

Dundee Health & Social Care Partnership



Annual Performance Report SUMMARY 2017-18

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

This is the second statutory Annual Performance Report of the Dundee Integration Joint Board (IJB), 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 services, and primary and community health services for adults. The Partnership is also responsible for some acute hospital care services.

Our Big Achievements



Invested **£1.1 million** of additional resources in home care services and secured **additional** national investment of over **£600k** for 3 years to pilot a Health and Work Support service in Dundee and an **additional** **£480k** to increase the number of community link workers to support reducing inequalities within the city.



In **8 out of 9** National Health and Wellbeing Indicators regarding health and care experience, Dundee performed better than the Scottish average. For the remaining indicator, Dundee performed the same as the Scottish average.



Developed Community Services that have reduced the length of time people spend in hospital when they have been admitted in an emergency. We reduced the number of hospital bed nights required by **10,342** during 17-18.



Reduced the variation in performance between our most and least deprived localities across key national performance indicators, including emergency bed days, delayed discharges and 28 day hospital readmissions.



Over the last 12 months we have **reduced by more than one half** the number of bed days occupied where the person's discharge from hospital was delayed (further improvement from 16-17).



Demonstrated that we are embedding a culture of listening to service users and their families and improving our services based on what they say and suggest to us.

Where we have made progress...



The creation of a multi-disciplinary discharge hub and assessment at home service, introduction of 7 day working within the Acute Frailty Team and further development of the Enhanced Community Support Team has enabled us to speed up the safe discharge from hospital of people who are frail and acutely unwell.

Created a shift from the more traditional 'medical model' and service led approach, to a more integrated and holistic approach to improving quality of life and outcomes by further developing recovery, asset-based and outcome focused approaches.



The redesign of health inequalities activities in the city has contributed to improved health outcomes by promoting healthier lifestyles and increasing the availability of health checks, as well as ensuring services are accessible to the most vulnerable citizens.



The location of Welfare Rights services within GP practices has resulted in 734 patients receiving £1.5M of additional benefits.



Increased the spend on Self Directed Support Options 1 and 2 from £1.3M in 2016-17 to £1.7M in 2017-18.



25 new models of accommodation have been developed which support people to secure their own tenancy. This has been made possible due to the ongoing work between partnership representative and neighbourhood services colleagues as part of the Strategic Housing Investment Plan.



Strategic Commissioning Plans for Carers, Technology Enabled Care and Homelessness were developed collaboratively and published. These describe in detail our plans for service delivery and improvement in these areas.



A move to more integrated services - the integrated discharge hub and the integration of occupational therapy services within the community.



A number of services were recognised at local award ceremonies, including the Dundee Carers Partnership which won an Outstanding Service and Commitment Award from Dundee City Council and the Leg Ulcer Clinic which received a NHS Star Award.



What you have told us...

84%

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

82%

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 wanted to let you know that the work and empathy of my Mum's Care Manager was second to none. Although he was only involved for a short time prior to her passing, he showed the care and commitment that made those last weeks for her as comfortable and the best they could be by way of ensuring that her care was met by those she knew and trusted. So often we only hear the negatives but I wanted you to know that on behalf of her family and friends that her care was superb."

(Care Management Team for Older People)

84%

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

85%

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

"My mother-in-law was a resident for eight months until she died. Staff at the care home welcomed her into the home and respected her and valued her uniqueness. The staff provided excellent care and support for her from day 1, they encouraged us as a family to make it as homely as possible so that she would feel more comfortable. They had shown her and the family compassion - dignity and were always respectfully present without being intrusive during her last days, they made a very difficult situation so much easier not only for my mother-in-law but for all her family"

(Dundee Health and Social Care Partnership Care Home)

87%

of adults supported at home said they feel safe.

