



Dundee Health & Social Care Partnership

Annual Performance Report SUMMARY 2016/17

“Each citizen of Dundee will have access to the information and support that they need to live a fulfilled life”

The Dundee Integration Joint Board (IJB) was established on April 1st 2016 to plan, oversee and deliver adult health and social care services through the Dundee Health and Social Care Partnership.

The Dundee Health and Social Care Partnership consists of Dundee City Council, NHS Tayside and partners from the third sector and independent providers of health and social care services. The Partnership is responsible for planning and delivering a wide range of adult social work and social care service, and primarily and community health services for adults. The Partnership is also responsible for some acute hospital care services.

Our Big Achievements



Substantially increased investment in home based care services by **£1.5 million**



88% of Dundee care services were rated good or excellent by the Care Inspectorate



Developed Community Services that have reduced the length of time people spend in hospital when they have been admitted in an emergency. **For every 100 adults in Dundee, 136 beds days were occupied**



People want to be supported in their own home towards the end of their life. On average Dundee performed well with **87% of last 6 months of life being spent at home or in the community**

Over the last 12 months we have reduced the number of bed days occupied where the person's discharge from hospital was delayed by **more than one fifth**



Exceeded national standards for dementia diagnosis (65%) and have the **highest post diagnostic support rate in Scotland (99%)**

Where we have made progress...



Increased community based supports for people leaving hospital through our Home from Hospital and Enablement Services and introduced 'step down services'.

Improved services for young people at risk of homelessness leading to 380 young people at risk of homelessness being identified, of whom 132 were supported to remain at home and 148 to secure alternative safe accommodation.



Expanded and developed our range of technology enabled care options including: a 'smart flat', increased investment in telecare and enhanced engagement with stakeholders at the annual Smart Care Convention and via social media.

Developed a Care Home Liaison Team which provides a dedicated service to residents in care homes experiencing mental ill health, leading to admission rates for this group to the specialist hospital ward being **reduced by 75%**.



Improved the rate of patients with a leg ulcer who are healed within 12 weeks **from 29% to 85%**.



The location of Welfare Rights services within GP practice has resulted in 216 patients receiving **£390,560 of additional benefits**.



75% of staff members working in the Partnership said that they would recommend the Partnership as a good place to work.

In partnership with Neighbourhood services and voluntary sector providers more than 40 units of housing with support were secured for adults with additional support needs during 2016/17. Between now and 2022, approximately 85 more units will be secured with suitable support.



What you have told us...

94%

of adults supported at home agreed they are supported to live as independently as possible.

94%

of adults receiving any care or support rated it as excellent or good.

93%

of adults said that they can look after their health very well or quite well.

"I came away with a feeling of optimism. I have since taken positive steps to make some changes in my life which have improved my mental and emotional wellbeing."

(Do You Need To Talk Service)

90%

of people said they have had a positive experience of care provided by their GP practice.

88%

of adults supported at home agreed that their services and support had an impact in improving or maintaining their quality of life.

"I would like to thank the service for making mum feel safe and comfortable."

(Post Diagnostic Support)

85%

of adults supported at home said they feel safe.

79%

of adults supported at home said they had a say in how their help, care or support was provided.

76%

of adults supported at home said that their health and care services seemed to be well co-ordinated.

"I believe staff go the 'extra mile' for clients. Are sensitive to the needs/wishes/feelings of carers. Overall a great service whose help is very much appreciated"

(Wellgate Day Support Service)

Working in localities



We have established GP Clusters to support quality improvements and shared learning, for example in relation to prescribing practices, diabetes and dementia.

A Medicine for the Elderly community model has been developed which is aligned to GP clusters. This has ensured that multi-disciplinary teams form within communities to support people with complex needs to live independently.

Community capacity building has worked well in localities and we have developed a range of projects which include 'time banking', 'men's shed' and 'Lochee Hub'.

The Employment Support Service are piloting locality and outreach working. We are currently working in partnership in the DD4 area of Dundee two days per week and one session per week at the Advice Centre based within Ninewells Hospital.

The health inequalities teams, comprising Keep Well, Dundee Healthy Living Initiative, Equally Well and Sources of Support continue to offer high quality, targeted work within areas of deprivation incorporating a wide range of clinical, social, developmental and lifestyle activities, and have been working more closely together to streamline and enhance their services and approach.

Dundee Carers Centre has piloted a new way of providing support to carers in their local communities. Our learning from this will inform how we develop locally based supports for carers in the future.

The Maryfield Men's Shed was developed in co-production with local people and has now developed into a self-sustaining constituted group with its own committee. The group have made links and strong partnerships with a wealth of organisations including the Scottish Wildlife Trust, who they are building bird boxes for.

Where we need to improve...

