediate action is needed to provide the necessary leadership and investment within the HSCP to coordinate a response that ensures that we prioritise the work that has been undertaken with communities and promotes equalities to promote health and wellbeing for all in Perth and Kinross.

Further we consider that delivering on this requires development of an Integrated Resource Framework (IRF) which measures the effort and resources we expended in supporting a patient and or service user at the individual level and comprises of both their consumption of Health Service as well as their consumption of Social Care Services. Understanding that will enable us to target our efforts at those who most need it and allow us to make strategic investment and disinvestment decisions.

### **SECTION 3: SCRUTINY AND INSPECTION OF SERVICES**

Inspection activity to HSCP services during the 2020-21 year was adjusted in light of COVID-19, and the inspections which took place had a primary focus on pandemic response. The Care Inspectorate paused inspections to our Registered Services and conducted COVID-19 specific inspections to Care Homes that had experienced an outbreak of COVID-19 or which were identified locally as having emerging issues. All our Care Homes also received two COVID-19 support visits from the HSCP during the year and submitted regular weekly update reports.

The HSCP Care and Professional Governance Forum (CPGF) has responsibility for ensuring appropriate scrutiny, assurance, and advice within the HSCP, and is co-chaired by the Chief Social Work Officer and Associate Medical Director.

The CPGF receives assurance reports from all localities and services within the partnership and for services ‘hosted’ by P&K HSCP, and all have provided an annual report providing details and assurances regarding the provision of safe, effective, and person-centred services, and any ongoing improvement.

Each locality has in place a Clinical, Care and Professional Governance Group, all of which are now firmly established. These groups have representation across both Health and Social Care and provide an opportunity for shared learning as well as ensuring effective Clinical and Care Governance processes across the locality.

Overall, registered care services (internal and external) in Perth and Kinross are providing high quality care to local people. In 2020/21, 88.5% of our care and care services for adults

were rated good or better in Care Inspectorate Inspections and this is higher than the Scotland figure of 82.5%; the Perth and Kinross % has increased by 5.5% since 2016/17.

ID	Indicator	2016/17 Perth and Kinross	2017/18 Perth and Kinross	2018/19 Perth and Kinross	2019/20 Perth and Kinross	2020/21 Perth and Kinross	Reporting Period Year Up to	What is our trend over last five years?	How we compared to 2019/20	Latest Scotland 2020/21	How we compared to Scotland
NI 17	Proportion of care and care services rated good or better in Care Inspectorate inspections	83.00%	88.00%	87.00%	86.40%	88.50%	Mar-21	↑ 5.50%	2.10%	82.50%	6.00%

Note: Figures were recently published by Care Inspectorate. Please note that due to the changes in inspection activity to limit the spread of COVID-19, the majority of services were not graded as normal and instead retained the grades they had last received and will impact on figures for 2020/21.

### Health Improvement Scotland (HIS) - Prisons

Health Improvement Scotland as part of Her Majesty Inspectors of Prisons Teams conducted COVID specific visits to HMP Perth in September 2020 and HMP Castle Huntly in February 2021.

These Inspection visits and reports provide assurance to Ministers and the wider public that scrutiny of the care and treatment of prisoners has been maintained during the pandemic.

In line with Health Protection Scotland (HPS) Guidance, HMP Perth and HMP Castle Huntly, like all other prisons in Scotland, had enforced a limited regime to support social distancing and reduce risk of transmission in line with community lockdowns.

### HMP Perth

The report was very positive, with a number of areas of good practice highlighted. One was however made and this related to improving stronger collaboration with the Scottish Prison Service senior management. The leadership teams across both organisations are committed to progressing this.

### HMP Castle Huntly

The written report for this inspection is awaited, verbal feedback to the partnership leadership team at the time of the inspection was positive.