78%

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

81%

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

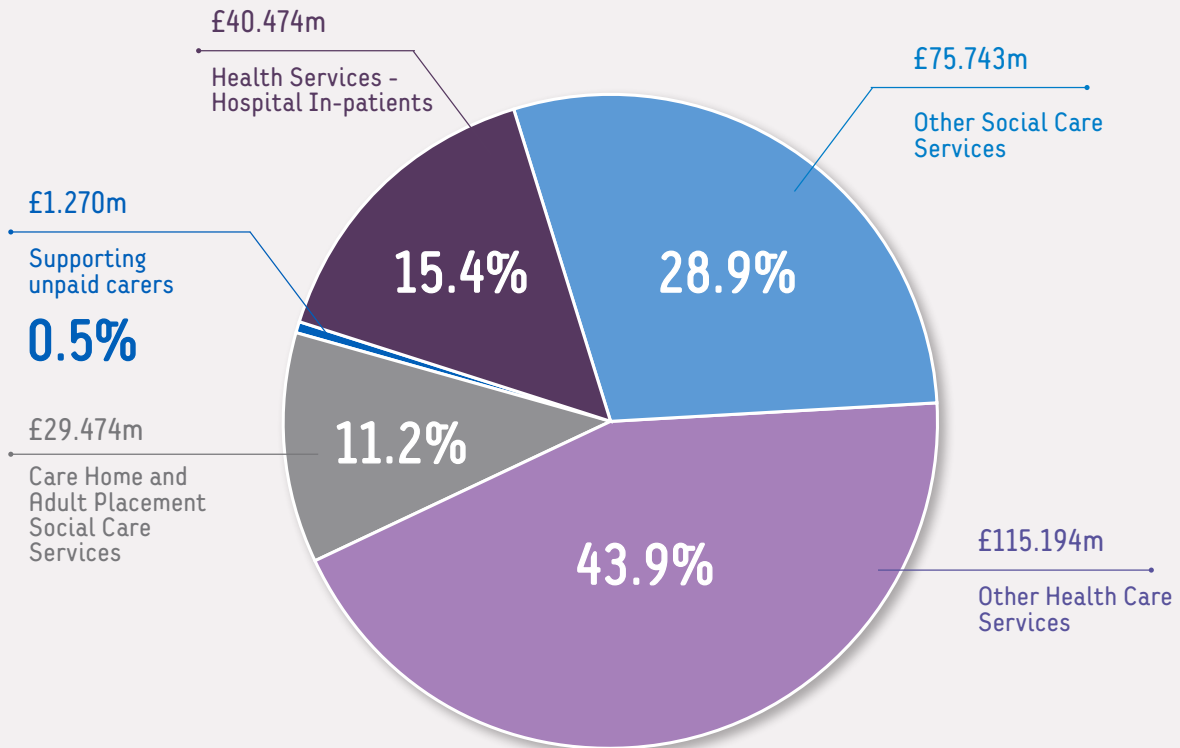
"My service has been first class. I've been helped so much when I was lost and in a dark place"

(Psychological Therapies Service)

How we have spent our resources

Dundee Integration Joint Board spent £262.2 million on integrated health and social care services during 2017-18

The Actual Expenditure Profile for Integrated Health & Social Care Services for 2017/18 was:



This resulted in an underspend of £29,000 in 2017-18. This overall underspend has been carried forward into 2018-19 through the Integration Joint Board reserves, mainly to support the further development of new models of care.



The IJB Transformation Programme continued into 2017-18 to ensure resources are used effectively and in line with Strategic Priorities.

Quality of our services

In 2017-18 there were **149** services for adults registered with the Care Inspectorate in Dundee. Of these services, **81** were inspected during this year. **21** of these inspections were combined inspections where both the Housing Support and Support Services were inspected together.

Of the 81 services that were inspected **77%** received no requirements for improvement.

None of the services inspected received an enforcement notice.

Of the 12 services directly provided by the Partnership that were subject to inspection by the Care Inspectorate over the last year, **75% 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