

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE – 21 NOVEMBER 2008

COMMUNITY CARE OUTCOMES SUBMISSION 2008

Report by Executive Director of Educational & Social Services

1. PURPOSE OF THE REPORT

- 1.1 To advise Committee on the Community Care Outcomes Submission 2008 and the subsequent feedback provided by the Scottish Government.

2. BACKGROUND

- 2.1 In November 2000, the then Scottish Executive published the Report of the Joint Future Group. The report made a series of recommendations designed to promote partnership working and a seamless approach to service delivery between local authorities and the NHS. Subsequently a number of the recommendations were enshrined in guidance. The East Ayrshire Joint Future Partnership is a formal partnership arrangement between the Council and the NHS in relation to the delivery of community and primary care services which has arisen out of the process.
- 2.2 Prior to 2008, the performance of Joint Future Partnerships has been measured through the Joint Performance and Assessment Framework (JPIAF). The East Ayrshire Partnership's performance over the past two years has made it one of the top performing partnerships in Scotland.
- 2.3 The development of a national Community Care Outcomes Framework to replace the JPIAF marked a shift towards an outcome based approach, focussing less on inputs and encompassing a greater emphasis on achieving better outcomes for service users and carers. The Governance and Scrutiny Committee was advised of the new arrangements at its meeting on 15th February 2008.
- 2.4 The objectives of the outcomes approach is to;
- focus on the benefits for service users and carers;
 - drive performance in community care;
 - re-focus on partnership working;
 - ensure joint responsibility of service delivery; and
 - clarify reporting both locally and nationally.
- 2.5 Work on the Community Care Outcomes Framework commenced prior to the new relationship between central and local government set out in the Concordat Agreement and subsequently reflected in Single Outcome Agreements (SOA).

2.6 However, SOAs require to take account of the Community Outcomes Framework and in East Ayrshire the SOA incorporated a selection of indicators recognising that the Community Care Outcomes Framework was still under development.

3. COMMUNITY CARE OUTCOMES SUBMISSION 2008

3.1 The performance reporting framework for 2007/08 comprised two elements:

(I) Collation of a data suite by the Scottish Government mainly from existing sources

(II) An optional commentary on performance comprising:

- An analysis of performance according to the six interlocking themes in the national community care outcomes framework.
- An assessment of how the partnership's understanding of these measures has influenced performance at the level of both strategy and specific actions.

3.2 Within the submission, the Partnership was required to report on six measures and five targets as attached at appendix 1.

3.3 The submission was lodged by the East Ayrshire Joint Future Partnership with the Scottish Government in July 2008 and provided a thorough assessment and comprehensive analysis of performance according to the six themes:

- Increasing levels of satisfaction amongst people using community care services
- Faster access to services or support
- Better support for carers
- Improving the quality of assessment and care planning
- Increasing proactive work with people at risk of admission
- Moving services closer to people who use services.

It also evidenced:

- how the Partnership's understanding of these measures has influenced both strategy and specific actions
- the measures required to meet identified priorities set out in our Local Improvement Targets 2008/09

3.4 Of particular note the East Ayrshire Joint Future Partnership is performing well in the following areas:

- Percentage of population 65+ living in care homes is 3.5% compared to 3.8% nationally

- Percentage of population 65+ receiving 10+ hours home care is 2.6% compared to 1.7% nationally
- Percentage of population 65+ with high levels of care needs who are cared for at home – 40.7% compared to 29.5% nationally
- Significant improvements in reducing the waiting times for services
 - Over 74% referrals for assessment started within 3 weeks
 - Over 89% of assessments were completed within 6 weeks of referral
 - The average time taken from the point at which a new service user is first identified as requiring a service to the date that the service is delivered from 3 days in 2006/7 to 2 days in 2007/8.
- 123 people have received Telecare Services as part of the development of an enhanced Telecare service using Scottish Government funding which exceeds our target by 10%. This remote monitoring service comprises a number of safety devices, which are particularly useful in allowing dementia sufferers to live independently whilst providing reassurance and respite to their carers. These include flood and fall detectors, gas shut off valves and front door sensors.
- The number of delayed discharges over 6 weeks was reduced from 3 at April 2007 to nil at April 2008. At April 2008 there were no delayed patients in short stay beds.
- The number of early supported discharges by the Rapid Response Team has increased by over 8%. (There has been a corresponding increase of 8% in the number of hospital bed days saved as a result of early discharge).