### Healthcare Improvement Scotland (HIS) - General

HIS conducted a review of Adult Community Mental Health Services within Tayside during January to March 2020 and published their report in July 2020. The review included all Community Mental Health Teams (CMHT's) within P&K, Angus and Dundee HSCP's, and the subsequent finding and report is Tayside wide.

CMHTs were set up to provide care for those people who present with severe, complex, and enduring mental health problems in the community. The CMHTs also work in collaboration with specialist services such as learning disability, substance misuse, and adult psychological therapies services.

The review team set out to establish if ‘People referred to Community Mental Health Services in Tayside have access to mental health care where and when they need it and are they able to move through the system easily so that those people who need intensive input receive it in the appropriate place and at the right time?’

They found that this was not always the case, and the review team identified areas of significant concern but also saw examples of good practice and encouraging initiatives throughout the area. These were confined to individual areas and pockets of the service rather than being consistent pan Tayside initiatives. The key areas of improvement required for NHS Tayside and the three HSCPs are to:

Implement formal senior mentoring and supervision to ensure locum psychiatrists are monitored and supported to deliver safe and high-quality clinical practice. In particular, more formal processes and checks need to be in place for changes in medication and/or diagnosis.

Put job plans in place for locum psychiatrists to support this group of doctors in order to give clear guidance of what is expected in the role and to outline the minimum standard of practice expected.

Take steps to reduce the current inequity of service provision across all three partnership areas.

P&K HSCP have agreed a local improvement plan to ensure oversight or improvements over the coming year, while working in collaboration with Tayside partners.

## **Commissioned Services**

### **Support Visits to Care Homes**

During the COVID-19 pandemic, the Scottish Government requested that every Care Home receive a joint visit with nursing and senior social care staff from the HSCP.

Between the 1<sup>st</sup> of June 2020 and 1<sup>st</sup> April 2021, all care homes in Perth and Kinross received two support visits. These visits provided care assurance on standards of care, infection prevention and control and professional practice to assure the care provided in a care home is of the highest standard during COVID-19. The visits also allowed for an opportunity for the visiting staff to observe first-hand the many challenges which care homes face daily and provide a supportive opportunity to discuss any areas of concern the Care Home might have had.

The support visits were very successful and provided assurances locally and nationally that practice was of a high standard, and that where improvements were required in terms of Infection, Prevention Control, that these were addressed comprehensively. A small number of return visits were rescheduled for care homes who received their support visit during a Covid outbreak to provide assurance that all aspects are covered and being sustained.

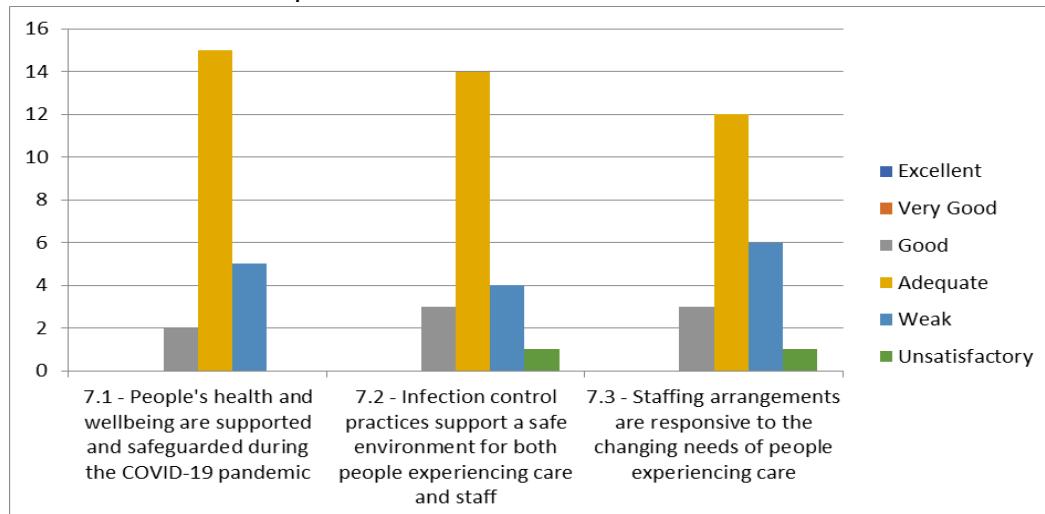
### **Care Inspectorate Inspections to Care Homes**