Strengthen

our pathways, such as the falls pathway, to ensure that people receive support at the right time and place.

Develop

a better understanding of reasons for hospital readmissions within 28 days, and develop appropriate supports to enable people to remain at home safely.

Further develop

health and social care support at home to enable more people to receive health support outwith hospital.

Further develop

the market to increase choice of support which enables individuals to make the best use of Self Directed Support.

Improve

outcomes for individuals in communities by reducing inequalities and increasing healthy life expectancy.

Increase

the proportion of carers who feel supported to continue caring by implementing the Carers Act and further developing the range of supports for carers.

Develop

service delivery area plans with local communities which reflect their priorities for health and social care over the next two years.

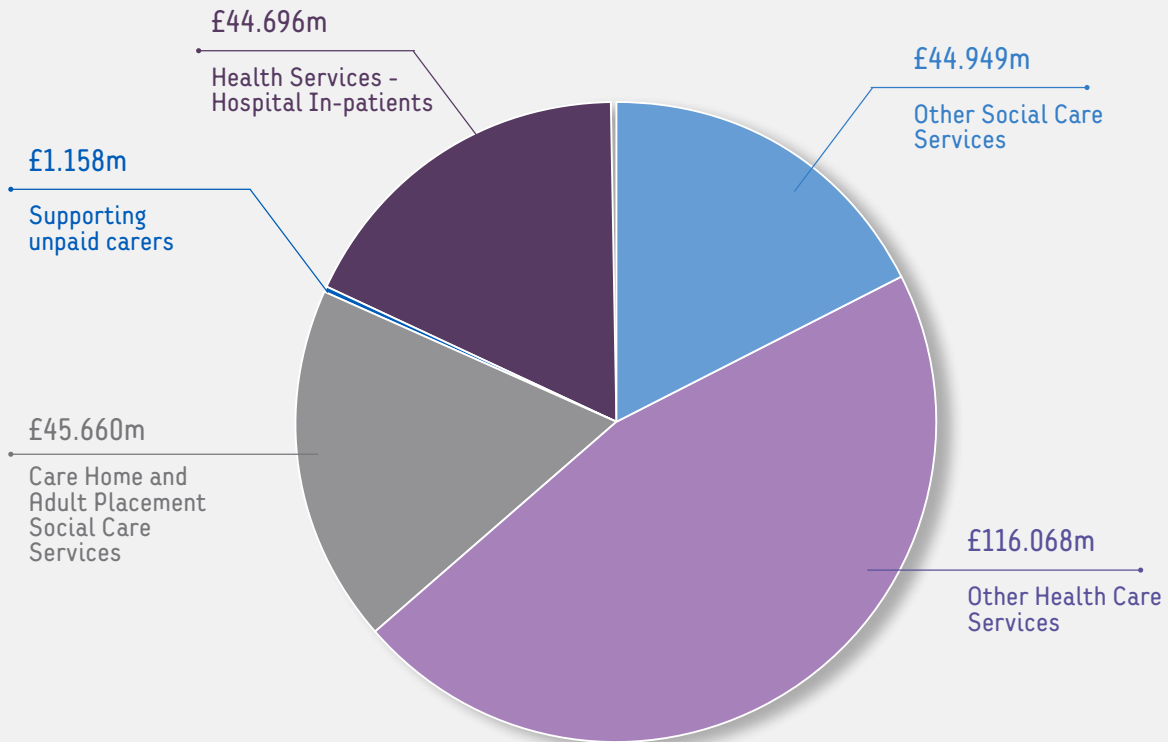
Improve

access to substance misuse and mental health and wellbeing support, as well as improving pathways between community, primary and acute services for people who face mental health challenges.

How we have spent our resources

Dundee Integration Joint Board spent £252.5 million on integrated health and social care services during 2016/17

The Actual Expenditure Profile for Integrated Health & Social Care Services for 2016/17 was:



This resulted in an underspend of £4.963 million in 2016/17. This overall underspend has been carried forward into 2017/18 through the Integration Joint Board reserves, mainly to support the further development of new models of care.

During 2016/17 the IJB established a Transformation Programme to ensure resources are used effectively and in line with Strategic Priorities.

Quality of our services

In 2016/17 there were **141** services for adults registered with the Care Inspectorate in Dundee. Of these services, **110** were inspected during this year. **28** of these inspections were combined inspections where both the Housing Support and Support Services were inspected together.

Of the 110 services that were inspected **87%** received no requirements for improvement.

Only 1 service inspected received an enforcement notice.

Of the 18 services directly provided by the Partnership that were subject to inspection by the Care Inspectorate over the last year, **89% received grades of 'very good' or 'excellent'**

If you have any questions about the information contained in this document, please email: dundeehscp@dundeecity.gov.uk or phone 01382 434000