4. SCOTTISH GOVERNMENT FEEDBACK

- 4.1 Representatives of the Scottish Government (Partnership Improvement and Outcomes Division) met with representatives of the East Ayrshire Joint Future Partnership on 16th October 2008 to provide feedback on the submission.
- 4.2 A high level of performance across the outcome measures was acknowledged. The sophistication of the analysis of performance in the context of the range of issues that impact upon it was highly commended. It was also recognised that a comprehensive set of outcome focused local improvement targets (LITs) had been developed in response to locally identified priorities.
- 4.3 Scottish Government representatives indicated that the quality of the submission was amongst the best it had received from the thirty two Joint Future Partnerships.

5. FINANCIAL IMPLICATIONS

- 5.1 The analysis of factors impacting upon performance recognises demographic trends which will see significant increases in both the number of over 65s living in East Ayrshire and as a percentage of an overall declining population. These trends have been recognised and are being considered within the context of the work being undertaken in relation to the Social Work Sustainability Strategy.

6. PERSONNEL IMPLICATIONS

- 6.1 Nil

7. POLICY/LEGAL IMPLICATIONS

- 7.1 The East Ayrshire Joint Future Partnership arrangements will be reviewed to ensure consistency with revised NHS and local authority structural arrangements.

8. COMMUNITY PLANNING IMPLICATIONS

- 8.1 The development of a National Outcomes Framework and the expansion of Local Improvement Targets to encompass the whole of Community Care is consistent with our approach to community planning and in particular supports the Improving Health theme of the Community Plan. Community Care Outcomes have been reflected in the Single Outcome Agreement.

9. RISK MANAGEMENT

- 9.1 Nil

10. RECOMMENDATIONS

- 10.1 It is recommended that Committee;
- (i) note the strong performance of the East Ayrshire Joint Future Partnership;
 - (ii) otherwise note the contents of the report.

Graham Short
Executive Director of Educational and Social Services
7 November 2008

LIST OF BACKGROUND PAPERS

Community Care Outcomes Submission 2008

For further information on this report please contact: Kay Gilmour, Acting Executive Head of Social Work. Tel: 01563 576917 or Martin O'Rourke, Senior Manager (Performance & Resource) on 01563 - 573516

IMPLEMENTATION OFFICER: KAY GILMOUR

Appendix 1

Measures for 2007-08	Targets for 2007-08
(OC8a) Percentage of older people aged 65+ with intensive care needs receiving services at home	By 2008, 30% of older people with intensive care needs will receive those services at home
(OC8b) Percentage of older people aged 65+ receiving personal care at home	<i>No target set by Scottish Government</i>
(OP6) Number of patients waiting more than six weeks to be discharged into a more appropriate care setting	<ul style="list-style-type: none"> • Reduce number of patients delayed by over six weeks by 50% by April 2007, as compared to the April 2006 targets, and to zero by April 2008 • Reduce number of patients delayed in short stay beds by 50% by April 2007, as compared to April 2006 outcomes, and to zero by April 2008.
(OP7a) Number of emergency bed days in acute specialities for older patients aged 65+ per 100,000 population	Reduce emergency in-patient days for older patients aged 65+ by 10% by 2008, compared with 2004/05.
(OP7b) Number of older patients aged 65+ admitted for any reason two or more times in a year as an emergency to acute specialities per 100,000 population by 2008, compared with 2004/05	Reduce number of older people aged 65+ admitted as an emergency two or more times in a year by 20%
(OC2) Number of older people aged 65+ with two or more emergency admissions in a year who have not had an assessment of their health and social care needs per 100,000 population.	<i>No target set by Scottish Government</i>