The Care Inspectorate visited 11 Care Homes during the year, and these visits had a focus on three specific indicators relating to the pandemic. The indicators focussed on *people’s health and wellbeing were supported and safeguarded*, that *appropriate Infection, Prevention*

*& Control arrangements were in place, and that staffing arrangements were appropriate and responsive.*

The overall results across the 11 Care Homes are summarised below (noting that many of the Care Homes were visited twice during the year).

Two Care Homes received Improvement Notices, and these notices were subsequently removed after follow up visits.



## SECTION 4: FINANCIAL AND BEST VALUE

### Financial Performance 2020/21

The 3 Year Financial Plan, approved by the IJB in March 2020, contained a significant programme of transformation to bring a balanced position over a 3 year period. A £1.175m deficit was anticipated in 2020/21 due to upfront investment in community based services expected to deliver efficiency over the 3 year period. Our financial performance compared to the Financial Plan for 2020/21 is summarised in the table below. Overall an underspend of £3.887m is reported

	2020/21 Financial Plan Position Over/(Under)	2020/21 Year End Out-turn Over/(Under)	Movement from Plan Over/(Under)
	£m	£m	£m
Core	1.665	0.035	(1.630)
Hosted Services	0.098	(0.302)	(0.400)
Prescribing	(0.588)	(0.588)	0.000
GMS	0.000	(0.106)	(0.106)
Health	1.175	(0.961)	(2.136)
Social Care	0.000	(2.926)	(2.926)
Total	1.175	(3.887)	(5.062)

The COVID-19 pandemic and the PKHSCP mobilisation response has been a significant cause for the financial position to move from plan and, mirroring the performance indicators, the financial position reflects significant shifts in demand for services.

In Social Care, the reduction in demand for care home placements shifted to an increased demand for Care at Home. However, much of the additional Care at Home demand was met through the effective re-tasking of staff from across Health and Social Care. Delays in the provision of adult care packages due to a lack of carers also lead to a significant reduction in spend.

In Health, the delay in the programme of transformation resulted in slippage in investment in new services. Recruitment across a range of services was also delayed, resulting in additional unanticipated under spend. Across core and hosted services, critical vacancies were covered through staff deployment, whilst others were not immediately filled. This lead to significant unplanned under spends.

Savings plans attributed to the Health & Social Care transformation programme have been significantly affected. Unachieved savings were offset however by additional Scottish Government funding allocation.

As part of the development of the 3 Year Financial Plan 2022/23: 2024/25, we will seek to better understand changes to expenditure patterns and potential implications for future years.

### **Financial Outlook and Plans for Future**

Building on the significant progress and lessons learned through our response to the COVID-19 pandemic, the 2021/22 Remobilisation Plan prioritises support and investment where it is most required. The 2021/22 one year budget, approved at the IJB in March 2021, builds on the indicative budget approved by the IJB last March 2020 updated significantly to reflect Covid Remobilisation Plan priorities.

The setting of a one year financial plan for 2021/22 was agreed by the IJB in recognition of the level of planning uncertainty. However, the IJB and its Executive Management Team are fully committed to developing a 3 year Strategic Delivery and Financial Plan for the years 2022/23 to 2024/25. The 3 year plan will be developed across 5 key integrated priority areas: Older People, Mental Health, Drug and Alcohol, Learning Disabilities and Primary Care. The plan will incorporate the direction set out in the previously approved 3 year financial plan; the lessons learned from 2020/21; and the predicted and unforeseen pressures as a result of COVID-19. Other key factors in its development will be the funded Scottish Government service development priorities including the Primary care Improvement Plan; Mental Health Action 15; Mental Health Recovery and Renewal; Alcohol and Drug Partnership; Drug Deaths, the Community Living Change Fund for complex care and District Nursing.

In addition, the Scottish Government have identified some early priorities for the implementation of recommendations within the Independent Review of Adult Social Care. These will require to be considered.

### **Best Value**

Best Value is about creating an effective organisational context from which public bodies can deliver key outcomes. The following four themes are the building blocks on which to deliver good outcomes, by ensuring that they are delivered in a manner which is: economic, efficient, sustainable, and supportive of continuous improvement.

### **Vision and Values**

The Strategic Commissioning Plan, approved in December 2019, sets out the vision and priorities for PKIJB. The vision as a Health and Social Care Partnership is to work together to support people living in Perth and Kinross to lead healthy and active lives and to live as independently as possible, with choice and control over their care and support. Our aim is to improve the wellbeing and outcomes of people living in Perth and Kinross, to intervene early and to work with the third and independent sectors and communities, to prevent longer-term issues arising. Remobilisation will be the focus for 2021/22 and building on what has been learned through mobilisation and remobilisation, the IJB will progress the key priorities to support the aims of the Strategic Commissioning Plan.

The scale of increased demand and increasing complex needs means that we cannot provide services in the way we have before - we don't have enough money to do so. With growing demand for support and less money available we want to work with individuals and communities to find ways to better support people in their local areas. A significant programme of change is set out in the Strategic Commissioning Plan with targets to measure success. The 3 Year Financial Plan approved by the IJB for 2020/21 to 2022/23 is fully linked to the Strategic Commissioning Plan objectives. The IJB will review this and develop a 3 year Strategic Delivery and Financial Plan for 2022/23 to 2024/25. This investment and disinvestment plans will be developed across the 5 key priority areas: Older People, Mental Health, Drug and Alcohol, Learning Disabilities and Primary Care.

### **Effective Partnerships**

IJB Meetings are public meetings and membership includes wide stakeholder representation including carers, service users and the Third Sector. A Communication Strategy and Participation and Engagement Strategy have been agreed by the IJB at inception and both are now being refreshed to learn from our experience thus far.

The refreshed Strategic Commissioning Plan 2020 – 2025 was published following engagement with local people. The membership of the Strategic Planning Group has been refreshed to ensure wide stakeholder involvement.

The Communication, Participation and Engagement group terms of reference and remit and membership are under review and will provide a forum for coordinating all future engagement activity within the Partnership. We have appointed a dedicated Communication Team Leader. Several forums including the Third Sector Interface, the Third Sector Forum, Local Involvement Network, the Area Drugs Partnership, and our Adult Provider Forum ensure a strong contribution to joint strategic planning and commissioning. Over the Covid 19 pandemic enhanced engagement has taken a variety of forms.

The HSCP fund an Independent Sector Lead role that supports the Integration of Health and Social Care in Perth and Kinross.

The HSCP Community Engagement Team play a key role in delivering community engagement and participation across the Partnership, with each of our three localities having a Participation and Engagement Plan that is overseen by the Locality Management Group. We maintain close links with the Community Planning Partnership and Local Action Partnerships. The Partnership works closely with Independent Contractors such as Care Providers, GPs, Dentists, Optometrists and Pharmacists in the delivery of Health and Care Services across Perth and Kinross.

The Partnership has engaged regularly with all elected members of Perth & Kinross Council around the challenges of the pandemic.

Throughout 2020/21 improvement activity has been undertaken, including:

- Additional dedicated communications resource recruited by PKHSCP to enhance communication with staff and stakeholders
- A review of IJB membership to ensure that there is appropriate level of stakeholder representation

## **Governance and Accountability**

The governance framework is the rules and practices by which the IJB ensures that decision-making is accountable, transparent, and carried out with integrity. The IJB undertakes an annual review of its governance arrangements based on CIPFA Good Governance Principles. The IJB is able to demonstrate structures, policies and leadership behaviours which demonstrate good standards of governance and accountability. The robust financial planning arrangements and the publication of this Annual Performance Report give a clear demonstration of our best value approach. Throughout 2020/21, significant work has been done to advance a number of priority areas to improve the effectiveness of our governance arrangements. Despite the pandemic we have made good progress against many areas, including:

- IJB Member Induction with development sessions arranged and an Induction Pack available for all members.
- Self-assessment has been undertaken against the IJB Integration Scheme that has helped shape the Tayside Wide Review process.
- Annual Development meetings between the Chair/Vice Chair with members are also now scheduled and will become standard.
- Development of the 2021/22 Remobilisation Plan in line with Scottish Government guidance and this has been clearly aligned to the IJB's high level Objectives
- Prioritising the development of 3-year Strategic Delivery Plans across 5 key service areas including investment/disinvestment plans.
- Development of the PKHSCP 1-year Workforce Plan and plans to develop the 3 Year Plan.
- Recruitment of dedicated communications resource that will be aligned to enhance stakeholder engagement significantly further

## **IJB Complaints**

There have been no complaints received in respect of the IJB in the reporting year.

## **Use of Resources**

The IJB is supported by a robust Financial Planning process which forms the basis for budget agreement each year with NHS Tayside and Perth & Kinross Council. Performance against the Financial Plan is reported to the IJB on a regular basis throughout the year. All significant service reviews considered by the IJB are supported by an effective option appraisal. A budget review group has been established to ensure that investment and disinvestment plans are in line with Strategic Plan objectives. The impact of Covid 19 on future financial sustainability is being assessed and will inform the next financial plan. PKHSCPs robust financial planning mechanisms will support this well moving forward.

## **Performance Management**

Developing a consistent approach to performance review across all areas of the IJB has been a key objective in 2020/21 and a new framework for reporting was agreed by the Audit & Performance Committee in December 2019 that has been used as the basis for reporting in this Annual Performance Report.

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Our Performance Framework is now embedded with reports being presented to the Executive Management Team on a monthly basis and also to each Audit & Performance Committee. Our monthly reporting to EMT and IMT includes reporting at locality level.

As we move through 2021/22, we will build on the implementation of our performance framework and continue to report to the Audit and Performance Committee on progress in respect to Strategic Commissioning Plan ambitions through the delivery of our remobilisation plan.

**NATIONAL INDICATOR TABLES****APPENDIX 1**

ID	Indicator	2015/16 Perth and Kinross	2016/17 Perth and Kinross	2017/18 Perth and Kinross	2018/19 Perth and Kinross	2019/20 Perth and Kinross	2020/21 Perth and Kinross	What is our trend over last three surveys?	How we compared to 2017/18 HACE Survey	Latest Scotland 2019/20	How we compared to Scotland
NI 01	% of adults able to look after their health very well or quite well	95.40%	na	94.60%	na	94.30%	na	↓ 1.10%	-0.30%	92.90%	1.40%
NI 02	% of adults supported at home who agree that they are supported to live as independently as possible	81.40%	na	83.00%	na	82.30%	na	↑ 0.90%	-0.70%	80.80%	1.50%
NI 03	% of adults supported at home who agree that they had a say in how their help, care or support was provided	81.80%	na	77.70%	na	77.20%	na	↓ 4.60%	-0.50%	75.40%	1.80%
NI 04	% of adults supported at home who agree that their health and care services seemed to be well co-ordinated	75.50%	na	74.50%	na	73.00%	na	↓ 2.50%	-1.50%	73.50%	-0.5%
NI 05	Percentage of adults receiving any care or support who rate it as excellent or good	83.40%	na	81.30%	na	82.90%	na	↓ 0.50%	1.60%	80.20%	2.70%
NI 06	% of people with positive experience of care at their GP practice	91.30%	na	88.40%	na	86.40%	na	↓ 4.90%	-2.00%	78.70%	7.70%
NI 07	% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	83.60%	na	80.60%	na	80.20%	na	↓ 3.40%	-0.40%	80.00%	0.20%
NI 08	% of carers who feel supported to continue in their caring role	40.30%	na	40.90%	na	36.70%	na	↓ 3.60%	-4.20%	34.30%	2.40%
NI 09	% % of adults supported at home who agreed they felt safe	79.70%	na	84.90%	na	83.90%	na	↑ 4.20%	-1.00%	82.80%	1.10%

**Performance Key**

We are within 3%, or are meeting or exceeding the number we compare against



We are between 3% and 6% away from meeting the number we compare against



We are more than 6% away from meeting the number we compare against

ID	Indicator	2016/17 Perth and Kinross	2017/18 Perth and Kinross	2018/19 Perth and Kinross	2019/20 Perth and Kinross	2020/21 Perth and Kinross	Reporting Period Year Up to	What is our trend over last five years?	How we compared to 2019/20	Latest Scotland 2020/21	How we compared to Scotland
NI 11	Premature mortality rate per 100,000 persons	348	364	350	333	365	Dec-20	↑ 17	9.61%	457	-25.21%
NI 12	Rate of emergency admissions per 100,000 population for adults (18+)	11,159	10,777	10,952	11,482	10,693	Dec-20	↓ 466	-6.87%	11,100	-3.81%
NI 13	Rate of emergency bed day per 100,000 population for adults (18+)	118,411	109,670	107,945	110,547	95,692	Dec-20	↓ 22,719	-13.44%	101,852	-6.44%
NI 14	Emergency readmissions to hospital for adults (18+) within 28 days of discharge (rate per 1,000 discharges)	118	112	115	116	131	Dec-20	↑ 13	12.93%	114	12.98%
NI 15	Proportion of last 6 months of life spent at home or in a community setting	88.24%	89.52%	89.60%	89.60%	90.10%	Dec-20	↑ 1.86%	0.50%	90.10%	0.00%
NI 16	Rate per 1,000 population of falls that occur in the population (aged 65+) who were admitted as an emergency to hospital	21.70	21.44	22.1	22.50	22.90	Dec-20	↑ 1.20	1.78%	21.70	5.24%
NI 17	Proportion of care and care services rated 'good' (4) or better in Care Inspectorate inspections	83.00%	88.00%	87.00%	86.40%	88.50%	Mar-21	↑ 5.50%	2.10%	82.50%	6.00%
NI 18	Percentage 18+ with intensive social care needs receiving care at home	56.93%	58.08%	60.70%	59.30%	59.53%	Dec-20	↑ 2.60%	0.23%	62.90%	-3.37%
NI 19	Number of days people aged 75+ spend in hospital when they are ready to be discharged, per 1,000 population	866	658	548	502	199	Mar-21	↓ 667	-60.36%	488	-145.23%
NI 20	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	25.68%	26.51%	26.30%	26.63%	23.93%	Dec-20	↓ 1.75%	-2.70%	21.04%	2.89%
MSG 3	A&E Attendances per 100,000 population	21,124	21,431	22,080	22,740	14,021	Mar-21	↓ 7,103	-38.34%	20,371	-45.29%

Note on Indicators: 2020/21 Data provided for NI 11, 12, 13, 14, 15, 16, 18 & 20 is based on Calendar Year January to December 2020. NI 17, NI 19 and MSG 3 is based on Financial Year April 2020 to March 2021.

### Performance Key

	We are within 3%, or are meeting or exceeding the number we compare against		We are between 3% and 6% away from meeting the number we compare against		We are more than 6% away from meeting the number we compare against
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## **1. SUPPORTING OUR CARERS**

Throughout the pandemic the lockdown restrictions on gathering and movement implemented to limit the spread of COVID-19 impacted all of us. This was certainly true for our unpaid carers as many of the usual supports and services they depend upon, such as peer support groups, paid carers and day care services, were disrupted or became less available.

To minimise this impact the PKHSCP and our partners in PKAVS took a number of steps to address these issues, changing both how our services were delivered and how carers were communicated.

### **Carers Connect 2020: An Online Event**

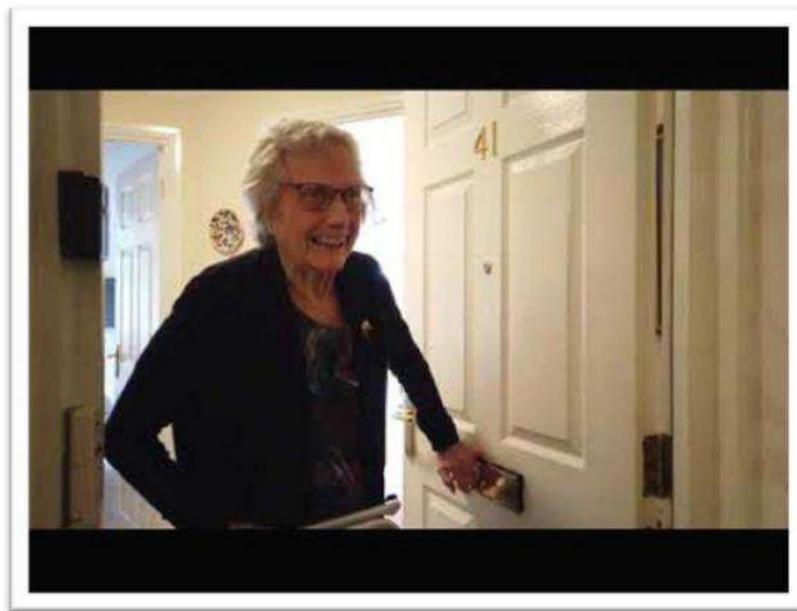
To overcome the restriction imposed by COVID-19, this year's Carers Connect 2020 event was delivered digitally through online video presentations, discussions and interactive workshops.

Delivered to help support unpaid carers in Perth & Kinross on National Carers Rights day, November 26th, the online event was designed to achieve three primary aims:

1. Improve access to information and support for unpaid carers;
2. Increase awareness of carers rights and the local commitments to supporting carers; and
3. Connect carers with their peers and to services that can respond to their needs.

In total, over 80 people attended various online presentations throughout the day, with 53 people watching a pre-recorded video which highlighted support services available to them. Nearly 60 people also attended live online workshops, which focused on different practical skills concerning topics of mental health, improving resilience and coping techniques. The day was concluded with a live Q&A session, where a number of service officers were present to answer questions from carers in real time.

For those who could not attend on the day, a full video of events was uploaded to our webpages and a DVD or leaflet version was available on request to minimise the effects of digital exclusion.



Feedback was gathered throughout the day to help evaluate the overall experience of the online event, with the overwhelmingly positive indicating the event was well received by those who attended.

“Great to get a better picture of all the community services”

“Just happy I could attend at last. Very informative and useful info!”

“Wasn’t sure what to expect and I thought I might have left some of the sessions early. I ended up staying on for the whole event”

“I do prefer face to face but this was very good as without doing it online it would have been cancelled”

“Great, IT issues resolved fast and I could stay at home with my family member with no need to travel.”

“Can’t normally attend face to face so online was great for me”

### **Carers Week 2021**

During Carers Week 2021, the PKHSCP and PKAVS cooperated to organise, host and promote a series of engagement events centred on the theme of Making Caring Visible and Valued. These events ranged from a Carers Quiz and Guided Meditation to a Keep Fit Session and even an online Swing concert. There were also a number of Stride for Life Health Walks arranged for the week, offering carers the opportunity to take part in short, safe, accessible and fun low-level walks led by trained volunteers.

These events were delivered to help empower people who consider themselves as having caring responsibilities to identify as carers and access the support that is available to them. As events occurred over the second lockdown, with all events delivered safely and in line with restrictions imposed by COVID-19, they also provided a welcome change in routine to the more than 150 carers who attended an event.

### **Highlights**

Nearly 2000 [Carers Week Booklets](#) circulated via hard copies and emailed pdf copies, detailing how and where unpaid carers can access support. This booklet was also made available online on our Carers Week webpage, our Facebook page and on PKCAVS so that carers who did not receive a copy could still access the resource inside.

150 carers attended one or more of the virtual events offered throughout the week.

Articles on carers and carers week in both the Courier and P.A.

Podcast created and circulated far and wide.

The Orchestra put on a very impressive lockdown concert all playing in sync while located throughout different areas of Scotland. This was the largest single event with an audience of over 60 people tuning in to listen along.

### **Quotes we received as feedback from the events held:**

“Really enjoyed the concert last night. My kind of music.”

“I really enjoyed last night’s concert even although ‘Somewhere Over the Rainbow’ had me in tears. Please can we do this again?”

“Many thanks for this morning’s chat and quiz. Thoroughly enjoyed it and looking forward to joining in again”.

"What a fab laugh. I really enjoyed the quiz today and it was so nice to see so many familiar faces. During lock down I had lost contact with others so was very nice to see them and you"

"Thank you for inviting me to the group today. It certainly helped lighten my mood and made me feel happier. Kathleen has a good sense of humour and her passion for what she does comes through, this is important for those of us that have felt ignored in the past"

"Thoroughly enjoyed the relaxation zoom meeting. I Feel so much better thank you and see you at the next one"

"I found today's session to be relaxing and found myself almost asleep. I look forward to these sessions on a weekly basis"

"The sessions are great, it is also great to see some old faces and gives me something to look forward to"

"I found the session very relaxing and Pauline was very welcoming and she explained what she was going to do very well, taking into account the varied people on the call. The session was very relaxing and set me up well for the day, it has also given me a few tips on how to try and relax".

"Many thanks for this morning's chat and quiz. Thoroughly enjoyed it and looking forward to joining in again".

## WORKING WITH COMMUNITIES

The Stanley Development Trust aims to help build a resilient and sustainable community, encouraging local residents of the village of Stanley and the surrounding rural area to help one another and the environment through voluntary effort. This Care and Wellbeing project reaches deep into the community where it makes a real difference, generating social capital and building networks of people who are better connected and more confident to request and offer help to one another. This bolsters community resilience and this proved to be more important than ever during the COVID-19 pandemic.

The Care and Wellbeing project overseen by the Trust created community resilience and meant that our services could be adapted easily and volunteers mobilised quickly to meet the needs of our older and vulnerable residents during lockdowns. Despite the impact of COVID-19 and the restrictions imposed as part of our pandemic response, the project continued to deliver most of its usual services throughout the year, successfully adapting them to be COVID-19 secure. The project's activities were adapted to suit the ongoing need to 'stay at home' except for essential activities and remarkably throughout the year over 660 volunteer hours were recorded through the Time Bank. Additionally, Time Bank membership increased by 10% to 136 and 90% of volunteers surveyed reported that their sense of being connected to the local community has increased, despite the introduction of social distancing. Volunteers also reported that they are very satisfied with their experience of volunteering as part of this community resilience project.

## Comments from Volunteers

"Well organised initiative and quite nice to have an opportunity to help".

"Got me out and gave me a purpose during lockdown".

"Positive experience for family teenagers who got involved in leaflet delivery".

Users of the befriending service and other social support activities reported that the project has helped them to improve their mental health, increase their connections within the village, make new friends and through these benefits reduce loneliness.

“The project is excellent for involving people. It’s good for mental health, and company, and making friends”.

“Good way to meet people. We stop for a chat now when we meet outside”.

“Relief knowing, we had support”.

86% of respondents reported that their sense of feeling supported by the local community has increased. 76% of respondents reported that their sense of having strong, supportive contacts to call upon has increased.

